



Belvedere Infant and Junior Schools

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Belvedere Infant School

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Wednesday 11th February 2026

Dear Parents and Carers,

We are writing to inform you of an important change to our school lunch system, which will come into effect from the **first day back after half term – Monday 23rd February.**

What is changing?

Currently, children who have a school dinner choose their meal at the serving hatch. From after half term, **all school meal choices must be made by parents/carers in advance.**

Parents will need to **select their child's meal by 8.30am each morning** via the usual online system. This will allow the kitchen to prepare the correct number of meals and ensure a smoother, quicker lunchtime for children. **If your child has a packed lunch, you will still need to select this option on Arbor** to make sure all children are accounted for.

How will this work in school?

- Each day, children will be given a **coloured band** that matches the meal choice made for them.
- Children must **look after their band during the day.**
- At lunchtime, the band will be handed to staff at the serving hatch so the correct meal can be provided.

Important information

- Meal choices **close at 8.30am each day** and can be booked in advance to the end of the term.
- If a meal is not selected by this time, your child will be given a **default meal.**
- Once meals are ordered, **choices cannot be changed during the day.**
- This system will help children have the meal they would like as well as reducing waiting times, food waste and errors at lunchtime.

We appreciate your support as we introduce this new system. Please ensure you are familiar with the process before the first day back after half term.

If you have any questions, please contact the school office.

Thank you for your cooperation.

Kind regards,

Gary Powell
Deputy Headteacher
Belvedere Infant and Junior Schools

Please turn over for frequently asked questions about our new lunch system.

Executive Head Teacher : Miss L Lynch
Belvedere Infant School Deputy Head Teacher: Mr G Powell
Belvedere Junior School Deputy Head Teacher: Mrs R Umney

The Pioneer Academy is committed to safeguarding and promoting the welfare of all our pupils and expect all staff and volunteers to share this commitment.

Parent FAQ Sheet
School Lunch System Frequently Asked Questions

- **When does the new system start?**
From the **first day back after half term**.
- **When do I need to order my child's lunch?**
By **8.30am each morning** using the Arbor app.
- **Do I need to choose their food every day?**
Yes, but remember you can book in advance up until the end of term.
- **What happens if my child has a packed lunch every day?**
Please let us know that your child does not require a school dinner by choosing the packed lunch option on Arbor.
- **Can I change my child's meal after 8.30am?**
No. Once orders close, meals are prepared and **choices cannot be changed**.
- **What happens if I forget to order?**
Your child will be given a **default meal** for that day.
- **How does my child get the correct meal?**
Your child will be given a **coloured band** that matches their meal choice. They hand this in at the serving hatch to receive their lunch.
- **What if my child loses their band?**
Staff will help them, but they may receive the **default meal**.
- **Can children swap meals with friends?**
No. Meals are prepared based on advance orders and **swapping is not permitted**.
- **What about allergies or special diets?**
These are flagged on the daily meal list and communicated to kitchen and lunchtime staff as usual.
- **Why is the school changing the system?**
This will:
 - Allow children to have the meal that they like without the fear of their choice running out.
 - Reduce waiting times
 - Improve accuracy of meals
 - Reduce food waste
 - Create a calmer lunchtime experience

Executive Head Teacher : Miss L Lynch
Belvedere Infant School Deputy Head Teacher: Mr G Powell
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Meal Menu choices on the Parent Portal or Parent App

Please note that once the deadline your school has set passes, you can see, but no longer edit your meal choices.

On the Parent Portal

From the main Parent Portal page, click **Quick Actions** and select **Meals**.



You'll be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.

Meal Choices



You can then see the **Meal Choices** page:

On the page you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you.
- **School holiday - no choices available.** Your school has set this day as a non-school day. Please contact your school (please do not contact Arbor) if this is incorrect.
- **No choices made** - click to select the meal your child will have.
- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

Week beginning 02 Oct 2023

Tuesday	Pasta with Tomato Sauce	Deadline passed
Wednesday	No choices made	▶
Thursday	No choices made	▶
Friday	No choices made	▶

Adding and confirming choices

To choose a meal (for a single meal or a week):

- Click on a day to view meal options for that week.
- Select your choices from the drop-down next to each day.
- Ensure days without choices are set to **No Choice selected** (you can update these later).
- Click the green **Process** button to confirm.

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Meal Choices

Add Meal Choice

Mon, 01 Sep 2025	Packed Lunch	✕ ▼
Tue, 02 Sep 2025	Jacket Potatoes	✕ ▼
Wed, 03 Sep 2025	Absent	✕ ▼
Thu, 04 Sep 2025	Jacket Potatoes	✕ ▼
Fri, 05 Sep 2025	No choice selected	✕ ▼

Editing

choices

To edit a meal choice that has already been made, you must first remove the current meal choice. If you do not do this first, you see a red warning message alerting you that "you cannot add a meal choice for [the date], because one already exists. Please remove the existing meal choice first" when you try to change the meal choice.

