

Frequently Asked Questions

What forms of payment are accepted?

- This program accepts payment by Debit or Credit Card: Visa, MasterCard & Discover
- Be sure to proceed to the checkout and process your payment. Orders that are left in the shopping cart will NOT be processed and your student will not be included in the lunch service.

Is there a minimum order fee?

- If the total in your cart is less than \$10.00 a handling fee of \$1 will be charged. If the total in your cart is \$10.00 or more, there will be no handling fee added.

What is the deadline to order?

- All orders must be placed before Friday at midnight before the next service week. Over the weekend, the orders are sent to the vendors for the next week.

Can you change or cancel your order?

- You can change or cancel your order up until Friday midnight for the next service week.
- Credits for cancellations will be applied to your next order.
- Once the ordering period has closed, your order is FINAL.

What do I do if I forget to place an order?

- Late orders are not accepted. Orders must be placed by midnight the prior Friday. This means you can add/edit/delete an order anytime before the prior Friday.

Is there credit for a missed lunch?

- Credits are not applied due to illness or other absences, as we have already purchased the meal for your student.

What do I do if there is a mistake?

- For technical help contact the Boonli help desk at support@boonli.com
- For other help contact hotlunch@chandlerpreppso.org

What happens if there is a field trip or ½ day?

- All no lunch service days are already blocked in the calendar.

Thank you for participating in our school lunch program!