

## Slices Catering at DAA - Frequently Asked Questions

### How do I pay for my child's meal?

Payments can be registered and paid online.

In order to register for student meals, users can log onto [www.Studentcart.co](http://www.Studentcart.co) and register their details. The Slices account will be linked to the student ID account this year. A Slices card will not be issued. Cash will also be accepted during the first few weeks as the card system is implemented.

The link to [www.studentcart.co](http://www.studentcart.co) will also be visible the DAA website. The features of the online portal include online payment, viewing the transaction history and menu.

Using the Cashless system has many benefits, most importantly:

- Parents have the ability to restrict items from being purchased
- Parents are able to budget and set daily spend limits
- Parents can view a record of their children's purchases
- Reduce the chances of incorrect charging of items
- Eliminate the possibility of incorrect change to be given back to the students
- Expedite checkout lines in the school canteen
- Improve hygiene by eliminating exchange of cash

### Do I need to pre-order?

Meals for KG1, KG2, Grade 1 and Grade 2 will need to be purchased online through Studentcart.co and will be delivered to classrooms. (Please order 48 hours in advance).

For the remaining grades, students can purchase meals on a daily basis at the canteen or snack kiosk using their ID cards.

### What if there is still a balance in my account with the previous provider?

As we are moving to a new payment platform, any previous balances cannot be transferred will be refunded via the school

### How much do the meals and snacks cost?

Please refer to the Slices Parent Pack.

### Are there vegetarian options available?

Yes, Slices are very much focused on using freshly sourced vegetables and fruits, high-fibre wholemeal products, and has created a variety of tasty vegetarian options.

### Are all their products Halal Certified?

Yes, as per the UAE's law this is an absolute requirement.

### Does Slices cater for Children's' allergies?

Our kitchens and products are completely nut-free. At the moment we do not cater any other individual food intolerances (please refer to our Allergen Policy [here](#)). If a child has any other

allergies or food intolerances please make sure this is communicated to both the school and Slices on [feedback@slices.ae](mailto:feedback@slices.ae).

**Are their staff trained and experienced?**

Every school will have a permanent Person in Charge (PIC) on site at all hours of their operation. This person will be in direct contact with the school and Slices at all times. All their staff are trained in the Food Hygiene Management system.

**Do they follow local Municipal School Food Guidelines?**

Yes, all their products and dishes has been approved by the relevant Municipal School Food Guidelines and are designed to provide children with healthy, portion controlled meal options.

**Who do I contact if I have a question or suggestion about the school canteen food?**

Please contact the school PRE at [PRE\\_daa@gemsedu.com](mailto:PRE_daa@gemsedu.com) or contact Slices directly on :

|                 |  |             |
|-----------------|--|-------------|
| General queries | <a href="mailto:feedback@slices.ae">feedback@slices.ae</a> | 04 272 5546 |
| Mila Fordyce    | <a href="mailto:mila@slices.ae">mila@slices.ae</a>         | 55 852 7716 |