



Hello Parents!

Hot lunches are back! Hot lunch orders can be placed online using [MunchaLunch!](#)

Here are just a few of the benefits we can look forward to:

- Cash-less transactions (Visa or Mastercard, also available through Google Pay)
- No more paper, fast & easy online
- Automated email reminder on the day before lunch, including the items ordered
- Order multiple lunches/snacks, for multiple children, at once
- Can use this system for other fundraising events

The hot lunch program is run by PAC as a fundraising endeavor, with the bonus of convenience to parents and exciting experiences for our children. Funds raised are used for other PAC sponsored events, supplies for the school, and so much more!

Our thanks to the Dr. Hamilton parent community for supporting this important fundraiser and to our wonderful Volunteers whose help will continue to make the Hot Lunch program a success!

Please contact PAC at the email address below if you have any questions.

Sincerely,

Your Parent Advisory Council.

[drfwlhamiltonpac@gmail.com](mailto:drfwlhamiltonpac@gmail.com)

## Hot Lunch Ordering Information

If you have any questions, please email: [drfwlhamiltonpac@gmail.com](mailto:drfwlhamiltonpac@gmail.com) To place a Hot Lunch order go to our **MunchaLunch** page here:

<https://munchalunch.com/schools/FWLHamilton>

- First time users need to create an account – click the 'Register Here' button. Follow the steps to 'Create my Account' and proceed to 'Order lunch!' Returning users (after you have created an account) – click on the 'Login Here' button
- Order lunch for your child anytime until the deadline for each lunch in the 2024-25 school year.
- Pay for your order one at a time or all at once. Pay online with your Credit Card (Visa or MasterCard) **or** order online and bring a cheque or cash to the office with your Order Number noted. Paper order forms can be made available upon request.
- Payments must be made in full for each order by the due date.
- Unfortunately, we will not be able to process payments received after the due date.
- Once the orders have been placed there are no refunds. If your child is sick you are welcome to arrange to pick it up.

# Munch a Lunch FAQ's

## **How does a family place an order?**

Each family creates a MunchaLunch family account by entering their email address and a password, adding children to their account, and then placing their order(s).

## **What if a parent forgets their password?**

They can easily retrieve their password by clicking forgot password the Login page. It will be sent to the family account email address in less than 1 minute.

## **How do parents order for more than one child?**

Once they have created the order for their first child they simply select "choose another child" and Munch will take them back to the beginning of the order system.

## **Are payments made separately or by lump-sum?**

Orders are placed separately for each child but the 'payment due' is presented as a lump-sum.

## **How do parents get a copy of their order?**

The MunchaLunch system sends an automated email which includes a copy of the order. Parents can also login to their account anytime and re-print their order/s.

## **How do parents keep track of what they ordered for their kids?**

In addition to being able to re-print their order (as described above) parents will ALSO receive an automated email lunch reminder, the day before each lunch day! This reminder lists their child's specific food items ordered.

## **Is information stored in MunchaLunch secure?**

Yes. Our site uses fully encrypted secured internet protocols (SSL) which is the same technology used by large corporations and banks. The data is housed in a secured datacenter and information is never shared with any 3rd party.

## **How can a parent place an order if they don't have internet access?**

Perhaps they can borrow a friend's computer for 5 minutes to place their order. Alternatively, the parent could be provided with a hard copy order form (a report which is auto-generated by MunchaLunch) and the Lunch Coordinator would then create the parent account on the parent's behalf and enter the order into MunchaLunch.

## **How can parents be assured that their child will receive the correct order?**

Munch generates Class Distribution lists which includes each child's name and order. These lists will accompany the complete food order that gets delivered to the classroom and will be used to distribute the orders.