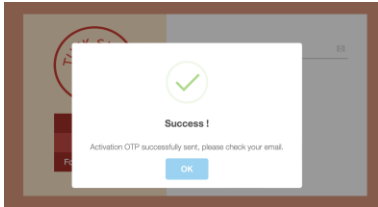


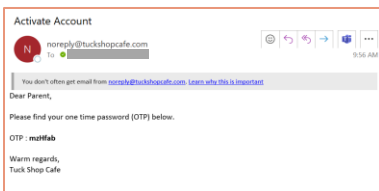
RGSGD – Creating a Tuck Shop Catering account for school lunches



1. Go to <https://tuckshopcatering.com> and click on login and click on activate
2. Enter your email. This must be the same email you have used to register for iSAMS parent portal, otherwise you will not be able to access the system to order school meals



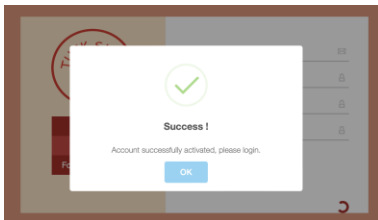
3. You will be sent an email with your OTP



4. Copy OTP



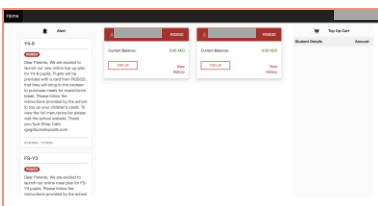
5. Create your password and paste the OTP
6. Click on activate



7. You will receive a confirmation pop up



8. Click on activate
9. Enter your email and password
10. Click login



11. You can now view your account; top up the payment card for children in Y4-8; book snacks and lunch for any children in FS1-Y3

USER GUIDE ON ORDERING SCHOOL MEALS

Tuck Shop Café is RGS Guildford Dubai's chosen school meal provider, allowing your children to access delicious, healthy school meals and snacks.

PURCHASING SNACKS AND LUNCH

We have two purchase methods, depending on which year your child is in:

Foundation Stage to Year 3

In FS1 – Year 3, an online pre-order meal plan. Parents can choose online with their child from a range of options for snacks and school lunches.

Years 4 to 9

In Year 4 and above, children will have the option to select for themselves from the hot and cold meal options available daily, using a personalised top-up payment card. Each child will be provided with a top up card, to which parents can credit a chosen amount online. Children can then choose their food during snack and lunch breaks and tap their card to make payment.

GETTING STARTED

For both systems, parents need to create a parent account. Please access via this link [Tuck Shop parent account](#) then follow the steps on the following pages.

SERVICES OFFERED

For academic year 2024-25 the service has been enhanced to include the following:

Breakfast

- Available to all children from 7am-7.30am
- Booking is essential via [SOCS booking system](#) for all children from FS1-Year 9
- For FS1-Year 3, please order your child's breakfast choice via the [Tuck Shop parent account](#)
- For Years 4-6, please ensure there are sufficient funds on your child's top up card, by crediting their account, for them to choose their breakfast

Morning snack

- The range of options has been enhanced with juice added to the menu
- FS1-Year 3 snack are delivered to the classroom prior to break time
- Years 4-6 visit the dining hall to purchase snacks
- Year 7-9 can visit either the dining hall (full menu) or the parent café external hatch (reduced menu) to purchase snacks

Lunch

- The range of options has been enhanced with juice added to the menu. Pasta and jacket potatoes have been added to the grab-and-go section, to speed up queue times
- FS1 and FS2 will eat lunch in the EYFS activity space
- Years 1-9 eat lunch at allocated times in the Dining Hall

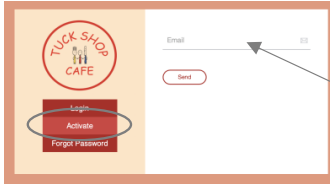
Afternoon snack

- Available to all children taking part in ECAs
- For FS1 & FS2, this will be provided after Activity Club finishes, before ASC starts at 3pm (order online)
- For Years 1-2, this will be provided after their ECA finishes, before ASC starts at 3.45pm (order online)
- For Years 3-9 afternoon snack will be provided at 3.30pm before ECAs start (order online for Year 3 and for Years 4-9, please ensure there are sufficient funds on your child's top-up card, by crediting their account)

