

## Credit Policy

### Absence

- If a child is going to be absent for any reason and not present for their lunch, please submit a credit request online no later than **9:00am** the same day of the absence.
- If a child is sent home early for any reason, and subsequently will not receive their lunch, submit the credit request no later than **12:00pm** the same day. *Credits of this nature will be verified by the cafeteria supervisor before being granted.*
- Credits for future dates can be requested any time.
- Credits will not be issued for dates preceding the current date.

### School Cancellations

If school is cancelled or closed for any reason we automatically credit back all orders for that closure day.

### How are Credits Issued?

Credits are issued online through the **School Lunch Order system** using the email address provided from the order you placed. The credits are applied on your next online purchase at checkout.

### How Do I Request a Credit?

To request a credit please visit our **Credit Request** page, select your province, city and school. Enter your first and last names and the email address which the order was placed with. In the comment box state your child's name and the date(s) for the required credit(s). Select credit request from the comment type dropdown.

### Unused Credits

Credits expire on the last day of cafeteria service in a school year. ***Credits do not carry over from the previous year and are non-transferrable or refundable.***

Please ensure all credits are used by the last cafeteria service day.

### Refunds to Bank Accounts or Credit Cards

***NOTE-refunds are not the same as credit requests***

Refund requests can be made within 7 days of purchase less a **\$25.00** admin fee. To request a refund, please visit our **comment section** and select your province, city and school. In the comment area, state child's name and amount of the refund request. Include your name, address, and phone number. Refunds will be issued via cheque upon verification.

