



Frequently Asked Questions

What are my student's options for ordering lunch for the 2020-21 school year?

All lunches will be required to be pre-ordered. We have omitted walk-up sales for the beginning of the school year. Families will have the option to order entrées a la carte or add snacks and beverages. All lunches will be boxed and labeled with student name, grade, and order. Packaging will be sealed for safe handling when delivered to classrooms or respective break areas.

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. 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/ no lunch policy?

Sapphire at School will ensure that no student goes hungry. If a student is without a lunch, an emergency lunch will be provided and billed to the lunch account. An emergency lunch will consist of a sandwich, fresh fruit, snack, and bottled water.

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
or call us directly at (949)715-3320