



## Caf-Mobile Service 2016-2017



### ***All you need to know about the hot lunch service at your school!***

Welcome! This sheet is to provide you with some information about the hot lunch service called "Caf-Mobile" that is offered to the students and families of your school. This service will start the week of September 19<sup>th</sup>, 2016. Participation in this program is not mandatory and is strictly a user-pay program. You must pre-order and pre-pay your selected meals. The price is \$5.15 per hot meal. This includes the main entrée, potato or substitute, vegetable or salad, dessert and milk. Juice is available for an additional cost of \$0.25.

As part of our commitment to the environment, we encourage you to order your Caf-Mobile meals online. Please see the link below.

#### **Procedure for ordering hot meals**

Please note that each month you will receive the menu form at home via your child. You must complete one form per child.

1. Please select the meals from the menu section. Put a **v** beside the date. We encourage you to select these meals with your child.
2. Transfer these selections to the top part of the form by checking the date in the appropriate box.
3. Calculate the amount due. Make cheques payable to "**Chartwells Student Dining**". You may write one cheque that combines the amount for more than one child. In this case, please ensure that all names are indicated on the cheque, as well as on all forms.
4. Cut off the bottom "Parent's copy" of the menu and keep it at home.
5. Attach the cheque/payment to the top portion of the form and put it in an envelope marked "**Chartwells Student Dining**".
6. Please return all menu orders to the **front office or daycare** before the due date in the bin labeled **CHARTWELLS**.
7. You must complete a new form each month to continue to receive hot meals.
8. All snack bar items including soups and desserts may be paid by cash at the time of purchase.
9. Please send only the amount of money needed for the day. Should your child lose his/her money, it will only be one day's worth.
10. The school and Chartwells are not responsible for lost or misplaced money.
11. **Please be advised that the due date on the Caf-Mobile menus must be respected. No late menus/orders will be accepted at the school or catering company beyond this date.**

Attached please find the first menu form to start the new school year.

**We look forward to serving you throughout the school year!**

**ONLINE ORDERING AVAILABLE AT [WWW.MYCAFZONE.COM](http://WWW.MYCAFZONE.COM)**

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**\*Caf-Mobile Terms & Conditions**

**Price:** \$5.15 per hot meal menu. This includes the main entrée, starch (when applicable), vegetable or salad, dessert and milk. Juice is available for an additional cost of \$0.25.

**Payments:** Please make all cheques payable to "Chartwells Student Dining". A single payment must be made for the total amount of meals (and juice if applicable). Post-dated cheques will not be accepted. Late orders will not be processed.

**N.S.F. Cheques:** You will be contacted immediately by a Chartwells representative. A cash payment to cover the cost of the meals and the NSF charge of \$25.00 charge is expected.

**Credits:** If you have a credit note coupon, attach it to the top section of the menu with your cheque. The cheque and the coupon must equal the amount due. Credit Notes are to be used by April 2015. Chartwells is not responsible for lost credit notes. All credit notes are to be used on pre-ordered pre-paid order forms only and may not be redeemed for cash.

**Conditions:** When dates are chosen, they are fixed and not interchangeable. Due to unforeseen circumstances the menu may vary without notice. In the event that it is impossible for Chartwells to deliver meals due to circumstances beyond their control, such as fire, interruption of essential services, snow storms or school cancellations, credits will be issued starting on the second day of interrupted service. The undelivered meals will be donated to a regional charitable organization in the name of the children.

**Confidentially clause:** All information provided to Chartwells through the Caf-Mobile service will remain confidential and is used strictly for accounting and collating purposes.

**IMPORTANT – It is the parents' responsibility to verify the dates of school outings and fieldtrips - Do not order meals on these days. The school, daycare or teacher may not initiate the credit or contact Chartwells on your behalf.**

**Absence:** Meals missed during the menu period are non-refundable. If you know in advance that your child will be absent, please call Chartwells, using the service number below, with a minimum of two business days' notice to be eligible for a meal credit. This also applies to field trips or outings scheduled after menus have been submitted. Meals may not be given to other children in the school.

**Allergies:** These meals are prepared in a nut-controlled environment. However, Chartwells cannot guarantee the possible negligence concerning the labeling/handling of their suppliers. Therefore Chartwells must state that all products served MAY CONTAIN TRACES OF NUTS OR NUT PRODUCTS. With regards to any other food allergies, menu substitutions are not available.

**For information about Caf-mobile:** Please contact CHARTWELLS School Dining services at **514-761-5802 ext 4299**. When leaving a message please speak slowly and include the school name, student's name, grade and phone number.