

# ORDER LUNCHES

## General infos

*As of now, your children's meal orders will be placed through Hot Lunches:*

*<https://ecolefrancoisbuote.hotlunches.net/admin/>.*

*You can now register or re-register for the new school year and order for the first week of January 2021. Thank you for no longer using the Food For Thought website.*

*Menus are now developed by Chef Pierre while remaining within the [School Healthy Meal Program](#).*

*The voluntary contribution system (Pay What You Can) is maintained with a maximum cost of \$5 per meal (hot or cold meal only). Beverages (milk, chocolate milk) are paid for.*

*In addition, the \$5 contribution does not apply to adults (teachers and staff). They will have to pay the full amount.*

*Frequently asked questions are available on our website: <https://www.carrefourisj.org/cafeteria>*

### ➤ **I already have an account on Hot Lunches, do I still need to re-register?**

Yes, this action is mandatory for everyone, you have to re-register in order to place an order.

### ➤ **When can I place an order?**

For the period from January 4th to January 8th: orders will be made day by day before 8am. To facilitate the transition and allow everyone to register and order, orders for the first week of January can be made now and every day of the week before 8am on the same day. For the meal on Monday 04 you have until Monday 04 (8am to order).

From January 11th: Orders will be made on a weekly basis and must be placed the week before and no later than 8am on Monday of the same week.

Example: for the week from Monday 11th to Friday 15th January, you must place an order for the period from Monday 04th January to Monday 11th January (at 8am).

➤ **Can I order milk for my child?**

Yes, the milk ordered will be distributed at the same time as the midday meals but it is not included in the price of the meal.

➤ **There was money left in my Hot Lunches account / I owed money, how can I get refunded / make a refund?**

All persons in these cases have been contacted to update their scales. It is important to come and collect or pay the amounts due. If you encounter financial difficulties, please come back to us, we will find a solution.

For any other questions regarding refunds, please contact Solange [solange@carrefourisj.org](mailto:solange@carrefourisj.org).

➤ **What is included in the meal?**

The principle of paying what you can up to 5\$ applies only to the meal of the day, salad and sandwich (hot or cold dish), excluding teachers and staff. Beverages and fruits are not included.

	<b>TARIFS</b>
<b>Meal of the day Salads Sandwiches</b>	<b>Voluntary contribution: up to a maximum of \$5 per meal.</b>
<b>White milk</b>	<b>\$0.5</b>
<b>Chocolate milk</b>	<b>\$1</b>

➤ **Can I pay for my orders by check or cash?**

We only accept payments via PayPal ([www.paypal.com](http://www.paypal.com)). You can either pay with a credit card as a PayPal customer (Visa, Mastercard or Amex) or set up your own PayPal account.

\*\*Please note: if you are experiencing difficulties with your PayPal account, you must contact PayPal directly to resolve the problem.

➤ **Can I get a refund if my child is absent?**

There will no longer be any reimbursement for meals ordered and not taken except in the event of school closure. The dishes ordered and not taken will be kept up to 2 days in the fridge to be recovered.

➤ **I have another question about the cafeteria, who should I contact?**

Please send an email: [cafeteria@carrefourisj.org](mailto:cafeteria@carrefourisj.org)

# HOTLUNCHES.NET

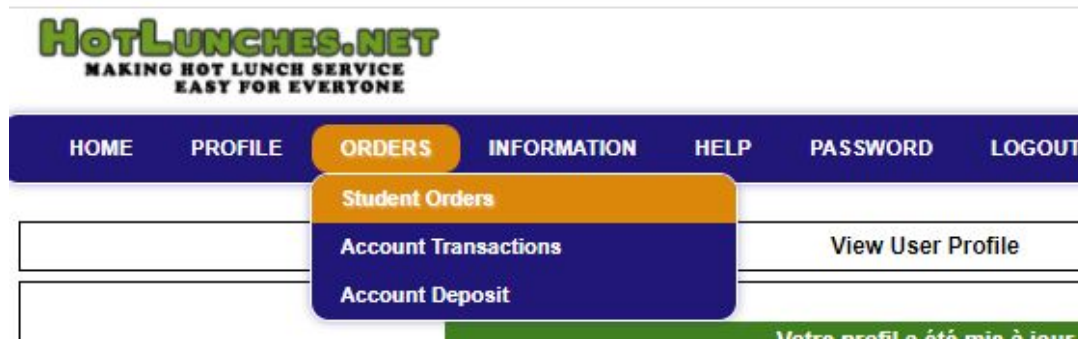
## Tutorial for parents

### CREATE AN ACCOUNT

- Go to: <https://ecolefrancoisbuote.hotlunches.net>
- Click on **Create an account**
- Enter the access code: **CISJ-ÉFB**
- Fill out the rest of the registration form.
- Click on "Create an account" at the bottom of the page.
- Add each child in your family enrolled at École François-Buote

### PLACE AN ORDER

- Go to the following address: <https://ecolefrancoisbuote.hotlunches.net>
- Enter your email and password and click on Login
- Click on **Commands > Student Orders**



- Place orders for each of your registered children

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MAKING HOT LUNCH SERVICE EASY FOR EVERYONE

WELCOME: [REDACTED]

HOME PROFILE **ORDERS** INFORMATION HELP PASSWORD LOGOUT

Orders

Name	Date Modified	Order Total	Status
[REDACTED]	--		No Order
[REDACTED]	--		No Order
		\$0.00	Order Balance Owing :: \$0.00
			Current Account Transaction Balance :: \$0.00

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## PAYMENT : 3 OPTIONS

- You can pay the full amount of your child(ren)'s meal(s):**  
Click on the **Pay with Paypal button** and then proceed to the payment.  
You will then receive by email an invoice for the amount of the order.
- You can pay an amount that you can afford to pay at that time**  
Click on **Orders > Account Deposit**

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MAKING HOT LUNCH SERVICE EASY FOR EVERYONE

HOME PROFILE **ORDERS** INFORMATION HELP PASSWORD

Student Orders  
Account Transactions  
**Account Deposit**

Select the amount you can pay  
Click on Deposit Selected amount to validate

Select Deposit Amount	
\$1.00	<input checked="" type="radio"/>
\$2.00	<input type="radio"/>
\$3.00	<input type="radio"/>
\$4.00	<input type="radio"/>
\$5.00	<input type="radio"/>
\$10.00	<input type="radio"/>
\$15.00	<input type="radio"/>
\$20.00	<input type="radio"/>
\$25.00	<input type="radio"/>

Deposit Selected Amount

Pay with PayPal.

You will then receive by email an invoice for the amount of the order.

**3. If you are unable to pay, after you have placed your order, you have no further action to take.**

N.B.: You will receive by email an invoice for the amount of the order. Do not take it into account, it is an automatic notification.