



Carlingford Public School  
P&C Association

## **Canteen Order Cancellation Policy**

As all our food is produced to order, we require notice of cancellation before the Canteen begins cooking and preparation of orders for the day.

In the event of an absence and if you have placed an order for your child/ren on QKR, all cancellations/ child absences must be communicated to the Canteen before 9:25am on the day the order is due.

To make a cancellation:

- Send a TEXT MESSAGE ONLY to the Canteen on 0493 422 188.
- Include the Childs name, class and order reference number from the QKR! App.
- We will cancel the lunch order and a refund will be issued.
- Please allow up to 24 hours for the refund to process.

We cannot provide a refund if notice is not given by 9:25am, as orders are being prepared/ cooked from this time onwards.

Your co-operation and understanding is much appreciated; for any questions please contact [canteen@carlingfordpsandc.org.au](mailto:canteen@carlingfordpsandc.org.au)