



Creative Kitchen ■ 4 Balena Close ■ Creekmoor Industrial Estate ■ Poole ■ Dorset ■ BH17 7DB ■ T: 01202 695965

20th April 2015

Creative Kitchen Terms & Conditions for Online & manual Orders

Can you please remind parents who book online the cut-off point for booking meals. Ordering must take place by midnight on the Sunday a whole week prior to the week that the meals are required for. Once a cut-off point for a week has been reached the dates are locked and no further alteration can be made online.

These conditions will be applied immediately to allow the Schools, Parents and Creative Kitchen teams ensure meal bookings are honoured and communicated effectively.

Parents should address any online booking issues to the Creative Kitchen Team in Poole on 01202 695965 or via email: BPAdmin@compass-group.co.uk

School Charter

The following table identifies additional amendments that may apply which are not covered by the above statement. Hopefully the scenarios below are by exception but have been highlighted to ensure the T&Cs are applied and risk is minimized.

Scenario	Impact	Outcome
Meal cancellation within the 48 hour remit	School may not be aware of the cancellation	Creative Kitchen team to contact school directly
Meal booking change	Schools will only expect to receive meals stated on Meal Report	5 day notice required, Creative Kitchen to contact school directly
Meal cancellation through sickness	Schools will expect meals stated via Meal Report	48 hour notice required. School should already be aware of a sick child and no action required by Creative Kitchen