

How To Register & Order Meals on Meal Selector

Contact Us

General Ordering Queries

Email –
BPDadmin@compass-group.co.uk

Tel: 01202 691038

Ordering by Internet Technical Support

Email -
support@mealselector.co.uk

Tel: 01159 245 517

(Office hours: 8:30am – 3.30pm.
Monday – Friday)
(Office hours Office hours: 9:00 am and 5pm, Monday to Friday only)



To order meals for your child/children you must register on our website: dorset.mealselector.co.uk

You only have to register once; thereafter please use your log in details that you set up during the registration process. You can place your order online at any time up until cut off time of **midnight on Sunday – 7 days before the full week in which the meal is to be served.**

Web Site Example – Click on "Register" to start the process



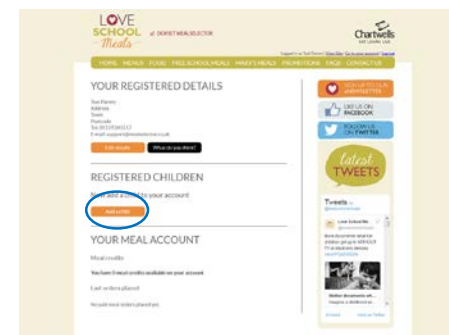
Example of Registration Screen

Complete the required information to register

PLEASE NOTE: If you select that your child is entitled to Free School Meals when you register, we will have to verify that they are entitled with their school before you can order a meal for your child. You will receive a confirmation email to say that you can order meals, once we have confirmed the entitlement.

Once you have registered yourself you need to register your child/children. To add a child please click the "Add a child" button.

Please see examples below:

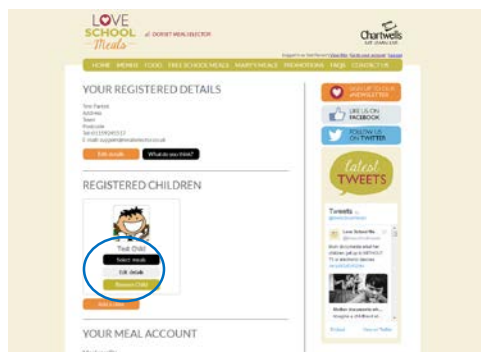


Please complete your child's details and select School attended. To select the school attended begin to type the name of the school and then click on the relevant school when it appears in the list. Then type the class into "Class name" and select the appropriate 'School year'. This information supports the reports that are sent to your child's school and will help to ensure that they receive the meals that you have selected for them.

Example of Registered Child Screen

To order meals for your child/children; click on the "Select Meals" button.

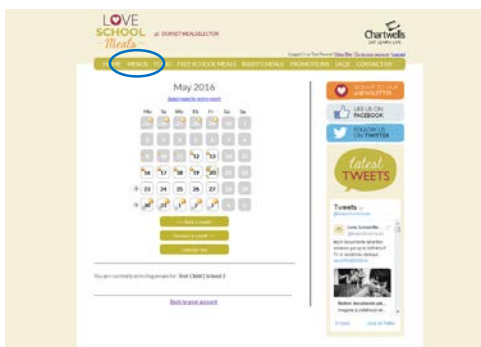
To edit child/children details, click on the "Edit Details" button.



Example Meal Selection Screen

You can download our termly menu by clicking on the menu tab and choosing the menu that is shown for your child's school.

You can choose either a Main Course, Vegetarian or Alternative Option each day. Don't worry if you make a mistake, all you need to do is click on the date again and the choice will be removed. As before, you don't have to order meals for the whole week – you can choose individual meals. The following page will explain the different methods of ordering meals.



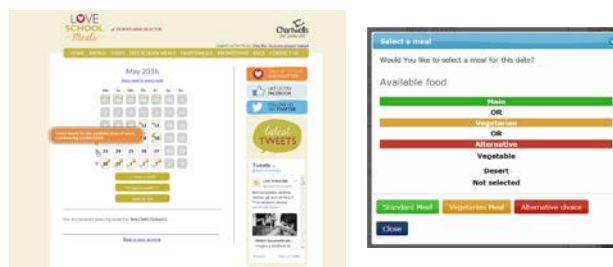
Example Meal Selection Screen

There are 3 methods of ordering meals, by each day, week, or month.

To order a meal for a particular day, simply click on the relevant date on the calendar, and then choose the meal option you would like using the pop-up menu.

Alternatively, use the arrows to the left of the calendar to select meals for the week (available days only).

To select meals for the whole month, you can click "Select meals for entire month" just above the calendar.



The calendar will display an icon with what has been ordered on a particular day. It will also display a padlock if you can no longer adjust your choice or another icon to signify a different event such as a School holiday.

Click on the "pay now" button if you need to pay for meals. Unless your child is entitled to the Universal Infant Free School Meal, The "pay now" screen will display the information relating to meals that have been ordered and also give you the opportunity to enter a promotional code that we might have provided you. Click the "pay now" button to continue through to the payment screen



Choose your payment method and enter your card details to complete the payment for the meals that you have selected.

As a security feature, we do not store your credit card details on the system, so you will need to re-enter them the next time that you order meals.



What is the deadline for ordering meals?

The deadline for ordering meals is midnight on Sunday, one full week (7 days) prior to the complete week before the meal is served. This deadline is dictated to Chartwells by both their suppliers and by the supply chain to ensure delivery to our Dorset Schools.

How do I order my choice of meals?

The choice of meal is made at point of ordering. You can choose either a **Standard Meal**, **Vegetarian Meal** or **Alternative Choice** each day.

Do Chartwells supply a packed lunch when my child is on a school trip?

If you wish to order your child a packed lunch for a school trip, please contact our local office. Details are contained in the "Contact Us" section of the website.

Some Schools will automatically request a transfer of any booked hot meals to Away Day Packed Lunches, please check with your school if you are unsure if your booking has been transferred.

What should I do if I need to cancel a meal after the online cut off point?

In the event that you may need to cancel a meal after the online cut off i.e. due to sickness, you can do so by telephone on 01202 691 038. Due to the meals already having gone through our production process we will require a minimum of 48 hours' (not including weekends) notice in order to cancel any meals and offer a credit for those meals. Please see our terms and conditions on the website for further information or alternatively you can contact us at BPDAAdmin@compass-group.co.uk

How far in advance can I order meals?

You can order meals as far in advance as you would like. For example you can order on a week by week basis, monthly basis or for a whole term in one go. The online system will also allow you to book meals for the following term however as our menus change on a termly basis you will not be able to see the meal options for the following term until the new menu has been approved and loaded online.