To remove a meal choice:

- Click on the day you want to change to open the edit screen.
- Update the meal choice to **No Choice Selected** using the dropdown
- Click the green **Process** button to delete the choice

This reverts the day to **No choices selected**.

Week beginning 07 Jul 2025

Monday	No choice selected
Tuesday	Small Lasagne
Wednesday	School holiday - no choices available
Thursday	School holiday - no choices available
Friday	School holiday - no choices available

Add Meal Choice

Tue, 08 Jul 2025

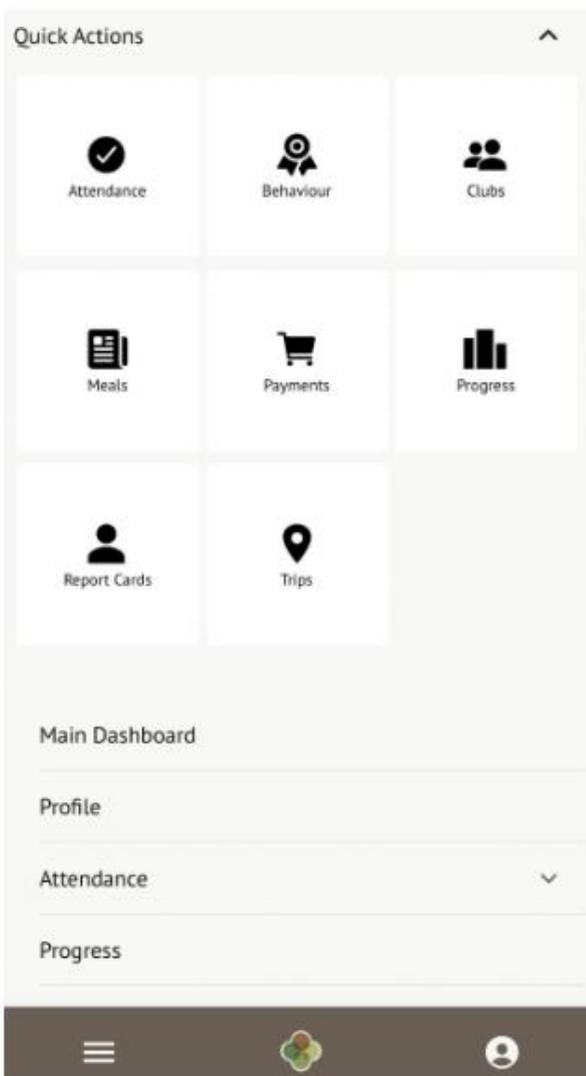
No choice selected

- Lasagne - £0.00
- Small Lasagne - £0.00
- Pasta Salad - £0.00
- No choice selected ✓



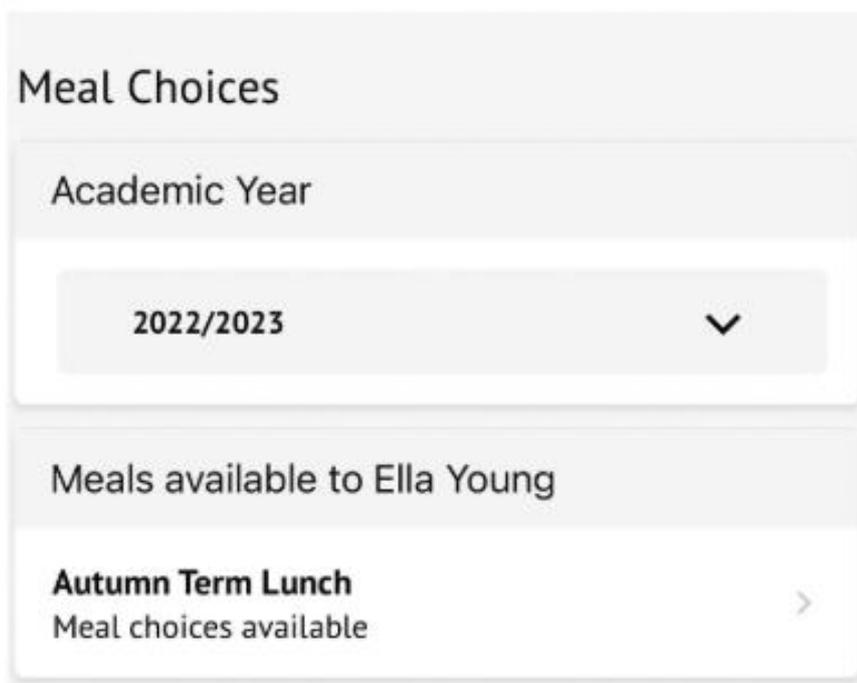
On the Parent App

Click the three lines to access your main menu, then click on **Meals**.



