

## Lunch Orders at Mowbray Public School - FAQs

**Q: On which days can I order lunch?**

A: We offer lunch orders **five days a week** – Monday to Friday

**Q: Can I order recess?**

A: No, only lunches are available for order. You will still need to pack crunch n' sip and recess for your child/ren.

**Q: How do I place a lunch order?**

A: Orders can be made from your home or mobile device 24/7 using the cashless **Flexischools** order and payment system.

Register/login to Flexischools to place your order/s

**Step 1: Register**

Go to [flexischools.com.au](https://flexischools.com.au) from your computer or mobile device. Login or register for an account and add your students to get started. Registration is free.

**Step 2: Top-up**

Top-up your account using VISA, Mastercard, PayPal or by direct deposit.

**Step 3: Order and Pay**

Select the 'Online Ordering' button in the 'My Students' section to to view the ordering options

**Step 4: Review or Edit**

Your order is shown on the order pad along with your students. You can view, change or cancel the orders at a later time, by logging in again. You can also create a repeating order out of an existing order, so you never need to remember canteen day again!

**Q: What does it cost?**

A: As well as the cost of the menu items, each order attracts a Service Fee and a Surcharge (depending on your payment method). See below for current fees.

*Service Fee - \$0.29 per order*

*Electronic Funds Transfer (Bank Transfer) - \$0.00*

*Credit Card Surcharge (visa/mastercard) - \$0.15 + 1% of the payment amount*

*PayPal Surcharge - \$0.15 + 1% of the payment amount*

**Q: What is the cut-off time to place an order?**

A: Lunch orders must be placed **before 9.30am** on the day required. If you have missed the cut-off time, the Flexischools system will not allow you to place an order.

**Q: What do I do if I miss the cut-off time?**

A: Please call Sweet Temptation Patisserie on 9428 1220.

**Q: What do I do if I am not sure if the order has been confirmed?**

A: Contact the Flexischools customer service team on 1300 361 769.

**Q: What if I want to order for more than one child?**

A: Each child will require a separate order; this is because orders are separated by class and delivered to each child's classroom.

**Q: Who do I contact if I am having problems with the Flexischools website/app?**

A: If you are having problems with login, registration, account payment, student details or order placement please contact the Flexischools customer service team on 1300 361 769.

**Q: What do I do if my child is not at school for lunch on the day of their order?**

A: Call Sweet Temptation Patisserie on 9428 1220 before 11am and the order will be cancelled and your payment refunded. Alternatively you can call the patisserie to arrange pick up of your child's lunch order directly from the shop after 10am.

**Q: Who makes the lunches?**

A: Lunches are supplied by **Sweet Temptation Patisserie**, 229 Burns Bay Rd, Lane Cove West. All products (except Lasagna and Sushi) are made fresh on the premises using the finest raw ingredients (no nuts).

Sweet Temptations Patisserie is a member of the **Healthy Kids Association** and all menu items comply with the Nutrition in Schools Policy outlined by the NSW Department of Education

**Q: How can I find out the specific ingredients in the menu items?**

**A: For any ingredient enquires please call Sweet Temptation Patisserie on 9428 1220**