

FREQUENTLY ASKED QUESTIONS

Thank you for downloading the Harbour Breeze Catering mobile app! We are excited to offer the app as a tool for the school communities we cater to. Our goal is to enhance the service and experience we provide by making the school lunch process easy and convenient for everyone involved.

We launched in-app ordering at one school (St. Francis School) in September 2016, and we are working to expand this option to more schools in the near future. Our plan is to make in-app ordering available to all the schools we serve by January 2017.

Be sure to allow notifications when you download the app, and subscribe to notices for the school(s) your child(ren) attends, to receive updates and important messages from Harbour Breeze Catering (see the Messages tab of the app).

What week of the menu cycle is this?

This is a frequent question, and one of the reasons we decided to release a mobile app for our school catering service. With the app, you can now quickly check the current week of the menu in the “Info” tab. You can also see the menu cycle calendar along with the menu for each school in the “Menu” tab of the app. We hope you find it convenient to now have this information at your fingertips.

Can I still send my child’s order and money to school with them?

Yes, we still accept orders via our usual process. We have added the option of in-app ordering to make the ordering process more convenient for parents/guardians, as pre-orders can be placed through the app anytime during the day for next day service/delivery.

How do I pre-order using the Harbour Breeze Catering mobile app?

Please see the detailed instructions in the “How to pre-order” section. This has important information and step-by-step instructions outlining everything you need to know about the in-app ordering process.

What happens if my child is absent from school unexpectedly the day I pre-ordered for?

Can I get a refund? *(NOTE: The following answer applies to in-app orders only)*

If your child is unexpectedly absent the day their meal is ordered for delivery (for example, on Monday you order their meal for Tuesday, but they are sick Tuesday morning and don't attend school), you can submit a refund request using the app. Please fill out the form in the "Refund Request" tab of the app (note: the form is only visible during the period we accept refund requests). **A refund request must be submitted by 10am on the day the order was scheduled for delivery.** For example, if you pre-ordered for Tuesday and your child doesn't go to school on Tuesday, you must submit the refund request by 10am on Tuesday morning. Your order will be cancelled and your refund will be processed within 2 business days (it may take more than 2 days for the refund to appear on your credit card statement). *Please note that refund requests submitted after 10am will not be processed. If we don't receive a refund request by 10am, your ordered will be prepared; refunds are not available for "no shows".* **We do not carry over in-app orders to the next day for unexpected absence.**

If the school is unexpectedly closed (for example, closed due to weather), you have two options:

- 1) You can submit a refund request using the app. Please fill out the form in the "Refund Request" tab of the app. **A refund request must be submitted by 10am on the day the order was scheduled for delivery.** Your refund will be processed within 2 business days (it may take more than 2 days for the refund to appear on your credit card statement). *Please note that refund requests submitted after 10am will not be processed.*

OR

- 2) Your order can be carried over for delivery the next school day. In the event the entire school is closed and no cafeteria service is provided at the school for that day, **your child will receive their order the next school day unless you have submitted a refund request.** Please note that if you ordered the daily special and you choose to carry over your order, your child will receive the daily special that corresponds to the day of the week that the service is provided, in place of the daily special that was unable to be provided due to school closure. For example, if you pre-ordered the daily special for Wednesday and school is unexpectedly closed on Wednesday, your child will receive Thursday's daily special when they attend school on Thursday (to clarify, Wednesday's daily special will not be served on Thursday; they will get Thursday's special).

Can I pre-order for more than one day and/or more than one child at a time?

In order to streamline the order process/handling for our staff, we currently accept in-app orders for one day and one child at a time. This system reduces the frequency of order cancellations/refund requests due to unforeseen circumstances that may occur several days after an order is placed. Orders must be placed separately for each child, but you can place one order right after another to pre-order for more than one child.

Why didn't I receive an email confirmation of my order?

Email confirmations will automatically send immediately after you place your order; it may take a few minutes to arrive. Be sure to check your junk folder in case the email confirmation went there. You can also add the email address no-reply@theapp.ca to your "safe list" to ensure future order confirmations land in your inbox. If it has been more than 30 minutes and you have checked your junk folder, drop us an email asap so we can confirm receipt of your order to ensure delivery (you can tap to email in the Contact tab of the app).

What is the "messages" tab in the app?

When you download the app you will be asked to allow push notifications. Enabling push notices ensures you receive updates and important messages straight to your phone (for example, notice of change in cafeteria service). Any messages ("push notices") we send will be stored in the messages tab for your quick reference later. You can turn on or subscribe to specific types of notices (e.g., messages specific to your child's school) using the icon in the upper right corner of the messages tab. If you decline push notices from the app upon download, you will not see any messages in this tab. We encourage you to accept notifications so you don't miss important messages from Harbour Breeze Catering. We also encourage you to use the subscription menu to select the applicable schools, so that you don't receive unnecessary notices that don't apply to you.

If you declined the notices initially, you may be able to turn on notifications in the settings of your phone. If this options isn't visible, you can delete/uninstall the app, download it again, and accept/allow the notices the first time you launch the app.