

Frequently Asked Questions

What is Munch A Lunch?

Munch A Lunch is an online system specifically designed to help schools run their hot lunch programs. We are using it to help run our PAC Fun lunches as well as future fundraisers. Munch A Lunch is a Canadian company and is based in the Lower Mainland.

Why are we using an online system to order PAC Fun Lunches?

We are streamlining the process for our volunteers, using less paper and making it more convenient for parents to order fun lunch for their child(ren). We have also had many requests from parents wanting to have the option of paying by credit card. **No more paper orders will be accepted.**

What methods of payment are accepted?

You can conveniently pay online using Visa or Mastercard. Cash and cheque are also accepted, but payment should be submitted as soon as possible and must be received by the payment deadline. **Orders not paid for by the payment deadline will not be processed.**

I want to pay by cash/cheque, how do I do this?

You will need to submit your order online, then drop off your payment/order in a sealed Ziploc bag/envelope to your child's teacher. **All cash/cheque payments must be accompanied by a copy of your order (printable from Munch A Lunch). Without this information, we have no way of matching up the payment to your order.** Please make cheques payable to: Simon Cunningham PAC (note: hot lunch payment)

How will I know if my order/payment was received?

The Munch A Lunch system will send confirmation emails for your order(s) and payment. Credit card Payments will be processed immediately. Cash/cheque payments will need to be manually entered into the Munch A Lunch system by a member of the PAC team. Once your payment has been entered you will receive a confirmation email. Please contact us if you do not receive a confirmation email before the closing ordering date.

I want to pay cash, but don't have exact change. Can I overpay?

Yes, any overpayments will be added to your account and can be applied towards future orders. We are not able to provide change. Any credits remaining in your account at the end of the school year will be considered a donation to the PAC. **We do not provide refunds.**

I want to place an order for more than one child, how do I do this?

Select one child and order their lunch(es) then click 'submit my order'. You will be directed to a page confirming their order was submitted. From this page, click 'next' and you will have the option of either creating another order (select another child) or continuing to payment (done). A single payment will be processed for all your orders.

I ordered a lunch for my child, but now I know they are going to be away. Can I cancel my order?

Orders may be canceled up until the order deadline. Please contact us at [simoncunninghamPAC@gmail](mailto:simoncunninghamPAC@gmail.com) to do this. The amount paid for the lunch will be credited to your account and can be applied towards future orders. **Refunds will not be given.** Once the order deadline has passed, lunches cannot be canceled.

