# YAY LUNCH!

School Lunch, Solved.

# Easy for you, delicious for kids, delivered to school.



### Why Choose Us?

#### **Delicious, Thoughtful Menus**

Our meals are made fresh daily with REAL ingredients.

#### **Local Favorites**

We partner with food providers in your community.

#### Food for Everyone

Options for even the pickiest eaters, every day.



Order online in just a few quick clicks.





Meals are prepared fresh daily by local providers.



Yay Lunch delivers lunches straight to schools.

## Sign up for Yay Lunch today!

Scan the QR code to get started yaylunch.com/get-started



# YAY LUNCH!

#### **Frequently Asked Questions**

 $\rightarrow$  For Parents

#### How do deliveries work?

Yay Lunch delivers lunches from local vendors directly to schools. Our Brand Ambassadors deliver meals in insulated carriers so hot lunches stay warm and cold lunches stay fresh.

#### Where can I see the menu?

Your Lunch Calendar will have the most up-to-date and detailed menus - including options for dietary preferences, portions, and sides.

#### When are lunches delivered to schools?

Exact delivery times vary with each school's lunch schedule. We work with each school to coordinate a delivery window within 15 minutes of the beginning of the lunch period.

#### Is there a deadline for ordering lunches?

You have until Sunday at noon (12pm) to submit your orders for the following week.

#### How does repeat ordering work?

You set up your weekly meals once, and we'll deliver through the end of the school year! We'll notify you about any changes to your order via email. You can always opt out of repeat ordering to order week by week.

## What about sick days or other last-minute cancellations?

You can cancel an order by 9am the same day if you are absent due to illness. Please email us at info@yaylunch.com.

#### Do I need to pack napkins or utensils?

No need! All lunches come with napkins + cutlery.

#### How do ordering + billing work?

Create a free account at yaylunch.com and place orders online. We process payments at the end of each week after all deliveries have been made.

#### What happens on holidays or breaks?

We work to continuously sync with your school's calendar. Days on your lunch calendar will be blacked out according to your school's evolving schedule. Any scheduled lunch selections will be canceled and you will be notified accordingly!

#### I forgot to order this week! What do I do?

If you forgot to order, you can reach out to info@yaylunch.com to place a late order for a nominal fee of \$0.50 per meal. Orders need to be placed by 11am the day before service.

#### How do you handle food sensitivities?

Our menus are always peanut and shellfish-free, and you'll find a wide variety of gluten-free, dairyfree, egg-free, and vegetarian options across our menus. However, at this time, we cannot guarantee that kitchens will be 100% free of allergens. For any specific allergy-related questions, please email us at info@yaylunch.com.

For all other questions, please visit our FAQ on yaylunch.com/faqs





