



FOOD SERVICES PROGRAM

2026-2027 POLICIES



CAFETERIA PAYMENT POLICY

To provide students with a smooth and efficient lunch experience, all lunch orders must be accompanied by payment at the time the order is placed.

Payments are securely processed through the **FACTS** payment system during the online lunch ordering process. A lunch order is considered complete once payment has been successfully processed.

If you have any questions or need assistance with the ordering or payment process, please contact the Food Services Program or school business office. We are happy to help and appreciate your partnership in making mealtime a positive experience for every student.

The school reserves the right to modify this policy as needed.



LUNCH ORDERING DEADLINES

To ensure efficient meal planning, accurate food purchasing, and timely meal preparation, all school lunches must be ordered according to the established lunch ordering schedule.

Lunch orders for the following school week(s) **must be submitted no later than 11:59 p.m. (midnight) each Tuesday**. This deadline allows the food services team sufficient time to purchase ingredients, prepare menus, and provide quality meals for all students.

Parents and guardians are responsible for reviewing menu selections, submitting lunch orders, and completing payment through FACTS before the weekly ordering deadline. Lunch orders are considered complete only after payment has been successfully processed.

Once the Wednesday ordering deadline has passed, no changes, additions, or new lunch orders will be accepted for the upcoming week. Students who do not have a lunch order on file by the deadline may receive an emergency lunch, if available, and will be charged in accordance with the school's Emergency Lunch Policy.

We encourage families to place lunch orders as early as possible to avoid missing the weekly deadline. Following the established ordering schedule helps reduce food waste, improve inventory management, and ensure every student receives a high-quality meal.

Thank you for your partnership and cooperation in helping us provide an efficient and enjoyable cafeteria experience for all students.

The school reserves the right to modify this policy as needed.



EMERGENCY LUNCH POLICY

To ensure that no student goes without a meal, the food services team may provide an emergency lunch when a student fails to place a meal order within the required ordering timeframe OR fails to bring a lunch on a day they have not ordered a meal.

Effective for the 26-27 school year, all emergency lunches provided due to a failure to order will be charged to the student's cafeteria account at a rate of **\$6.00 per meal**.

Parents and guardians are responsible for ensuring that meal orders are submitted by the established deadline. Any charges incurred for emergency lunches are expected to be paid promptly. Repeated failure to place meal orders may result in communication from the school regarding cafeteria procedures.

The school reserves the right to modify this policy as needed.



REIMBURSEMENT POLICY

We understand that unexpected schedule changes and student absences can occur. To ensure fairness while minimizing food waste and controlling meal costs, the following reimbursement policy applies to all pre-ordered school lunches.

School Cancellations

If school is canceled due to weather, emergencies, or other school-authorized closures, the cost of any pre-ordered lunch for that day will be fully credited to the parent or guardian through their FACTS account, as determined by the school's reimbursement procedures.

Excused Absences

Students who are absent with an excused absence may be eligible for a partial credit of their pre-ordered lunch. Because meal preparation and food purchasing begin prior to the school day, a portion of the meal cost is non-refundable. Any approved reimbursement will reflect the recoverable portion of the meal cost.

Unexcused Absences

No credits will be provided for pre-ordered lunches when a student has an unexcused absence. Since meals are purchased and prepared based on submitted orders, the full cost of the meal remains the responsibility of the parent or guardian.

We appreciate your understanding and cooperation. This policy helps the school manage food costs, reduce waste, and continue providing quality meal service to all students. The school reserves the right to review and revise this policy as needed.



FOOD ALLERGIES & SENSITIVITIES

The health and safety of our students are important to us. While we strive to provide nutritious and enjoyable meal options, the school cafeteria is not able to accommodate individual food allergies or special dietary restrictions at this time.

Because meals are prepared in a kitchen where common allergens—including, but not limited to, milk, eggs, peanuts, tree nuts, soy, wheat, fish, and shellfish—may be present, we cannot guarantee that any menu item is free from allergens or cross-contact.

Parents and guardians of students with food allergies or special dietary needs are encouraged to carefully review the published menu before placing lunch orders and determine whether the available meal options are appropriate for their student. If the offered meals do not meet a student's dietary needs, families may choose to provide a lunch from home.

We appreciate your understanding as we work within our current staffing, facilities, and food services capabilities. Should our ability to accommodate dietary restrictions change in the future, this policy will be updated accordingly.