

Food Programme FAQs



Updated: August 2026

GM/JUMEIRAH/0003/OP

OVERVIEW

Jumeirah International Nurseries has partnered with BabyEats, a food delivery and catering service for young children.

BabyEats prepare and deliver fresh and healthy packed, sealed meals with a dedicated team of chefs, specialised in baby food and toddler meals. All of their menus are revised by a Dubai-licensed pediatrician. They only use GMO-free fruits, vegetables, fresh meats and grains with no use of preservatives, salt and processed sugars. BabyEats currently has a restaurant and play corner at Times Square, Sheikh Zayed Road, has an online subscription and is available on instant delivery apps. They have also recently received an A-Gold rating from Dubai Municipality Food Safety Department.



Frequently Asked Questions

1. How do I book the service?

To book the meals for your child, you can follow these simple steps:

Step 1: Check the menu from BabyEats, shared by the JINS Team on the Parent communication app

Step 2: Fill in the Registration link: Click [here](#) or scan this code on the right.



Step 3: When prompted, enter the nursery code: **BE4816** (in capital letters)

Step 4: Complete your order and proceed to checkout – no need to wait for a separate payment link.

2. What is the menu like?

The menu has different stages:

Stage 6
12 months - 6 years - *Whole meals*

Stage 4
9-18 months - *Textured blends*

Stage 3
7-9 months- *Smooth blends*

Stage 2
6-7 months: *Smooth blends*

To give you an idea on what the menu looks like, see this sample menu:
Click [here](#).

The menu is shared for the whole term. BabyEats offers Breakfast (Morning Snack), Lunch, Snack, and Dinner, including blends for babies and toddlers, and whole meals for older children. This includes vegetarian and non-vegetarian dishes. All bakery items are made in-house in their kitchen. BabyEats offers International and Eastern European Menu.

3. Do you offer special meal plans?

BabyEats offers Vegetarian and non-vegetarian meal options. The menu is also beef-free and is replaced with lamb. All meals are prepared using nut-free products. Some meals may contain milk, wheat, soy or eggs. **BabyEats does not cater to allergies.**

4. When should I place the order?

If you would like to subscribe for the **next month**, the order should be placed before the **last week of the current month**.

If you would like to subscribe for the **current month**, the cut off is **Friday** of the current week and the order will be delivered **on Monday of the following week**.

Any changes with your orders placed **during the week** will only be effective the following week, provided the parents pay at least 48 hours before and before 12 PM of the same day of registration.

Please be advised that payments need to be completed within the same day before 12 PM for your orders to be included on your requested delivery schedule. No last minute orders will be entertained.

5. What is the minimum window time to cancel my order?

Orders should be cancelled within minimum of 48 hours.

6. Can I subscribe weekly/daily/monthly?

It is a monthly/termly subscription only.

7. What is the minimum number of meals for the food programme to proceed?

Please note that BabyEats require a minimum sign up of **18 meals for the Cold chain** and **45 meals per day** for the **Hot Chain per day** for the programme to start to start at the Nursery.

8. Do we get any refunds?

Refunds will not be given due to absences due to illness or any other reasons. If it is a planned absence (**eg holidays**) then the meals will be carried over as long as there is a notification from the parent **within 48 hours**.

9. How do we pay?

Once you fill the registration form, you can immediately proceed to check out on their website. **The nursery will not accept any payments (whether cash or card) on behalf of BabyEats.**

10. Can we do a 1 week trial?

No. Weekly trial is too short for the children to adapt to the new way of receiving and having food at the nursery. It would be a very fast way for parents to make the decision to dismiss the programme without giving it enough time to settle in.

11. What are your pricings?



Pricing List- Food Programme (International Menu)



Stage 6 12 months – 6 years - Whole meals

	Termly/Day (Vat Inclusive)	Monthly/Day (Vat Inclusive)
Breakfast(Morning Snack) + Lunch + Snack + Dinner	AED 62	AED 64
Breakfast(Morning Snack) + Lunch + Snack	AED 42	AED 44
Breakfast(Morning Snack)+ Snack	AED 37	AED 39
Breakfast (Morning Snack) + Lunch	AED 37	AED 39
Lunch + Snack	AED 37	AED 39
Breakfast Only/ Lunch Only/ Snack Only	AED 25	AED 26

