



## Frequently Asked Questions

### **What are the options for ordering through Sapphire at School?**

Sapphire at School has an online payment and ordering system that provides a convenient way to upload funds, pre-order meals and keep track of order history. To maintain a cashless dining system, we require funds to be preloaded to the dining account. In addition to pre-order, a variety of breakfast and lunch options as well as grab and go items will be available for daily purchase.

### **How do I make Sapphire at School aware of 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 any menu item that contains a specified allergen or food sensitivity. When 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?**

Pre-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.

### **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.

### **What additional health and safety precautions are in place for the upcoming school year?**

As a result of Covid-19, we are even more committed to all safety precautions and guidelines to ensure the health and safety of our staff, students, and faculty. We have redesigned processes with the guidance of food safety experts. Our cooking stations have minimal interaction, and any shared equipment is sanitized between use. All employees of Sapphire at School will wear face masks and gloves at all times. We seal our packaging to ensure food is safe after it leaves our kitchens.

For more information, please email us at [info@sapphireatschool.com](mailto:info@sapphireatschool.com)  
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