

ESR Hot Lunch Policy 2014-2015

- If you do not have access to the internet, **you may pick up a paper order found on the PAC Board** next to concession. Submit the paper form as you're used to and it will be entered by concession volunteers provided it is received before the cut off date, (the 23rd of EVERY month)
- **Cut off dates are the same every month.** Orders will be available for pick up on the 10th of every month. Online order cutoff and payments are **due on the 23rd** of every month for both paper and online orders. Late orders will NOT be accepted so be sure your order is received on time. (Some exceptions may apply. EX Spring Break and Christmas)
- **If a student is absent** due to vacation, sickness or suspension a pre-order will not be credited. The ordered lunch can however be picked up at concession between 11:30am - Noon on the date absent.
- In the event of a **unscheduled school closure** a credit will be given ***on account***. All credits must be used as pre order payment only. Any unused credits will be considered a donation to PAC.
- If payment is not received with a Paper order the order will be returned to the student, delivery of the order will not be provided. Orders placed online must be paid for in full before the cut off, all unpaid orders will be deleted, any over payment shall be considered a donation to PAC.
- Hot lunch **pre orders will NOT be edited** or changed once an order is paid.
- Please put any questions or comments ***in writing*** either on paper, deposit these in the PAC mail box located in the office, or via email to esrpac@yahoo.ca. Please allow us 24 hours to look into your concern or question.
- If a student finds them self without a lunch during school, after approval from their teacher, the student will be given permission to call home. PAC will not provide a lunch.
- To get started: **Registration is required at the beginning of EVERY school year.** Old accounts from previous years are deleted to start the new school year.
- **REGISTER - at www.esr.hotlunches.net** (only once per family). Click on 'Register' and enter the **school access code ESRHL**. If you are receiving notices by email of lunch orders you are already registered. Please be sure your e-mail address has been provided as all communication regarding pre orders will be sent via e-mail.
- LOGIN - once registered you can go onto the website www.esr.hotlunches.net from any computer with internet access and login the user name and password you set up at registration. If you don't remember your username and password or have any questions, contact esrpac@yahoo.ca. Note that user names and passwords are case sensitive.

Updated: September 23, 2014 (dh/tb/PAC)