



Dear Parent/Guardian,

We are very excited to announce that we have been chosen to supply your child's fully funded hot school meal programme. Here are all the details that you need to know!

### **When does this start?**

As the Government has announced that over 900 new schools will be starting the scheme from Easter on, schools will begin on a phased basis. There are a number of elements to the scheme, with organising ovens, Garda Vetting, and rearranging our fleet to name a few. As such we cannot give you a definite date, but we will be announcing this with your school shortly.

### **What does this mean for your school?**

All students in your school will receive a hot meal for free every school day.

### **How do I get my free meal?**

On our soon to be announced 'Launch day', students will be given a letter with a unique activation code on it. With this code, you can download 'The Lunch Bag' app and use these details to register your child/children. Only one app is required for each family, with each child's details automatically attached to the parent account once the correct password is used. If you have any queries regarding this, please contact our customer service team on [info@thelunchbag.ie](mailto:info@thelunchbag.ie) and they will be happy to help.

*If you are already a Lunch Bag user, you can use your old Lunch Bag log in, however, your child's info will have to be re-added.*

### **Ordering**

The easy-to-use app will allow you to order from over 30 different hot meals each week. You can have a different meal every day of the week if you wish. Meals can be repeated every week or changed every day if you prefer.

You can change your order up to **36 hours before the day you want lunch.**  
e.g., if you want to change your order for Monday, please do so before midnight Saturday.

If you want to change lunch for Tuesday, please do so before midnight Sunday.

Meals can be changed as often or as little as you please, whenever you want.

**PLEASE ENSURE YOU CHANGE YOUR CHILD'S ORDER REGULARLY TO KEEP THEM ENGAGED.**



### **How does food arrive?**

Each student will be given a compostable box with their name, class and order on it. These individual boxes will be delivered directly to their classroom at lunch time.

Each child will be given a compostable fork and napkin to help them eat.

Once they have finished their meal, the empty containers will be sent home in a free BPA container for you to review and adjust their evening meal needs accordingly. These meals are not to be reheated! The meals are sent home for you to monitor your child's eating habits, adjust their ordering and compost the left overs.

*Please ensure you send this waste box into school each day.*

### **What do I need to send to school for my child to eat/drink?**

Children will be given a free hot meal for their 'big lunch'.

We advise that you keep their morning snack to a minimum to ensure they are hungry enough to now begin to eat a hot meal midday. Please ensure you also send a drink.

### **What if I forget to order?**

A default order will be sent to all children for the first few days until families change their order as they so wish. If you forget to order, a selection of firm favourites will be on hand to ensure no child goes hungry.

However, we do encourage you to take a few moments each week to plan your child's lunch with their input, as a hot meal during the day has been proven to increase mood, attention, and digestion – but we really want parent and child approval too!

### **What if my child does not like the food?**

As a school meal specialist for the past 5 years, The Lunch Bag has encountered every taste bud imaginable! We firmly believe there is a meal to suit every child – from plain eaters to adventurous palates – and we offer all.

Furthermore, we receive great feedback from families stating their kids are now tasting lots of new meals as they are experiencing them in a positive peer environment and at a point in the day when their hunger is peak – so do consider trialling new meals they haven't tried before.



### **What if my child has an allergen?**

When you register your child on the app, you will be asked to add any allergen they may have. Once completed, any meal containing that allergen will be removed from your menu. Meals containing allergens are prepared in an allergen specific area.

The Lunch Bag is a 100% nut free facility.

### **Dietary/cultural requirements**

If you require detailed dietary information due to health grounds, you can email [info@thelunchbag.ie](mailto:info@thelunchbag.ie) to receive these. These will also be available to view on our website.

All meals will have an option for halal meat.

### **How do I know the food is high quality?**

The Lunch Bag has a reputation for outstanding food quality from over 600 schools and 100,000 children nationwide.

Our fresh food is sourced from the highest quality providers nationwide and is subject to frequent inspections from the Environmental Health Officers.

Our highest badge of honour however comes from the fact that our own children and staff eat this food daily – and love it!

All meals are made in line with Healthy Ireland Guidelines and portioned in line with same. If there is any aspect of the food you are unhappy with, a feedback section on the app will allow you to contact us directly.

### **Where is the food made?**

All food is prepped in our state-of-the-art facility in Nenagh Co Tipperary by a team of highly trained staff. All are trained to HACCP level 3 at a minimum.

### **Website Info:**

Visit the website here:

<https://www.thelunchbag.ie/>