



# PARENT ADVISORY COUNCIL

HAMILTON ELEMENTARY SCHOOL



## FUN LUNCH FRIDAYS Q&A'S

### Friendly Reminders:

- Order as soon as possible because we all get busy and tend to forget
- Order ahead so your child does not miss out. Deadlines are final and cannot be extended
- Order all your child's lunches on one transaction to save on credit card fees and transaction charges
- Pack utensils in your child's lunch bag for pasta lunch and Chinese food lunches.

### What do I do if I miss the order deadline?

Unfortunately, there is nothing we can do to help. The Munchalunch online system removes the lunch dates from the menu option after the deadline expires, we are unable to put it back online to order.

### Do I have to order all the lunches from all the bundles?

**NO.** You can order any number of lunches from each bundle.

However, make sure you order before midnight on the posted deadlines for each bundle.

### I can't remember if I ordered lunch for my child.

Munchalunch will always send a reminder email on the day before the lunch date (if you've opted in). You can also view your child's order history by logging onto your account and clicking "View" under "My Order".

### What do I do if my child is away on a fun lunch day and I've ordered lunch?

Please email us at [HamiltonFunLunch@gmail.com](mailto:HamiltonFunLunch@gmail.com). **DO NOT** contact the school - this is a PAC program, **DO NOT** contact Munchalunch - they are a software provider, **DO NOT** contact the vendor - all correspondence goes through the PAC Fun Lunch Team. If we do not hear from you by 1PM on the lunch day, all unclaimed lunches will be donated.

### What are my options if my child is away on a lunch day, and I ordered lunch?

- Pick up the lunch from the main office between 12:00 PM - 3:00 PM
- Give the lunch to a sibling to eat or take home
- Donate the lunch to a volunteer

Note that you cannot cancel the lunch on the same day as the orders are submitted to the vendor and payment has been issued a week before lunch date.

### Can I get a refund if I cancel my child's lunch order?

There are **NO CASH REFUNDS and NO CREDIT CASH-OUT**. Munchalunch issues a credit when you cancel your child's lunch order more than a week before the lunch date. The credit can be applied to any lunch order but must be used before the end of the school year. All lunch orders are submitted to the vendor one week before the lunch date and once payment is issued, it is too late to cancel or receive a credit.

### Why do I need to pack utensils for my child's lunch?

Boston Pizza and Bala Foods do not supply utensils. In order to align with the school's sustainability goals and to do our part to eliminate unnecessary waste, the vendors do not supply us with disposable plastic cutlery.



Thank you for supporting the Fun Lunch Fridays Fundraiser. All money raised will help to supplement our children's education at Hamilton Elementary.