

Refund School Closure; Weather

School closings due to inclement weather regarding reimbursement for meals not received.

The Lunch Direct program is a partnership. It requires communication between the ***school, caterer, and Lunch Direct.***

The ***school*** is the first contact point. **They need to notify the caterer of a closure** to avoid having the caterer prepare and deliver the meals.

If weather is severe and a closure is probable, the caterer should contact the school to decide on a course of action.

In order for Lunch Direct to issue a credit for prepared meals, the caterer must verify the situation, and agree to the credit. The credit will be used on the next purchase.

If Lunch Direct is advised of a closure, a credit will be applied to all purchases for the period of closure.

We appreciate your understanding and cooperation.

Service at Lunch Direct