Stage 4 9-18 months – Textured blends

Breakfast(Morning Snack) + Lunch + Snack	AED 38	AED 40
Breakfast(Morning Snack)+ Snack	AED 34	AED 36
Breakfast (Morning Snack) + Lunch	AED 34	AED 36
Lunch + Snack	AED 34	AED 36
Breakfast Only/ Lunch Only/ Snack Only	AED 24	AED 25

Stage 3 7-9 months- Smooth blends

Breakfast(Morning Snack) + Lunch + Snack	AED 35	AED 37
Breakfast(Morning Snack)+ Snack	AED 30	AED 32
Breakfast (Morning Snack) + Lunch	AED 30	AED 32
Lunch + Snack	AED 30	AED 32
Breakfast Only/ Lunch Only/ Snack Only	AED 22	AED 23

Stage 2 6-7 months: Smooth blends

Lunch + Snack	AED 25	AED 26
Lunch Only	AED 20	AED 21

Pricing List- Food Programme (Eastern European Menu)

Stage 6 12 months – 6 years - Whole meals

	Termly/Day (Vat Inclusive)	Monthly/Day (Vat Inclusive)
Breakfast(Morning Snack) + Lunch + Snack + Dinner	AED 70	AED 72
Breakfast(Morning Snack) + Lunch + Snack	AED 50	AED 52
Breakfast(Morning Snack)+ Snack	AED 46	AED 48
Breakfast (Morning Snack) + Lunch	AED 46	AED 48
Lunch + Snack	AED 46	AED 48
Breakfast Only/ Lunch Only/ Snack Only	AED 33	AED 34

12. Can parents take home left over food?

Please note that for the health and safety of your children and as per the protocol from Dubai Municipality if there are any leftovers from the food or meals served to your children you will have two options.

Option 1 is recommended by JINS and BabyEats.

The JINS team will take a picture of the leftover food (all meals) and share it with you on the parent app, so you know how much food has your child eaten. The leftover food will then be disposed off. This is to prevent any accidental serving or consumption of the left over food to the children at home or in the nursery especially if it has been opened for 2 hours or more. Once the food is served after taking it out from the temperature controlled boxes in which the food gets delivered to us, it is only good for eating for two hours after opening. This is because the food is not stored under controlled temperature after it has been opened and served.

Option 2 is we will send home the leftover food in the containers it is served, with a warning label as below. This will only be sent home upon the request of the parent.

Not for Consumption

This food was sent home upon parents' request and is for reference purposes only.

Kindly do not consume for health and safety reasons.

This has been opened now for more than 2 hours.

JINS and BabyEats will not be held liable for any contamination, food poisoning or any other incidents if consumed after 2 hours of opening.

Food has been out of the fridge from:

AM/PM

This food was sent home upon parents' request.
This food is temperature-sensitive.

JINS and BabyEats will not be held liable for any contamination, food poisoning or any other incidents once taken home by the parents/ carer and consumed.

13. Does BabyEats use salt or sugar?

Salt is only used at a very minimal amount. Processed sugar is not used in any of their food, only natural sweeteners which come from fruits.

14. How do we communicate our concerns/ suggestions?

Please relay your concerns or suggestions to the Nursery Admin or Head of Early Years.

15. How will the food be delivered?

Orders will be delivered in a Cambro box and this shall be stored in an AC controlled room, plugged in so it will keep the food warm for up to 5 hours.

16. Are cutleries provided?

Cutleries are not provided.

17. Do you have the food programme during half-term breaks/ term breaks (winter/spring/summer break)?

Food programme is available upon request during term breaks (winter/spring/summer). **It is not available during half term (which is for 2 days only).**

18. Can I change my schedule during the week?

Yes, however this will only be in effect for the following week.

19. If the 30 day meals are dropped in a month due to cancellation, should I worry about my child's food not being delivered?

Your subscription will not be affected if we have children not continuing with the programme. BabyEats and JINS is committed to support all the subscription.

