

Our policies and procedures are as follows:

- Once orders are placed by you before 8.50am via the Quickcliq App, we then start to prepare.
- Labels are printed out, checked for dietary needs and placed on paper bags.
- Once prepared, orders are placed in the lunch bag and put into the Classroom basket, which is then collected by students who take them back to the classroom to be distributed.
- It is not our responsibility once basket has been taken. The student should see us directly at the tuckshop if the order has not been received correctly either from the order not being finalised or an item was not ordered that they thought they were getting.
- If you have forgotten to order or missed the cut off time, please contact us as we are always happy to assist and make sure all students are fed.
- Sometimes the Crows will take a student's lunchbox, should this happen, we can do something for them, but sometimes we can be too busy to get to the phone between service times, so please be patient or leave a message.

Our Policy for a Refund

- If your child is sick, you must contact us directly before 9.30am the same day to be able to refund you.
- We do not hold orders over for the next day as it is easier to refund.
- If we have provided an order and are unaware of child being sick, we cannot refund you as it has been prepared and served.

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