

Thursday 11<sup>th</sup> December 2025

Dear parents and carers

We are excited to announce that we will be implementing a new software called Appetite for the ordering and payment of your child's school meals, starting from 6<sup>th</sup> January 2025.

With Appetite, you can easily order and pay for your child's meals with just a few clicks. To get started, Appetite will be sending you a welcome email with instructions on how to activate your account and create your password. We will let you know what date to look out for this in your inbox. Please note that in order for your account to be created, we will be sharing your information with Appetite. You can view Appetite's Privacy Policy on the following link: <https://appetite.hutchisoncatering.co.uk/termsfuse/Privacy-Policy.pdf> This is in line with the Moorlands Learning Trust Parent / Carer Privacy Notice that can be found here: [Moorlands Learning Trust - Trust Policies](#)

You can order on a daily, weekly, monthly or even termly basis. The system will allow you to place as many orders in advance as you like, up to the point the menu has been opened for. You can also make a same-day order up to 8:55am.

If you pay for your child's meals, then you have two options on Appetite. You can top up your account by making a card payment or alternatively, you can set up a Direct Debit. To place an order, you need to ensure you have the relevant credit on your account or a Direct Debit set up. If you do not have these, you will be unable to order and receive a reminder message to make payment.

With Direct Debit, Appetite collects the payment on a monthly basis and it is collected in arrears. Your Direct Debit amount can vary depending on the amount of meals taken within the period so a statement will be sent to you two weeks prior to the collection, detailing the exact date and the amount to be collected, as well as all the meals included.

Please remember to cancel your order if your child will not be having the meal at lunchtime, for example in the event of illness, otherwise you may still be charged. This also helps cut down on food wastage. You can do this up until 8.55am on the day.

As is the case presently on Arbor, children in reception, Year 1 and Year 2 will not be required to pay for a school meal under the Universal Free School Meals (UFSM) program. Children who are eligible for free school meals (FSM) on economic grounds will also not be required to pay for a meal

We hope that you find Appetite easy to use and convenient for ordering and paying for your child's school meals. Should you have any questions or concerns, please do not hesitate to get in touch.

Appetite support can be contacted via email on [appetite@hutchisoncatering.co.uk](mailto:appetite@hutchisoncatering.co.uk) or by telephone on 0191 2497899.