

Frequently Asked Questions*

**Contact our office at (818) 885-1718 or info@freshlunches.com for more details about what is offered at your school*

1. What is the ordering deadline?

Lunch orders are, at minimum, weekly-based. The ordering deadline is Wednesday night by midnight of each week for the following week's orders. Feel free to order as far in advance as preferred and convenient.

2. What does my student receive in his or her lunch?

Each meal includes choice of main entree, sides, and water. Possible sides consist of Organic Heirloom Carrots and Crudite platter, Mixed Green *or* Caesar salad with Housemade Dressing, Whole *or* Cut fruit, and an additional rotating side. Additional snacks and drinks may be available for purchase.

3. What are the portion sizes?

Freshlunches has three portion sizes: Youth (Small), Full (Large), and Athletic. Below is a general guideline for the main entrée. Please note that fruit, salad and vegetable components vary due to your daily selection and how you build your customized meal plan. General range is from 4-6 ounces each. Not every portion size

- Small portion: Starch 4-7 oz, Protein 3 oz
- Regular portion: Starch 8-10 oz, Protein 5 oz
- Athletic portion***: Starch 12-15 oz, Protein 8 oz (Active students)

****Applies to only some schools*

4. I have more than one child, can I order and checkout in one transaction?

Yes. Please make the menu selections for your first child, adding each item to the cart. Then select the second child's name from the drop down menu and continue your lunch selections, adding each item to the cart. The shopping cart will keep track of your orders for each student. Once you are done ordering, click on the "Check Out" button and proceed with your payment. Your email summary will have a separate meal breakdown for each child. You can also access a complete lunch summary via the "Lunchbox" page.

5. I have more than one child at different schools that use Freshlunches service, can I order and checkout in one transaction?

No. Unfortunately, at this time our ordering site is location based. Each school/program requires its own account to ensure that meals are delivered to the correct location. You will need to register separate accounts for each school/program using the appropriate registration link.

6. May I logout in the middle of ordering and finish the process later?

Yes. Our site saves your selections in the shopping cart until you complete the checkout or remove the items from the shopping cart. Please note that the items in the shopping cart for the upcoming week will expire if the check out is not completed by the ordering cut-off time.

7. I forgot to order a lunch today! Can my child still get a meal? ***

- a. Yes. The Freshlunches policy is to make every effort to provide an emergency meal for each student that comes up to the lunch line and requests a same-day walk-up lunch. Please note that there is a premium charge for this service. The walk-up fee starts at \$11.00 per meal. If you prefer that your child not be served an emergency walk-up lunch for any reason, please contact Freshlunches at info@freshlunches.com or by phone at (818) 885-1718 to have your child's name placed on a "**No Walk-Up Lunch**" list.
- b. **A credit card must be placed on file in order for your child to participate in the walk-up service.** As a convenience to our parents, we extend the courtesy of providing emergency walk-ups meals. All walk-up charges need to be settled the same day the walk-up lunch is provided. In the event that charges are not settled, a late penalty fee is assessed and Freshlunches will no longer be able to provide future walk-up meals. A Freshlunches email receipt will be sent notifying you of the walk-up charge. Note: Freshlunches staff does not handle cash or payment during service.

*****Participating Schools Only-** *Please note, emergency walk-up lunches are provided to ensure that students who are unexpectedly without a lunch are provided for in emergency situations. As such, quantities are limited and are not meant to be offered as an option to pre-ordering.*

8. I really don't want my child to request an entrée switch-out. Can you make sure he/she receives the entrée I ordered?

Yes. Sometimes during lunch service, students will request a different entrée selection other than the one ordered for them. Our Freshlunches team has a list of students that are not permitted to receive entrée switch-outs at lunch service. Please contact our office to inform us if you would like your child added to the "**No Switch-Out**" list.

