



Why should children drink milk at school?

Milk is full of nutrients which can help boost children's concentration and energy, both of which are very important in the classroom. Milk is also a good alternative to water to help maintain levels of hydration and is a great source of calcium: a 189ml portion of semi-skimmed milk contains 234mg of calcium and a 189ml portion of whole milk contains 231mg of calcium. Calcium is an important nutrient which helps keep bones and teeth strong and healthy.

What is the recommended daily allowance (RDA) of calcium for children?

Government guidelines recommend that a child between the ages of 1-3 years receive 700mg of calcium per day. The RDA for a child aged 4-8 years is 1000mg, and for children aged 9-18 years, the daily recommendation is 1300mg.

Are there alternatives for children with an allergy to cows' milk?

School Milk UK can offer soya milk or goats' milk as alternatives to cows' milk. The price charged may be slightly different to that of cows' milk.

What is the calcium content of soya and goats' milk?

Goats' milk has 87mg of calcium per 189ml portion and soya milk contains 47mg of calcium per 189ml portion.

Which children are eligible to receive free milk at school?

Government guidelines entitle every child under the age of 5 to 189ml of free milk each day in school. Children may also be eligible to receive free milk at school if they are entitled to free school meals. Milk for children entitled to free school meals is ordered and paid for by the school.

How do we register our school for the School Milk UK scheme?

You can register in just a few minutes on our website. Please click the 'Register My School' link on our homepage and follow the easy instructions. Please have your school's Ofsted number and all class names or numbers to hand.

How can we amend our account details?

If you need to update your address, contact details or bank account details, please click on the 'Manage My Account' link on our website and follow the easy instructions to make changes to your information.

How can we be sure that our parents' bank details will be secure?

We take data protection very seriously and our secure website uses the latest encryption standards.

Will any of our students' or their parents' details be shared with third parties?

School Milk UK never shares data with any third parties.

What is the price of milk offered by School Milk UK?

The price per carton is available on our website prior to checkout. The cost of soya milk or goats' milk may vary slightly from the cost of cows' milk.

How will our school know if a new parent has ordered milk for the following week?

Each Friday afternoon, our system will automatically email you a list of the children whose parents have paid for milk deliveries for the following week. Any new children will be highlighted in red for ease of distribution. Alternatively, you can also find a list of children who have paid for milk by visiting your account page on our website.

When must parents make payment for their children's milk?

To ensure delivery of milk for the full term, we require payment at least 1 full week prior to the start of the term. If parents forget to pay in time, they can still make payment at a later date for the remainder of the term, and our system will only charge them for the remaining school days. Payments must clear by Wednesday in order for children to receive milk beginning on the following Monday. We are unable to deliver any milk unless payment has been received.

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What happens if parents forget to pay in advance?

Unfortunately if we do not receive payment in advance, their child will not receive milk. We only receive an order when payment is made, and so if a parent forgets to pay we have also not received their order. Parents can still make payment at a later date for the remainder of the term, and our system will only charge them for the remaining school days. Payments must clear by Wednesday in order for children to receive milk beginning on the following Monday.

How far in advance can parents pay for their children's milk?

Parents can choose to order milk for the coming term or the entire school year. If they don't place an order and make payment before the start of the term, they can still make payment at a later date for the remainder of the term, and our system will only charge them for the remaining school days. Payments must clear by Wednesday in order for children to receive milk beginning on the following Monday.

What payment methods can parents use?

We accept payment by PayPal and debit or credit card.

How does our school order and pay for milk ordered for children who are entitled to free milk?

You can email us or call us to let us know how many cartons of milk you require each day for children who are entitled to free milk. We will invoice your school directly each month following delivery. Payment is required by bank transfer, and you can find our bank details printed on the monthly invoice.

What is the process for validating our milk orders?

Validating your milk orders is quick and easy with our online system. Our system will automatically send you an email each month with a link to your unique validation page. Once on the validation page, you need simply tick a box to verify that your figures match ours and your validation is complete. You should complete your validation during the first week of the month to meet the timescales of the Rural Payments Agency.

What happens if a child is off school sick?

Unfortunately if a child is off school on short notice, we are unable to offer a refund, as by the time the child's parents have notified the school of the absence, we will already have delivered his/her milk to school. If the child will be absent from school for a longer period, please have the child's parent(s) contact us directly and we can arrange for a credit to be issued towards their next purchase of milk. Please note that parents may still be charged for 2 days of milk after the date of notification due to processing and packaging times. Parents can also contact us directly when their child is ready to return to school and we will resume delivery of the child's milk.

How do you know how many days to deliver milk in each half term?

Each school must provide us with their school closure dates (including teacher training days) in advance of the term so that our system can calculate the exact number of days of milk delivery required. If your school announces an extra closure day after parents have paid, and you have given us sufficient notice of the change, we can issue the parents' accounts with a credit towards their next purchase of milk. If your school fails to notify us of a closure day, we are unable to refund payment for milk.

What happens if our school is closed at short notice due to bad weather conditions or other circumstances?

We always attempt delivery, regardless of the weather conditions. If we have managed to deliver to your school, then we have fulfilled our contract with the parents and unfortunately no refunds can be offered.

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