

## FAQ: FUN LUNCH PROGRAM

### **Q: What is Fun Lunch?**

A: Fun Lunch is a program that brings new, delicious and nutritious food options to Queen Mary. It is run by PAC and is separate from the school's Hot Lunch program. Fun Lunch is also a great way to support Queen Mary, as proceeds will go to PAC funded activities.

### **Q: When is Fun Lunch?**

A: Fun Lunch days are offered every Thursday, during three separate ordering sessions for Fall, Winter, and Spring. Each session has 12 lunch days.

### **Q: What is included in a Fun Lunch?**

A: There are three, rotating themed days featuring Flying Wedge Pizza, Sushi Katsu and Magic Lunch Box. Each healthy and freshly made Fun Lunch comes with the choice of a main dish and a treat. The cost is just \$5.00.

**Please note: juice boxes are no longer included, but may be added for 50¢.**

### **Q: Can my child participate?**

A: Fun Lunch is open to everyone and we encourage all students to participate! If your student is on Hot Lunch and you chose to also participate in Fun Lunch, then your student will receive two lunches on Fun Lunch Day. Note that a Fun Lunch cannot replace a Hot Lunch, as the two programs are run separately.

### **Q: Do I have to order lunches for all days?**

A: If you chose to participate, you can order for any number of days you wish. There is no requirement to order for all the lunch days being offered in a session. To reduce the workload on volunteers, we do encourage you to order as much in advance as possible.

### **Q: Do you have choices for children with allergies?**

A: If your student has food allergies, please contact us at [queenmarypac@gmail.com](mailto:queenmarypac@gmail.com) prior to placing your order to discuss specific ingredients in the items you are considering. All items are nut free.

### **Q: What if my child is ill or we will be away?**

A: As you can imagine, this is a huge program to run. Making menu changes increases the risk of error and for that reason there are no refunds or 'make-up lunches.' Please let the office know you are picking up your child's lunch (same day, by 12:30 pm at the 1st floor kitchen), or kindly consider it a donation.

### **Q: What if there is a class field trip?**

A: If a field trip is scheduled after the ordering deadline, your student's lunch will be cancelled and your MunchaLunch family account will be credited - this credit will be automatically applied to future orders. Please note that we will not issue refunds.

## FAQ: FUN LUNCH ORDERING

### **Q: How do I order Fun Lunch?**

A: PAC manages Fun Lunch using MunchaLunch, a secure online lunch ordering system. Help us reduce paper waste and use MunchaLunch to place and/or pay for your order online. If you cannot use MunchaLunch, contact us at [queenmarypac@gmail.com](mailto:queenmarypac@gmail.com) and we will provide a PDF or hard copy order form.

### **Q: How do I get started on MunchaLunch?**

A: Please follow these simple steps:

**1. Create a Family Account** by using this link:

[www.tinyurl.com/QueenMaryLunchReg](http://www.tinyurl.com/QueenMaryLunchReg) (To return to an existing account, you can login at: [www.munchalunch.com](http://www.munchalunch.com))

**2. Order Lunch** - you must first add a student before placing an order; multiple students can be on the same account. To order for less than all lunch days offered, click 'Next' to proceed through all the days. At the end of ordering, you are allowed to remove days; the final screen will confirm days for which you did and did not order.

**3. Payment** - online payment is processed with PayPal, but that does not mean you must use or register for a PayPal account. At the PayPal screen, you can choose not to create or use a PayPal account; just enter your credit card information. Cheque (payable to Queen Mary Community School PAC) or cash payment must be in the PAC Drop Box no later than the Monday preceding the first Fun Lunch of a session. *Your order cannot be accepted without payment!*

**4. Volunteer** - if you can help on Fun Lunch days (11:30 am - 12:30 pm), sign into Munchalunch and select dates you are available. We will contact you to confirm scheduling.

### **Q: Once I create an account and log on, am I committed to ordering?**

A: No, you can create an account and browse dates/menu options without ordering. If you successfully place an order, you will receive an email confirmation. You will also receive an email reminder about 24 hours before your student's lunch day.

### **Q: I already have an account, how do I...?**

A: Login to your account [www.MunchLogin.com](http://www.MunchLogin.com). Click **Account Balance** to view your student's orders, reprint your receipt, or pay an outstanding balance. If you have other concerns, please contact us at [queenmarypac@gmail.com](mailto:queenmarypac@gmail.com).

### **Q: Can I make changes to an order?**

A: We will do our best to accommodate changes and additions. Please send an email to [queenmarypac@gmail.com](mailto:queenmarypac@gmail.com) with the Fun Lunch date and request at least 7 days before the given lunch date. (The ability to change orders in Munchalunch is coming soon!)

### **Q: Can I choose to participate at a later time?**

A: If your child wants to participate after the first Fun Lunch has taken place, please contact us at [queenmarypac@gmail.com](mailto:queenmarypac@gmail.com) and we will see what we can do.