

Hot Lunch FAQ

Why is the Kindergarten class not included in hot lunch?

We love the Kindies!

That being said, past experiences have shown that the alternating Friday schedule causes issues with ordering. It has also been communicated to our volunteer team that the excitement of hot lunch is just a little too much for their teacher and support staff to handle. We look forward to serving your little ones in Grade 1!

Why don't we make any hot lunches in-house?

Woodbridge Farms Elementary does not have a facility that meets health and safety requirements for making hot lunch in-house.

Why is hot lunch only 1 or 2 times a month?

The hot lunch program relies entirely on our parent volunteers! We facilitate as many hot lunch days as possible while keeping in mind the schedule constraints of our volunteers.

How can I volunteer for a hot lunch?

Great question, we would love to have you!

Check out our [SignUp Genius](#) to see volunteer opportunities.

Click [here](#) to see an overview of what volunteering on a hot lunch day looks like.

The following 2 pages have some FAQs about our ordering platform MunchaLunch.



What is Munch A Lunch?

Munch A Lunch is an online system specifically designed to help schools run their hot lunch programs. We are using it to help run both our Hot lunches (HL) and our fundraisers.

What methods of payment are accepted?

You can conveniently pay online using credit card (Visa/Mastercard), debit-credit card and/or pre-paid credit card.

How will I know if my order/payment was received?

The Munch A Lunch system will send confirmation emails* for your order(s) and payment. Credit card payments will be processed immediately. Once your payment has been entered you will receive a confirmation email*. (*system default. You may opt out of these emails in your user profile.)

I want to place an order for more than one child, how do I do this?

Select one child and order their lunch(es) then click 'submit my order'. You will be directed to a page confirming their order was submitted. From this page, click 'next' and you will have the option of either creating another order (select another child) or continuing to payment (done). A single payment will be processed for all your orders.

I ordered a lunch for my child, but now I know they are going to be away. Can I cancel my order?

Orders may be canceled up until the order deadline. Please contact us at wbfpa.hotlunch@gmail.com to do this. The amount paid for the lunch will be credited to your account and can be applied towards future orders. **Refunds will not be given.** Once the order deadline has passed, lunches can not be canceled. Any credits remaining in your account at the end of the school year will be considered a donation to the WBFPA. We do not provide refunds.

What happens if I order lunch, and my child is sick/absent for the HL?

You are welcome to pick up your child's lunch at the office after 12:00 pm or email wbfpa.hotlunch@gmail.com and request that it be given to another specified child (name & teacher). We are unable to store lunches overnight. **Refunds will not be given.**

How many HL can I order at a time?

You may place orders for all lunches during the ordering period (up until the order deadline for a particular lunch).

I ordered several lunches and some of the HL delivery dates are a long way off, how will I remember?

You will receive an email* the day before the HL to remind you that you do not need to pack a lunch for your child(ren) the next day! (*system default. You may opt out of these emails in your user profile.)

I notice a fundraising tab, what's that all about?

When we have a fundraiser going on, it will be in the fundraising section.

If you have any additional questions please feel free to reach out to wbfpa.hotlunch@gmail.com and we'll get back to you as soon as we can. We appreciate your patience with our team.