

Hazelgrove Elementary Hot Lunch Program

**** Online ordering will be OPEN on Monday, March 7th ****

April 1 – Subway

May 13 – Booster Juice (Rescheduled; credits applied, NEW orders will have to be made)

April 22 – Tim Horton's

May 27 – McDonald's – Breakfast

June 10 – Little Caesars (Tentative Sports Day)

Our ordering system is continuing to stay **GREEN!**
Parents will place their hot lunch orders Online using MunchaLunch.com!

HOW TO REGISTER:

- 1) Go to the school PAC website : www.hazelgrovepac.ca
- 2) Click the "**Register Here**" button (as shown below). The system will guide you through
- 3) After adding your children, click the green "Order Lunch!" button to order
- 4) Next time, just click the "**Login Here**" button to access your account.



ORDERING DETAILS:

- **Online ordering will be OPEN Monday, March 7th.** Please note that you can order all at once or order one lunch at a time. **But, if you do place the order all at once you need to pay for the WHOLE order at that time.** All orders will close 9 days before the Hot Lunch date, at midnight (Wednesday Nights) and any unpaid orders will be CANCELLED.
- **Once your order has been submitted and paid for please note we cannot cancel or credit your account.** You may pick up your child's lunch on that date or send it home with a friend but we can no longer cancel orders in any case (vacations, sick, etc...)
- If paying by cash or cheque, payment **MUST** be received before the closing date.
- If you need assistance with ordering, please contact hotlunch@hazelgrovepac.ca
- If you do not have access to the internet, please leave a message at the office and we will contact you.

Please note if your child is ill on a lunch date, you are welcome to come and pick up their lunch, before the end of the lunch period. Please keep in mind, teachers come down at different times with lunches of any absent child, so please be patient while waiting for the lunch to be returned to the kitchen, for you to pick it up.

****We order Nut Free items, but cannot guarantee that the vendors do not have nuts on their premises****

We are always in need of **Volunteers!** There is a volunteer page in the online system where you can checkmark which dates you are available. The lunch coordinator will then contact you with a proposed schedule. Our thanks to our wonderful Volunteers who help make this program a success!

*****NEW INFO BELOW, PLEASE SEE PAGE 2 FOR FAQ'S*****

Hazelgrove Elementary Hot Lunch FAQ

Who runs the Hot Lunch Program?

Our hot lunch program is run strictly by VOLUNTEER parents. It is led by our Hot Lunch Co-ordinator, who is elected at our AGM in June.

When is the ordering deadline?

Orders are closed at 11:59 pm the Wednesday 9 days before hot lunch. We are unable to accept any late orders as the orders are tallied and sent to our vendors at that time. Any balances not paid at the deadline will be cancelled, no exceptions, so make sure to order and pay on time.

Do you sell food?

Sometimes there is a small amount of food that can be purchased at the school kitchen. This is available once all of the lunches have been delivered, and is subject to availability.

My child didn't receive the correct/full order. What should I do?

Our volunteers are at the school for an hour after lunch is served. If there is a problem with your child's lunch, please have them talk to their lunch monitor/teacher, and ensure they come to the kitchen so we can resolve any errors that may have occurred, during that lunch hour. Our volunteers are unable to fix any issues after this time, including providing a credit.

My child will be absent. What do I do?

The volunteers are unable to save any lunches. If you wish to give your child's lunch to a sibling or a friend, or want to pick it up, please make arrangements with your teacher. If no arrangements are made, your child's lunch will be considered donated back to the PAC, where it could be resold, or donated.

What if I don't pay in full before a Hot Lunch date?

All Hot Lunch orders are required to be paid in full by the ordering cut off deadline, which is the Wednesday 9 days before the Hot Lunch date. Any orders that are not paid in full unfortunately will be cancelled. There will be email reminders sent out ahead of time, at least a couple days in advance, for any unpaid accounts.

Where do Hot Lunch profits go?

Any profits made from hot lunch are used for things such as outdoor play equipment, fieldtrips, fine arts performances, etc. Things like how the PAC money is used are discussed at our PAC meetings that are usually held on the first Tuesday of the month. All are welcome to attend!

Can I get a refund?

Sorry, no refunds will be given. If a hot lunch has to be cancelled due to a school closure, a COVID outbreak, or an issue with the vendor cancelling, then a credit will be put on your account for future use.

I still have questions, or I want to help - who do I contact?

Please email hotlunch@hazelgrovepac.ca to volunteer, or with any other questions or issues with ordering.

Thanks for your support and thank you to all who volunteer their time to allow us to offer hot lunch to the students!