

Lunch Details & Policies:

How do I order?

Lunch ordering is done online through RenWeb. Menus are also posted on our school website under Parents>Lunch Ordering.

How do I pay?

Meals are paid for online at the time the order is placed. Only prepaid items show up on our report that is sent to vendors. (Items selected but not yet paid for will appear red. Paid for items will appear blue.)

When do I order?

Orders must be placed for each week by class dismissal the Friday prior. (E.g. lunches for August 14-18th must be placed by dismissal Friday, August 11th.) You may order farther out than the following week, just not the week of.

What is A la Carte?

We have a number of menu items available for individual purchase during lunch period. Available options are listed on the A la Carte menu. These items may be paid with cash or charged immediately to your prepaid lunch account in FACTS. Prepaid charges require a permission form for 5th grade and under. 6th-12th grade we accept verbal confirmation of parental permission.

How do I set up my prepaid lunch account in FACTS?

When logged into your Parent Portal through RenWeb, click the "FACTS" button on the left to go to your FACTS info. Your lunch account should be visible with an option to load money. We require a \$25 minimum on account for incidentals and FACTS sends a weekly automated email notifying all families with balances at \$5 or less. If you have problems setting up your account, contact FACTS directly at (866) 412-4637.

What happens if my FACTS lunch account reaches a negative balance?

The system does not have a safeguard against charging more than your current lunch account balance, but does notify you weekly if your balance is low. Accounts left in the negative past two weekly reminders will be subject to a \$15 late fee in addition to the amount needed to bring your account back to the \$25 minimum.

What if a student has forgotten their bag lunch at home?

Your child will not go hungry! We always have frozen entrée options on hand as well as occasional extras from the vendor order. We will make sure your child has a full lunch. It will be charged at a la carte pricing to your prepaid lunch account in FACTS.

Can I receive a credit if my child misses an ordered lunch?

Because we only order what has been prepaid for online, we do not offer credits. The only exception is if the missed lunch is due to a school related issue. (E.g. A change of date for a scheduled school activity.) Please take note of the school calendar and keep in mind if your child has a field trip scheduled for a particular day that will affect their lunch period.

Don't see your question answered here?

Contact the Lunch Director at HeidiGamotis@CoastalChristian.org.