



Stamford Green

Primary School and Nursery



14 September 2023

Dear Families,

School Lunches are ordered using a system called BlueRunner. To set up your account and start ordering meals please follow the steps below:

1. Register your account on the system using this [link](#).
2. Once registered, please look out for an email to complete your account activation.
3. Once you have logged in, you will be able to then select 'add a child' to your account, prompting you to enter details matching your child's record in the school.
4. Repeat step 3 for each child you wish to register.

School Meal Ordering FAQs

How do I choose a meal?

The menu is available to view on the system but you will not be asked to choose a specific meal. Children will be able to choose their meal at the point of service, supported by staff as necessary.

My child has a special diet so how do I order?

The school keeps a record of dietary requirements - please ensure that we are made aware of any changes. Children with special dietary requirements are identified by coloured lanyards, which are given out by their class teacher, and are supported at the point of service by a member of staff to choose an appropriate meal. Allergens are clearly identified on the menus for your information.

How long can I book meals for?

There is no set time limit for ordering meals. Meals can be ordered for the duration of the menu which currently runs to the end of the Autumn term. You can order meals up until 8.30am on the day of the meal.

What happens if my child is on a school trip?

If you have already ordered a meal and your child is going on a school trip, your child will receive a packed lunch to take on the trip.

What do I do if my child is ill?

Please cancel any meals that are not required. You can cancel a meal up until 8.30am on the day of the meal. If meals are not cancelled, you will still be charged for the meal. Please ensure you cancel meals that are not required even if your child receives free school meals as the school will be charged for free school meals ordered.

What is the minimum amount I can add to my account?

There is not a minimum amount, you can add as much or as little to the account as you wish.

Is my child entitled to Free School Lunches?

If your child is in Reception, Y1 or Y2 they will receive Universal Infant Free School Meals. If your child is in Nursery, Y3, Y4, Y5 or Y6 you will need to pay for their lunch before ordering unless the school receives Pupil Premium Funding for your child. If you think your child may be eligible for Pupil Premium, please contact the School Office.

How do I order meals if my child is entitled to free school meals?

Meals for children who do not need to make a payment are done in the same way as those who pay for meals, except you do not need to add funds to place an order. You will still need to click 'confirm' when you have chosen the meals required. The system knows funds are not required and will place the order(s). Please make sure that you cancel any meals that are not required, for example, if your child is ill, as the school is charged for all free meals ordered.

How can I see what meals have been ordered?

To see which meals you have ordered, from the home page you can click on 'meals ordered' icon. This will then show you the meals in a calendar view that can also be printed off.

Can I see which meals have been taken and what payments I have made?

All meals taken and transactions can be viewed by clicking on 'My Account' then selecting 'Transaction History'.

How do I change the meal I have ordered?

To change a meal, click on 'order meals', select the day you wish to change then click on 'cancel or edit order', then select edit order and re select the meal you would like to order.

How do I cancel a meal?

To cancel a meal, click on 'order meals', select the day you wish to change then click on 'cancel or edit order', then select cancel order. You will then need to confirm that the order should be cancelled.

What happens to my balance when my child moves up to another year group?

As your child moves up to another year group, any balance on the account will move with your child.

How do I reset my password?

To reset a password please go to 'my Account' and select 'Personal Profile' and then 'Edit' next to the password box at the bottom of the page

Why can't I link my child to my account?

If you are unable to find your child to add them to your account, please contact the support team. Please ensure you are using the same name as used in school e.g. 'Tom' may be used instead of 'Thomas'.

Kind regards,



Mrs Joanna Lee
School Business Leader