



## Terms & Conditions



### Data sharing

The information provided by the parent/carer on the registration form is required by Flourish (Caring Cooks) for the purpose of delivering a school meal service. Flourish will need to share this information with CYPES, school and the third-party online provider, Bluerunner, in order for school meals/free school meals to be allocated, and payments to be processed where appropriate. For further information regarding data sharing, please see the Flourish Privacy Notice published on their website.

Please note that all information is stored and processed in accordance with the Data Protection Law (Jersey) 2018.

### Cancellation policy

If you would like to cancel your order for a school lunch you must do so within 7 days of the meal being prepared and served to your child, in order to receive a refund to your account. Any cancellations outside of this period will mean a forfeit of the fees paid.

Parents/carers should be mindful of the school calendar as it is the responsibility of the parent/carer to ensure that a meal is not ordered when their child is out of school at lunchtime (i.e. on an offsite visit or for any other reason).

### Allergies and dietary requirements

Special diets will be catered for provided requests are supported by a medical report such as a letter from your GP or hospital consultant. No allergen free meals will be provided unless a medical report has been received. Requests for special diets should be made when registering your child on the Bluerunner system, and the supporting medical letter should be sent to [flourish@caringcooksofjersey.com](mailto:flourish@caringcooksofjersey.com). The menu will then be adapted to accommodate the child's special diet, this will be confirmed directly by Flourish. Parents/carers should update the school of any changes in their child's dietary needs and schools will follow procedures for dealing with an allergic reaction in line with the child's care plan.

Flourish will do all that it can to minimise risk to children with allergies and special dietary requirements. Flourish operate a nut-free kitchen and comply with food allergen labelling legislation. All special dietary meals are cooked and labelled separately to minimise risk. Flourish also provide a nutritional analysis of all dishes and the ingredients of meals on request to [flourish@caringcooksofjersey.com](mailto:flourish@caringcooksofjersey.com). You can also contact Flourish by telephoning 01534 539009.→

School staff, including lunchtime serving assistants are trained to understand the importance of food allergies and special dietary requirements.

The Wellbeing Dietetics team at Government of Jersey can also provide further advice regarding the nutritional content of meals at: [communitydietician@gov.je](mailto:communitydietician@gov.je)

### Income Support

Where a family is in receipt of Income Support there is no charge to access the Flourish school meal service. The parent/carer is required to provide evidence that they are in receipt of Income Support to Flourish on an annual basis (minimum). In the event of this information not being shared with Flourish, the parent/carer may be charged for the service. Further information regarding access to free school meals will be sent separately to those in receipt of income support.