



## Frequently Asked Questions

### **What are my student's options for ordering lunch?**

When preordering online, 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 rotated daily. Examples of sides are watermelon and hummus with pita chips; apple and cheese stick; mixed fruit cup and freshly baked muffin. There are also "extras" including yogurt parfaits, protein bites, cookies etc.

### **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 notification 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 an Emergency Lunch?**

Sapphire at School provides a limited number of "Emergency Lunches" each day for our schools which includes a Sun Butter & Jelly Sandwich, Fresh Fruit, Savory Snack and Bottled Water for \$8.50. We understand that sometimes, a student may lose, drop or forget their lunch and we prepare for that. Once we are notified, our team will contact parents with sign-up instructions.

### **Where can I view my student's Snack Bar activity?**

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](mailto:info@sapphireatschool.com)  
or call us directly at (949)715-3320