20. How do you ensure that the food is right food is delivered to each child?

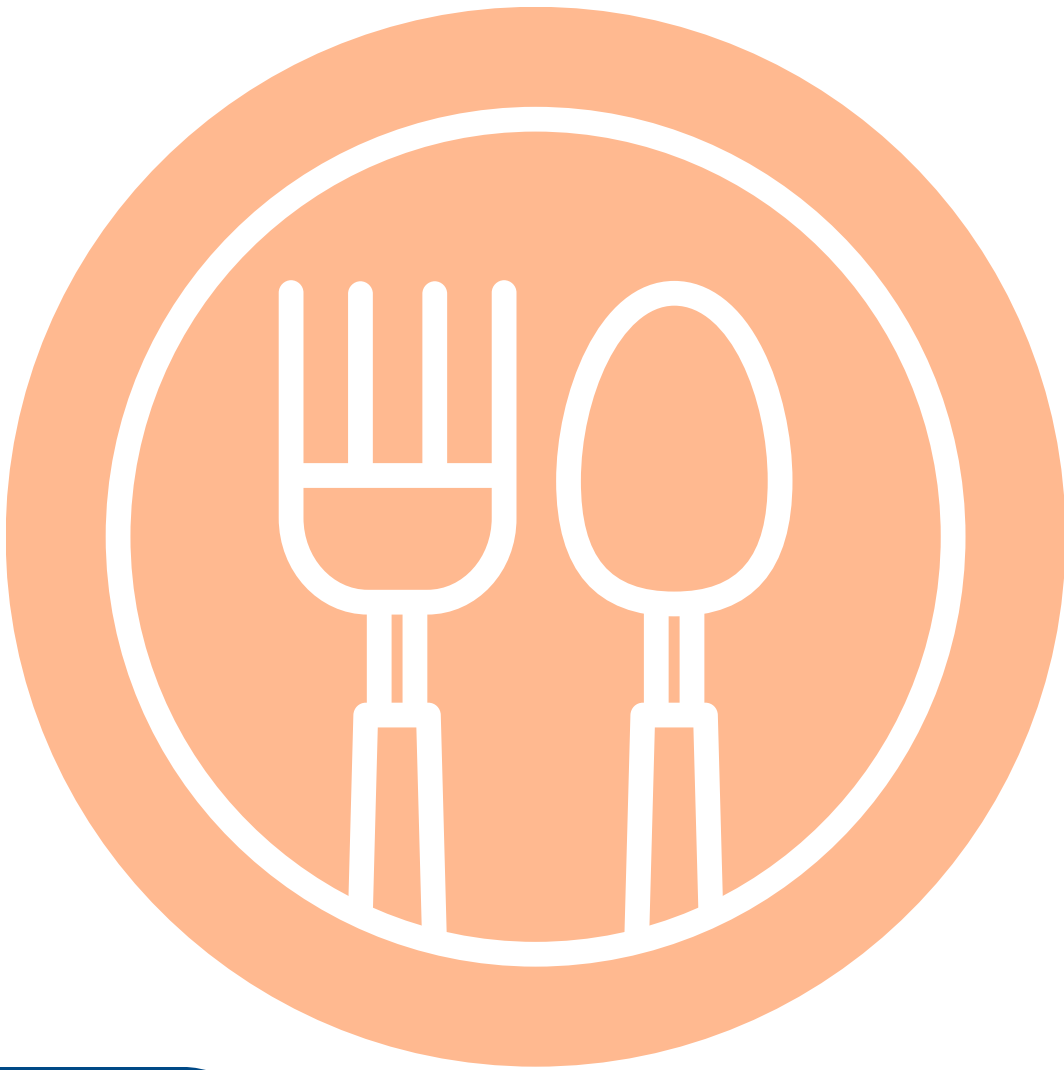
All the food that we receive from BabyEats is labelled as per the order placed. At JINS we just take the meal out of the hot or cold box, and deliver the meal as per the label cross checking with our approved list.

21. In case of absences (sickness, holiday) protocol:

- 1.If the child is sick or will be on holiday, the nursery office will call the parents and find out when the child will be coming back to nursery.
- 2.Nursery admin will ask parent what they would like to do with the food deliveries.
- 3.If parent says to put it on hold, nursery admin to request the parent to send a quick email to BabyEats to notify them.
- 4.Food cannot be given if child is absent. It should be paused according to parents request to BabyEats.

22. How can parents freeze plan on BabyEats Portal?

- 1.Parents may FREEZE PLAN in the portal through logging in to their account at lifestages.babyeats.ae.
- 2.When they log-in, just go to FREEZE PLAN, and select the dates when they need the meal plan to be paused.



BabyEats

