

Program Information

3D Food Service is delighted that your school is participating in our lunch program. Our commitment to providing the highest quality, healthy, and most delicious food has always been and will continue to be our number one priority-- We care about the quality of food your child eats at school!

- **[Snow Day Policy](#)**

If school is cancelled by 7pm the evening prior to the day of cancellation a credit will be issued.

If school is cancelled the morning of, no credit will be issued.

We will be following the Newtown School cancellations.

- **[Program Questions](#)**

For questions regarding Food or Policy, including Missed/Late Orders, Credits, and Changes/Cancellations, please email hotlunch@yahoo.com or CAcatering@yahoo.com. Please be sure to include your school, teachers name along with student name so we can answer your questions as quickly as possible.

Please email us with questions regarding the lunch program. 3dFoodservice handles all the issues and your emails are answered until 10 pm Monday - Friday. Emails are not answered during school hours as we are working in the kitchen.

- **[What's for Lunch](#)**

Nutritious meals, made fresh each day.

Various menu choices in order to please much of the school population - vegetarian options available.

Fresh, locally grown produce used throughout the menu.

- **[Ordering Schedule](#)**

Menus are posted monthly on the 15th of the month prior.

Orders must be made by 9pm TUESDAY of the week prior (one week prior). Unfortunately we can't accept late orders after this for the next week.

We encourage you to order lunches a month at a time. It's just simpler and easier that way. You may also order weekly instead.

- **Payment Information**

The program accepts payment by Debit Card or Credit Card: Visa, MasterCard & Discover.

Be sure to proceed to checkout and process your payment. Orders that are left in the shopping cart will NOT be processed and your student(s) will not be included in the lunch service.

Card Payments After entering your card information, do not close your browser prior to receiving the confirmation display or your order may be interrupted and not fully processed. If a confirmation page is not displayed, do not attempt to enter payment again, as this may result in duplicate charges.

- **Minimum Order Fee**

A minimum \$10.00 order is required for new or changed orders - otherwise a \$1.00 handling fee will be charged

- **Processing Fee**

A nominal fee is charged so that we can offer our program online.

- **Need To Change Or Cancel Your Order**

Changes can be made during the open ordering period. Credits for cancellations will be applied to your next order. Once the ordering period has closed, your order is FINAL.

It is your responsibility to change/cancel any orders due to field trips, Dr. Appointments etc.

You receive notification of field trips and changes to field trips, which can happen without us knowing. When notified, we list the field trips on the lunch menu but it is YOUR responsibility to read all emails pertaining to your child's field trips and to cancel or change the order.

- **Forgot To Place Your Order**

After the ordering period has closed, late orders are NOT accepted. Note: orderlunches.com is not authorized to allow any orders after the menu has closed.

All ordering closes Tuesday at 9pm the week prior to the order.

- **Credit For A Missed Lunch**

Because certain ingredients are purchased in advance and menu items are cooked to order, credits cannot be given if your student misses their lunch due to illness or appointments made during lunch.

Field trips are not credited, it is your responsibility to change or cancel the order due to a field trip.

- **[Oops, I Forgot To Send Lunch](#)**

Students who forget their lunch will be provided a "Forgotten Lunch" of a cereal cup, fresh fruit and a milk.

If there are any extra meals available to offer they will be offered those meals that are available. This meal will be added directly to your shopping cart and the charge will appear on your next order. Also a reminder notification will be sent home.

- **[Be Sure To Get Email Notifications](#)**

Make sure you have an email address in your profile to receive notifications including ordering reminders, important communication, confirmations, password resets AND add noreply@boonli.com to your email safe list.

- **[Technical Support](#)**

If you have trouble placing an order online, please email support@boonli.com.

Due to circumstances beyond our control, certain menu items are subject to change without notice.