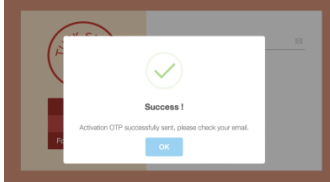
Parent Café

- The parent Café is located in the Reception area
- Open Monday to Thursday from 7.30am – 4.30pm, with the external hatch shutting at 5pm
- Friday opening times are 7.30am – 12pm, with the external hatch shutting at 2pm
- Offers a range of teas, coffees, smoothies and freshly baked snacks as well as wraps and House of pops ice lollies

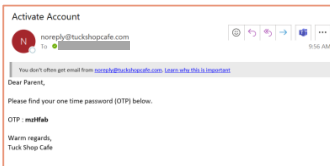
RGSGD – Creating a Tuck Shop Catering account for school lunches



1. Go to <https://tuckshopcatering.com> and click on login and click on activate
2. Enter your email. This must be the same email you have used to register for iSAMS parent portal, otherwise you will not be able to access the system to order school meals



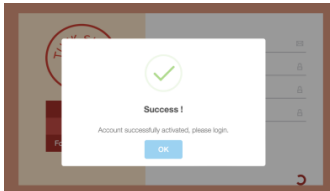
3. You will be sent an email with your OTP



4. Copy OTP



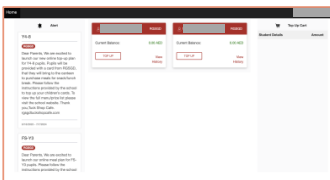
5. Create your password and paste the OTP
6. Click on activate



7. You will receive a confirmation pop up



8. Click on activate
9. Enter your email and password
10. Click login



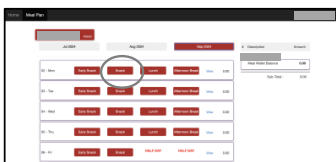
11. You can now view your account; top up the payment card for children in Y4-8; book snacks and lunch for any children in FS1-Y3

Please direct any enquiries to Demis at Tuck Shop Café via rgsgd@tuckshopcafe.com

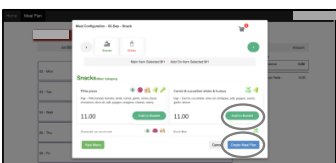
RGSGD and Tuck shop Catering: ordering lunch for FS1-Year 3



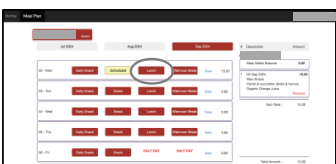
1. Go to <https://tuckshopcatering.com> and click on login
2. Enter your email and password
3. Click login



5. For each child, select the date
6. Choose whether you are ordering early break (breakfast club at 7am), snack, lunch or afternoon break (after 3.30pm)



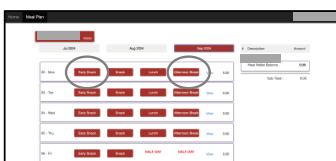
7. Choose your snack and "add to basket"
8. Each item shows ingredients and allergens
9. Choose a drink if required and "add to basket"
10. Click on "create meal plan"



11. Scheduled snacks are now shown
12. Click on "Lunch"



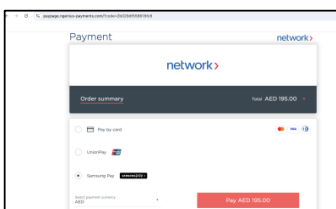
13. You can use the menu bar across the top to select hot or cold food
14. Select your menu choice and click "add to basket"
15. Click "create meal plan"
16. At any point you can click on "View Menu" and it will open in a pdf



17. If you click on "Early snack" to place your order for breakfast, you must book onto the Breakfast Club on [SOCS booking system](#)
18. If you wish for your child to have an afternoon snack (after ECAs for FS1-Year 2 which finish at 3.30pm and before ECAs which start at 3.30pm for Years 3-6), please click on "Afternoon Break"



19. As you make selections it updates the meals that have been ordered and the price
20. Orders must be submitted by midnight on Sunday for the week ahead. You can book weekly, monthly or even for the whole term
21. When complete, click "Proceed to payment"



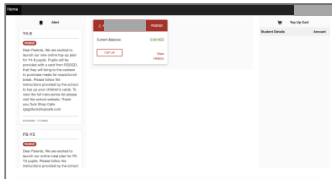
22. You will be taken to a separate payment page to finalise your purchase

Please direct any enquiries to Demis at Tuck Shop Café via rgsgd@tuckshopcafe.com

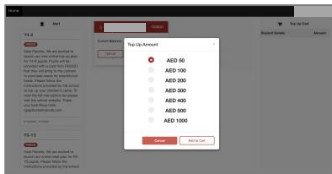
RGSGD and Tuck Shop Catering: loading your personalised payment card (Years 4-9)



