Frequently Asked Questions

What are my student's options for ordering lunch?

When ordering online or at the window, students can order a la carte or as a packaged "Lunch Box". Each "Lunch Box" consists of an entrée, fresh fruit, savory snack and bottled water. The fresh fruit and savory snack are on a daily rotation. Examples of sides are watermelon and hummus with pita chips; apple and cheese stick; mixed fruit cup and freshly baked muffin.

How do I make Sapphire at School aware of my student's allergies/ food sensitivities?

To place an allergy or food sensitivity flag on your student's account, download and complete the SAS Allergy & Food Sensitivity Form. Our team will review and place the allergy on your student's profile.

What systems are set in place to protect my student from ordering something with a specified allergen?

When ordering online, the system will gray out and not allow you to select any menu item that contains a specified allergen or food sensitivity. When a student is ordering onsite, the POS tablet will not allow the cashier to process any menu item, including retail snacks with a specified allergen. Our team takes great measures to prevent the possibility of cross-contamination of allergens or the existence of nuts in any of our food. We do our best but there are factors that are out of our control. If your student has a life-threatening allergy, we recommend that they bring their food from home.

What is the cancellation policy?

Orders can be edited or cancelled up until midnight prior to the service date on the SAS Portal. When cancelled on the portal, families receive a full credit for the cancelled meal. If your student will not be attending school, please be sure to contact us on the day of by phone or email before 5p.m. to cancel and receive a full credit on your account. Any request beyond the service date will not receive a credit.

What is your negative balance policy?

Sapphire at School will never deny a student food. We will allow for an account to reach a negative balance to accommodate a student. The system will automatically send an email to the parents for each transaction made once the account is negative. We do our best to advise the students on the number of snacks purchased if the account is at a low or negative balance.

Where can I view my student's order history?

You can view your student's order history on the SAS Portal by selecting your name in the top right-hand corner, then "History, then "Ordering History". A report can be generated by selecting a date range. Each transaction will be separated by date, per student.

For more information, please email us at info@sapphireatschool.com
or call us directly at (949)715-3320