9. How will my child receive his or her lunch?

Freshlunches servers have students' orders on the day of service. The system Freshlunches servers use is designed for expedited lunch service by quickly retrieving the student's order details. Once order details have been obtained, a Freshlunches service staff will then provide the ordered meal. Students are not responsible for remembering their own orders.

10. My child has food allergies. Do you make special accommodations?

Freshlunches operates a nut-free facility; however our kitchen does process other products like eggs, milk, soy and wheat. The commercially organic and all-natural products we offer DO NOT contain peanuts or tree nuts as ingredients however, they may be made on equipment that also manufactures products containing peanuts, tree nuts, eggs, milk, soy and wheat. Although we exercise safe practices, we cannot guarantee 100% safety from cross contamination or trace elements. **At this time we are unable to make special accommodations for children with severe allergies and cannot accept responsibility for usage.** If you have a question about our facility or would like to speak with us in detail, please call the office at (818) 885-1718 or email at info@freshlunches.com.

11. Do you offer vegetarian and gluten-free meals?

Yes, we offer daily vegetarian options and gluten-free meals.

12. I need to change/cancel my existing order - can I do this online?

- a. To cancel an existing meal: To cancel an existing meal, log into your Freshlunches account and click on the change/cancel button. Next go to the day in the monthly calendar view that you would like to cancel and click "cancel."
- b. To change an existing meal order: The online change request deadline is every Wednesday (by midnight) for meals scheduled the following week. Please select the day and the entrée item you would like to change.

13. I missed the ordering deadline; can I still place an order?

Yes. Please call our office at (818) 885-1718 to place a late order. NOTE: There is a \$5 service fee (flat rate) to process late lunch requests. Late orders must be processed before 11 AM the day before the scheduled meal.

14. Can I order more than one a la carte snack item each day?

Our website can accommodate only one a la carte snack item per day. If you would like to choose more than one snack per day, please call or email our office with your second request.

15. What is the deadline for cancellations? Do I get a credit?

100% credit issued for cancellations completed online by 10:00 AM two days (48 hours) before a scheduled meal. 50% credit will be issued for online cancellations made by 8:00 am - the morning of service. NOTE: Only online cancellations will be issued full credits; cancellations made by phone or email prior to the deadline are subject to only receive 50% credit. Cancellation requests made after the deadline are not guaranteed credits. Freshlunches credits may be used for future orders.

16. Do you provide a list of ingredients in your entrees?

A complete ingredient list and nutritional content information is available online for main entrees. This can be accessed by clicking on the text of each entrée on the ordering calendar. Please contact our office and we will be happy to provide you with additional ingredient information.

17. Where does the food come from and how is it prepared?

We believe in minimally prepared foods with ingredients that we can read. Part of what makes a Freshlunches meal special is that we hand-make over 90% of our meals from scratch in our kitchen. Our natural, local & organic ingredients are locally grown when possible. Over 85% of our produce is locally sourced from the Santa Monica Farmers' Market and local farms. We offer hormone and antibiotic-free poultry, dairy and cheese. The Freshlunches quality commitment means that our food does not contain any high fructose corn syrup, partially hydrogenated oil or artificial preservatives. The meals we produce are also low in sodium, fat and sugar. Most importantly we use healthy cooking methods to re-create traditional favorites that children love.

18. What is the Lunchbox feature?

Once you complete the registration process and login to your account, the LunchBox page, located at the top navigation bar, allows you to perform the following functions:

- ✓ Print a complete lunch summary per child
- ✓ Display/change your child's registration details
- ✓ Reference deadlines and cancellation notices
- ✓ Place new orders & cancel/change existing orders
- ✓ Add additional children to your account
- ✓ Edit your user profile
- ✓ View your Freshlunches credits

19. Other Ordering Options - Can someone place the orders for me?

For your convenience, Freshlunches' customer service team can make all weekly/semester selections for you. Please call our office at (818) 885-1718 and let us know your child's meal preferences as well as the preferred lunch days and our staff will gladly place the orders for you. Please note that there is a premium charge for this service. The service cost is \$15 per student.