1. Go to <https://tuckshopcatering.com> and click on login
2. Enter your email and password
3. Click login



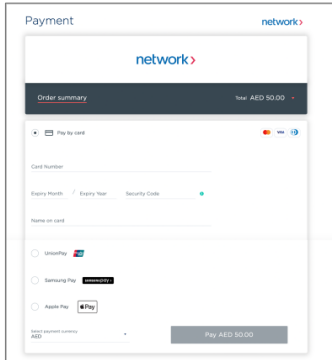
4. Select the child eligible for top up



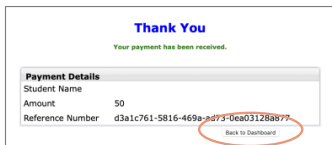
5. Select amount to be placed on your child's card



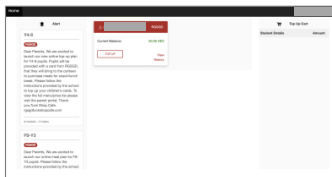
6. A summary of the order is shown
7. Proceed to payment



8. Complete payment by card, Union Pay, Samsung Pay or Apple Pay



9. On the confirmation message, click to return to dashboard



10. Online account now shows money has been credited

Please direct any enquiries to Demis at Tuck Shop Café via rgsgd@tuckshopcafe.com

GENERAL FAQs

Where can we see the menu?

The breakfast, morning snack, lunch and afternoon snack menu can be seen by clicking 'view menu' in your parent account at <https://tuckshopcatering.com>. The menus, which detail prices, ingredients and allergens, are also uploaded to the iSAMS parent portal > documents and files > Tuck Shop Café (school meals)

Where is Breakfast Club held?

FS1-Year 1	Ground Floor Activity Space
Years 2-3	Dining Hall (collection of pre-ordered meal)
Years 4-6	Dining Hall (using tap and go card to purchase their choice)
Years 7-9	Parent café external hatch (using tap and go card to purchase their choice)

Can my child go to Early Bird Club and get breakfast?

No, Early Bird Club is purely a childcare session before school starts at 7.30am. If you wish your child to have breakfast, please book onto the Breakfast Club on SOCS and also order their breakfast via the Tuck Shop Café account.

Where do children get Morning Snack from?

FS1-Year 3	Snacks are delivered to the classroom prior to break time
Years 4-6	Visit the Dining Hall to purchase snacks
Years 7-9	Visit either the Dining Hall (full menu) or the Parent Café external hatch (reduced menu) to purchase snacks

Where will the children eat Lunch?

FS1:	Classrooms
FS2:	Ground Floor activity space
Years 1-3:	Dining Hall
Year 4-9:	Dining Hall

Where is Afternoon Snack served?

FS1 & FS2:	2.55pm (after Activity Club before ASC) in Ground Floor Activity Space
Years 1 & 2:	3.45pm (after ECA before ASC) delivered to classrooms
Year 3:	3.30pm (before ECA) pre-ordered snack in Dining Hall
Years 4-6:	3.30pm (before ECA) tap and go in Dining Hall
Years 7-9:	3.30pm (before ECA) tap and go in Dining Hall or Parent Café hatch

What is each meal served with?

All pre-ordered snacks (FS1 – Year 3) are served with fruit of the day. All pre-ordered lunch meals (FS1-Year 3) include vegetables, sides and mini bake of the day.

What if my child has allergies?

All menu items show the ingredients and allergies.

Where are the meals prepared?

Our menus are freshly prepared daily in the RGSGD on-site kitchen. This allows Tuck Shop Café to prepare additional food to avoid running out, it also allows a top-up of fresh food for each break and for after school activities. Rather than transporting food in delivery vans we believe preparing on-site to be a safer, more hygienic and fresher experience for the students.

How are the meals served?

All meals to Years 1-9 will be served from the RGSGD dining on melamine plates with stainless steel cutlery. Foundation Stage will receive their hot meals pre-packed in eco-friendly packaging. Snacks are delivered to classes before break in eco-friendly packaging.

Are the meals healthy?

Research shows that a healthy lunch time meal helps concentration and learning ability in the afternoon. Tuck Shop Café's daily menus include non-vegetarian (poultry, beef, fish and lamb), vegetarian hot meal of the day, whole-wheat pasta with a protein rich vegan tomato sauce or beef bolognaise. The hot and cold snack options include pitta pizzas, quesadillas, fruit pots, freshly baked banana bread, and more. The pitta pizzas and quesadillas are made with chef's tasty protein rich tomato sauce which includes lentils and a blend of many vegetables to add protein, fibre, flavour and nutritional goodness.

