

## **Ingredient Delivery Service – Service Level Agreement – 2025-2026 Academic Year – For use alongside Play, Pause, Teach: Cooking & Nutrition - Cook Along Package.**

This service overview is regarding the Ingredient Delivery Service, a service provided by Innovative Education Ltd. The service is solely to organise and provide schools with the delivery of ingredients on their behalf. Innovative Education Ltd will seek the services of local food providers and supermarkets to fulfil ingredient orders for the school's cookery lessons.

### **Subscription:**

1. Subscriptions to the Ingredient Delivery Service ('service'), begin with a 36 week subscription for ingredients.
2. The weekly credit fee will have been agreed prior to starting the service. This fee is simply a credit amount with the weekly shopping costs to be deducted from this. Any remaining credit at the end of the academic year will be returned or offered to transfer to the following academic year.
3. Weekly credit fees as of September 2025 are: £25 for 1 Form Entry Schools; £35 for 2 Form Entry Schools and £45 for 3 Form Entry Schools.
4. Should there be an unexpected change/rise in costs for ingredients, Innovative Education Ltd will discuss this with your school and seek the best advice for moving forward. Cancellation and refund of remaining credit will be offered should a credit increase be required.
5. There will be an administration fee for the use of this service which is included in the overall 'Cook Along' Package fee of £995 + VAT (2025-26 Pricing).
6. Fees and Ingredient Credit will be invoiced and paid via BACS or Cheque at the start of the contract.
7. If you are unhappy with the service or would like to cancel, then please send written notice to [admin@playpauseteach.co.uk](mailto:admin@playpauseteach.co.uk) at least 14 days before the end of a school term. A partial refund (pro-rata) of the Administration Fee will be offered and any remaining Ingredient Credit will be returned.
8. If you wish to have the ingredient credit split and invoiced termly, we can offer this service at an additional admin fee of £15 + VAT per term (this excludes Term 1 which is already included).

### **Payment Terms:**

1. Issued invoices must be paid within 30 days as shown on the invoice.
2. All invoices will be sent via email to the school contact for the service. Should this person not be the correct person to accept and process the invoice, please let us know at the start of the service.
3. A reminder email will be sent 7 days prior to the due date (unless payment has already been made).
4. An overdue email will be sent the day after the due date and a phone call will be made within 7 days (unless we have heard back via email).
5. Please be aware that payments may take a few days to reach our account and this should be accounted for in the 30 day payment terms.
6. An overdue grace period of 14 days will be offered to customers. After this, Innovative Education Ltd may impose a £15 + VAT administration fee on the overdue invoice.
7. After the invoice grace period for Ingredient Credit or Administration Fees, Innovative Education Ltd holds the right to charge statutory interest (8% + Bank of England Base Rate)

on the costs incurred to the company. For example, on the ingredients that the school has received in that period which Innovative Education Ltd will have covered the costs for. A new invoice for these will be issued.

8. Innovative Education Ltd has the right to halt ingredient deliveries at any time, should an invoice be overdue and no reasonable explanation has been given.

#### **Delivery Dates:**

1. Delivery dates are scheduled in advance and shared with schools ahead of time. The standard delivery day will be a Tuesday. This aims to guarantee that all ingredients remain fresh for the week if stored correctly.
2. Exact times of deliveries cannot be guaranteed but deliveries will aim to be made on Tuesday mornings.
3. If the delivery date becomes or is unavailable, Innovative Education Ltd will contact the school in advance of the unavailable date to agree a suitable alternative.
4. If you are aware of a date that your school cannot cook, then please notify the admin team by emailing [admin@playpauseteach.co.uk](mailto:admin@playpauseteach.co.uk) 14 days prior to the date.
5. Please make Innovative Education Ltd aware of this date no earlier than the half term before. This ensures that no errors are made.
6. It is the responsibility of the school to make us aware of dates in which they are unavailable to accept a delivery order. If we have not been made aware of a school closure or unavailable date, school may be charged for the missed ingredients.

#### **Ingredient Delivery:**

1. All ingredients will arrive via a supermarket delivery or local food service and should be unpacked and stored correctly upon delivery.
2. If you have made us aware of allergies and dietary requirements then this will have been considered when the ingredients were ordered, alternatives may have been included. Please check the ingredients prior to the lesson to ensure the ingredients are correct.
3. It is unavoidable that sometimes ingredients are swapped for alternatives after Innovative Education Ltd has placed the order. It is therefore the responsibility of the school to check that ingredients are safe for use. Alternatives do not have to be accepted when delivered.
4. It is the responsibility of the school to also keep Innovative Education Ltd informed of any changes and additions to pupil allergies and dietary requirements.
5. If a key ingredient is unavailable and no alternative has been offered. For example, flour for bread making, then Innovative Education Ltd may provide a refund for the delivered ingredients. An ingredient is only classed as 'key' if the recipe is completely un-makeable. Innovative Education Ltd will attempt to arrange a re-delivery of the missing items.
6. Innovative Education Ltd will provide additional information and instruction for teachers should there have been a change in the order.
7. Ingredients should be stored appropriately until the lesson time. This may require refrigeration. Responsibility for this will lie with the school.
8. Ingredient lists can be found on the lesson plans. Orders may sometimes differ. If there is any confusion, please contact us at [admin@playpauseteach.co.uk](mailto:admin@playpauseteach.co.uk).

**The Service:**

1. This service is individual to the Play. Pause. Teach: Cooking & Nutrition product, there is no requirement to have both.
2. There is no requirement to place orders each week, these are pre-scheduled and will arrive each week on the date provided. Please ensure to keep to the schedule to ensure year groups receive the correct ingredients for their lessons.
3. All recipes are pre-planned and can be found on the whole school curriculum document (Play, Pause, Teach: Cooking & Nutrition). Deliveries will be based on these and work in chronological order.
4. Schedule swaps may occur should a problem arise, or a particular shortage of ingredients arise.
5. Innovative Education Ltd prefer to communicate via email. You may receive contact from [admin@playpauseteach.co.uk](mailto:admin@playpauseteach.co.uk) or [admin@classroom-kitchen.co.uk](mailto:admin@classroom-kitchen.co.uk) (to be phased out) – We advise adding these emails to your contact/safe list to ensure emails are delivered correctly. We will aim to reply to all emails within 24 hours. If a call is required, please email and we will return a call as soon as possible. Due to the small size of the business, we do not have a monitored phone line.

**I sign to confirm that I have read the Service Overview (Terms and Conditions and fully understand:**

School Name (User):

Name (School Staff Member in charge of Play, Pause, Teach.):

Signature:

Date: