



Q: Who is allowed to order this food?

A: All students attending the participating elementary schools have access to ordering this food.

Q: How often is this food made available?

A: Schools will be serviced on Mondays, Wednesdays, and Fridays.

Q: When will the service start and finish?

A: Schools will be serviced starting Monday, September 16, 2024, and will go until June 27, 2025.

Q: Do I have to order for every day?

A: No, you can order for three days per week, one day per week, or one day per month. Order what works best for your family, but please make sure your order is in at least 48 hours **before** the service date.

Q: Is there a timeline that I have to get my order in before?

A: You are able to order at any time during the month. You must order 48 hours before the service date to receive service for that day. I.e: If you order on Sunday the 12th for Monday the 13th, that is not 48 hours and no hot lunch will be received on Monday the 13th. If you ordered on Friday the 10th for Monday the 13th, you will receive a hot lunch.

Q: I do not have a credit card, how do I pay?

A: E-transfers can now be made to: payment@simplyfoods.ca as a form of payment.

Q: Will I receive reminders about the hot lunch days?

A: Yes, you will receive email notifications to the email provided, the day before service.

Q: Are there different sizes of entrees:

A: Yes, there is a small and a large. The district is covering \$2.25 of **every** meal. If you would like to purchase the small size the cost is \$3.50, if you would like to purchase the bigger size the cost is \$4.50

Q: \$3.50 is too expensive, how do I request a full subsidy:

A: Please complete the application requesting a full subsidy. The application is found here:

Q: What if my child has severe allergies?

A: If your child has allergies, you may discuss them with the caterer by emailing lunch@simplyfoods.ca. If your child has severe allergies, we would recommend sending food from home.

Q: I am having difficulties with the food provider website.

A: Please contact lunch@simplyfoods.ca

Q: My child is unwell, can I cancel the day of delivery?

A: We accept email cancellations up to 8:00 am the day of delivery. Please email lunch@simplyfoods.ca. If the deadline has passed, please notify the school of your child's absence and arrange to pick up your child's lunch or let your school know they can donate it to another student.

***This document will be updated as information becomes available.**