Who can use the external hatch to the Parent Café?

Senior students have the privilege of using the external hatch to the parent café to purchase snacks between 7am and 7.30am, at morning break time and also afternoon snack at 3.30pm if they are staying for an ECA. Although children in Years 4-6 have a personalised payment card, they are not permitted to use the external hatch to purchase items.

Who do I contact if I have further questions?

Please email Demis at rgsgd@tuckshopcafe.com. All queries will be replied to within 24 hours and Tuck Shop office hours are 7am-3pm.

FAQs ABOUT THE MEAL PLAN FOR FS1 – YEAR 3

When do I need to place my child's order?

Orders can be placed for the week, month or term ahead. All orders need to be placed by midnight on Sunday for the week ahead.

Can I place my order at Tuck Shop Café

We are sorry but only online orders can be accepted, up to midnight on Sundays for the full week ahead, to ensure the correct number of meals to be prepared

What if I forget to order?

Unfortunately, if parents do not order by midnight on Sunday for the full week ahead, they will be required to provide food from home for your child for the week ahead.

Should there be no order, and no home food sent in, parents will be contacted by their child's teacher asking for snack/lunch to be brought in immediately for their child (fast food deliveries are not permitted).

We urge parents to remember to order on time, or failing that, home lunches will need to be provided for the week ahead. Tuck Shop cannot be expected to provide meals where ordering has been forgotten. If this happens repeatedly, it would constitute a safeguarding concern which would be dealt with by the school according to the Safeguarding policy. Please set a reminder to book meals by midnight on Sunday for the whole week ahead.

What if my child is absent and I have already ordered a meal?

Should your child be absent you can cancel the order from your personal online account and the funds will move to an online wallet for future use. Please note RGSGD and Tuck Shop Cafe staff cannot cancel the meals; this can only be done from your own personal account by **6.45am** that day. If you do not cancel online by this time, Tuck Shop Café are unable to refund.

FAQS REGARDING THE PERSONALISED TOP UP CARD FOR YEARS 4-8

How will my child receive their top up card?

On the first day of term, returning children will be given back their cards if they handed them in last term. New joiners in Years 4-9 will be provided with named cards on the first day of term. They should be kept in the classroom or lockers on the orange lanyards and taken out to those who will use them prior to break and lunch. Please encourage your child to leave the card in school so they do not forget it the following day, as they will not be able to purchase food without the card.

How does the system work?

Children will bring the card to the school canteen (or the Café serving hatch for Seniors at break time) to purchase meals during snack and lunch break. Pupils will tap the card readers, their photo, balance and any allergies they may have will be shown on the screen for Tuck Shop staff to see. The chosen items will be deducted and the next pupil served.

What if my child loses the card?

If your child has genuinely searched for their misplaced card and it is definitely lost, please complete the [Tuck Shop replacement card request](#) to request a replacement and pay the replacement fee of AED50 via [RGSGD payments](#). Once this has been paid, we will arrange to print a new card and transfer your balance from the original card, which will be deactivated. If the student then finds the original card, it remains deactivated, as only one card per student will be active at any time. **Please note, until the new card has been provided your child will need to bring in snacks/food from home**

What if there are insufficient funds on the card?

Hopefully, this will not arise as you will receive system-generated emails when the balance is at AED50, AED20 and then zero balance, so you are able to top up in plenty of time. If there are insufficient funds on your child's account, they will not be able to purchase food and will need to bring snacks/lunch from home. Parents will be contacted by the teacher asking for the account to be topped up immediately, or for you to bring home food to school for your child (fast food delivery is not permitted). Please avoid this scenario, as it slows the lunch service down and even though we try to reassure children, it can cause some distress.

Can I see what my child has purchased?

Yes, you can view your child's balance and purchase history at any time directly from your account at <https://tuckshopcatering.com>

How can I be sure my child will choose a sensible balanced meal?

Children will only be allowed one bake and one savoury at snack time. Similarly, at lunchtime, Tuck Shop Café staff and teachers, who eat with the children, will guide their choices.

How can I be sure my child won't overspend?

With the introduction of the Breakfast Club and afternoon snacks for those who are taking part in ECAs, we have introduced an increased daily spending limit of AED80 for prep (Years 4-6) and AED100 for Senior (Years 7-9). Please speak with your child about your expectations of sensible daily spending within these limits.

Can my child buy for a friend or siblings?

Children will not be allowed to buy for each other. When they tap the card, their name and photo appear on the till, along with any allergies.