You'll be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.



Meal Choices

Academic Year

2022/2023

Meals available to Ella Young

Autumn Term Lunch
Meal choices available

You can then see the *Meal Choices* page:

On the page, you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you.
- **School holiday - no choices available.** Your school has set this day as a non-school day. Please contact your school (please do not contact Arbor) if this is incorrect.
- **No choices made** - click to select the meal your child will have.
- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

Adding and confirming choices

To choose a meal (for a single meal or a week):

- Click on a day to view meal options for that week.
- Select your choices from the drop-down next to each day.
- Ensure days without choices are set to **No Choice selected** (you can update these later).
- Click the green **Process** button to confirm.

Meal Choices

Select your meal choices below and complete your basket checkout to confirm. Please note, the deadline for making meal choices is 1 week before your meal takes place.

Add Meal Choice

Wed, 18 Jun 2025

Chicken Salad (GF) - celery, milk - £2.00

Thu, 19 Jun 2025

Linda M Sausage and Beans - £2.00

Fri, 20 Jun 2025

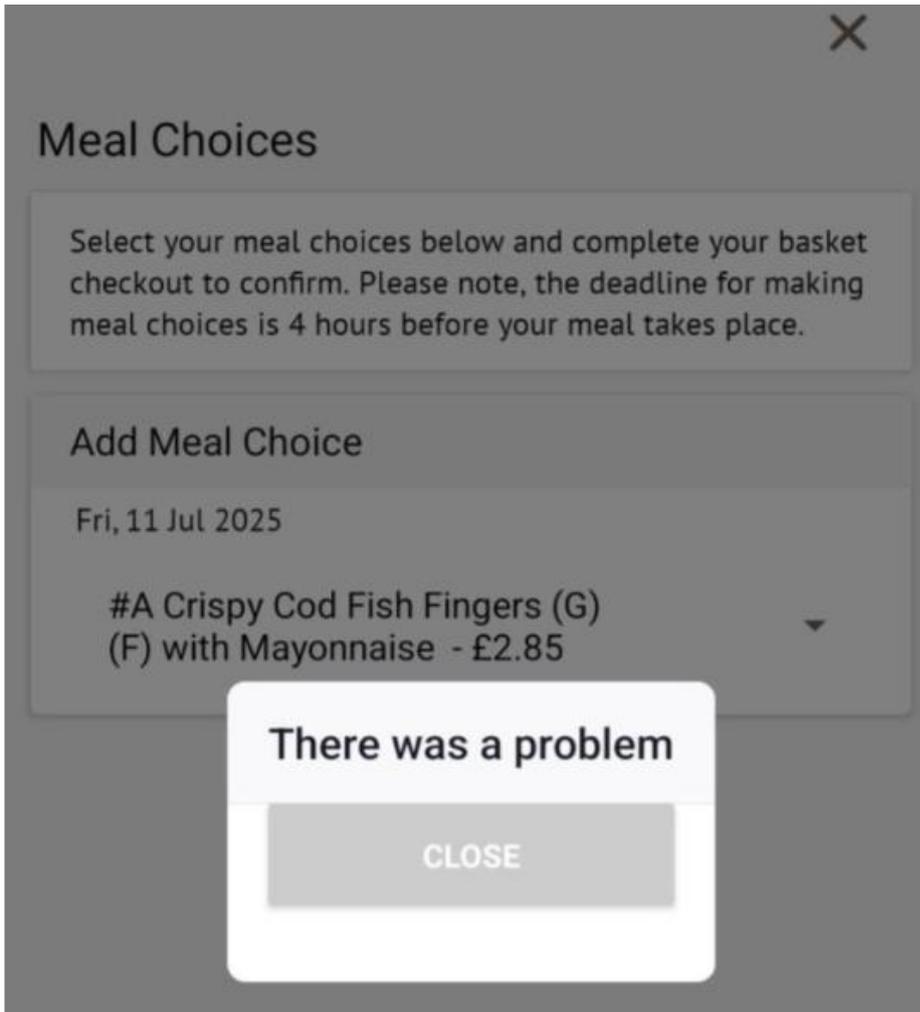
Margarita Pizza (V) - £2.00

Editing choices

To edit a meal choice that has already been made, you must first remove the current meal choice.

If you do not do this first, you see a warning message pop

up alerting you that **There was a problem** when you try to change the meal choice and press **Process**.



To remove a meal choice to get rid of the **There was a problem** message:

- Click on the day you want to change to open the edit screen.
- Update the meal choice to **No Choice Selected** using the dropdown
- Click the green **Process** button to delete the choice

This reverts the day to **No choices selected**.