

**ACCOUNT SET UP:** To order lunches, you must have an account. Click on "place an order" on the left side of this page. This will take you to our ordering site. Follow the instructions for setting up an account. Once you set up your account and log in, you will need to add your students by clicking "student" at the top of the page and following the instructions. You are now ready to order!

**ALL ORDERS MUST BE PLACED ON LINE** prior to 10pm the night before the meal.

**PRICE/PAYMENTS:** Check your online menu for current pricing. All of our payments are processed by PayPal. You do not need a PayPal account to order but you might find it more convenient to set up a PayPal account. For your security, we do not retain any credit card information. Your credit card statement will show "Elevation" or "Elevation Catering".

**MINIMUM ORDER:** Your order must be at least \$10.00 or our system will not process payment. If you are using a credit amount only, it will process as long as you don't need to use a credit card for any portion of the order. We recommend ordering at least 1 weeks worth of lunches per transaction. Remember, you can always delete meals (see below).

**ADDING/DELETING MEALS:** You can add/delete or make meal choice changes ON LINE anytime prior to 10pm the day before the meal. ALL orders must be placed prior to 10pm the day before the meal. We do not accept orders the day of the meal. If you remove a meal, a credit will be posted to your lunch account for future use. To remove a meal, log in to your account and click on the meal you want to remove. Then, in the pop up, click "cancel/credit purchase". This removes the meal and posts the credit to your lunch account for future use.

**REFUNDS:** There are no refunds UNLESS your student is leaving the school permanently. If your student leaves the school, contact us by email or text to request account closure. Please include your mailing address. Your account will be removed and a check for the amount remaining on your lunch account will be mailed to you.

**ABSENCE:** If your student will be absent, you must remove the paid meal online by 10pm the day before the meal. Between 10pm, the day before the meal and 9am, the day of the meal, you must email or text us to remove the meal for credit. No changes will be made, nor will credit be given, after 9am the day of the meal.

**UNSCHEDULED CLOSURE:** If your school has an unscheduled closure, and you paid for a lunch that day, we will designate a day the following month as a "make up" day. We will keep a tally of who paid on the day of the closure and will automatically sign you up for the EXACT SAME lunch on the make-up day. You won't have to do anything.

Due to unforeseen shortages, or seasonal supply issues, we reserve the right to make last minute changes to the menu.

**\*\*\*ALLERGY NOTE\*\*\*:** Please review the menu carefully. If your child is allergic to an item, or if you are unsure if an allergen may be present, please choose one of the other menu options that day or do not order lunch. WE ARE NOT ABLE TO TAKE SPECIAL REQUESTS. The menu does not specify every ingredient so please use caution when ordering. We use fresh vegetables and fruits in many of our menu items. Meals that say "vegetable" could include broccoli, carrots, cauliflower, cucumber, snap peas, corn, etc. Meals that say "fruit" could include apples, pears, oranges, pineapple, bananas, various berries, or numerous other fruits. Many items contain wheat, gluten, soy, rice, etc. Some may contain trace amounts of nuts or were manufactured in facilities that also process nuts. We do not add nuts or seeds to any of our meals. PLEASE DO NOT ORDER A MEAL IF YOU QUESTION THE INGREDIENTS OR ARE CONCERNED ABOUT ALLERGIES. AGAIN, DO NOT ORDER IF YOU QUESTION THE INGREDIENTS. THIS IS YOUR RESPONSIBILITY. WE ARE NOT ABLE TO MODIFY LUNCHES FOR SPECIFIC ALLERGIES OR OTHER ISSUES. Email or text us if you need clarification.

WE HOPE YOU FIND THIS SYSTEM TO BE EASY AND ACCURATE. THANK YOU FOR ORDERING FROM ELEVATION CATERING. WE SINCERELY APPRECIATE YOUR BUSINESS!