

## **Swift Kitchen FAQs**

### **Can I cancel my child's meal?**

Yes. If you want to change what you've already ordered to something else, please cancel the original order and re-order. If you want to completely cancel your order, maybe because your child is unwell and not in school, please do so before 8.15am.

### **Can my child change their choice when they get to school?**

No. All changes must be made by parents before 8.15am.

### **I can't get the app to work. Help!**

Of course, we can help. We can help you download the app and get set up. You'll need a unique number for each of your children. If you've lost this, don't worry, we can find it on our system.

### **Can I phone the school office and order a meal?**

All orders must be placed using the swift kitchen app before 8.15am on the day. You can phone us before 8.30am and we can manually add the order to your account. Please note that the office is only open from 8am and manual ordering will only be done in extenuating circumstances. This will mean that there will be a debt on your account which will need to be cleared so that meals can be ordered in the future.

### **What if I forget to order before the deadline?**

If you forget, please call the school office. They may be able to help you with the order, depending on the time. You might be asked to bring in a packed lunch. Aspens may not be able to accept the order.

### **I'm certain I ordered but it's not showing up. What's happened?**

When you make your selection, check that it moves to your basket and then click checkout. Every user needs to 'checkout' even if they qualify for free school meals.

### **Why do I keep getting contacted by the office team saying I need to use the Swift Kitchen app?**

We moved across to the Swift Kitchen app from the start of this year. This change means that parents do the ordering at home.

### **What do I do if my child's details change or are incorrect?**

Please contact us and we'll make the necessary changes. They should show up on the parent app almost immediately.

### **How do I pay for the meal?**

Parents pay for the meal at the point of ordering on the Swift Kitchen app. There is no facility for paying later.

### **I've ordered, checked out and had confirmation, but the order doesn't show up.**

We've had a small number of families with this problem. Deleting the app and reinstalling has been successful in resolving this issue.

### **I don't have time in the morning to make the order.**

Lots of our families are exactly the same - before school is just too busy. Instead, they find time at the weekend and order for the whole week. You can order even further in advance if you like.