



## **Banksia Café Cancellation Policy**

### **Banksia Café – Lunch Order Cancellation Policy**

- **Daily Lunch Orders via Flexischools**

If your child is absent and has a lunch order placed through Flexischools, the order must be cancelled in flexischools **before 8:30am** for a full refund to apply.

- If notified before 8:30am, you may choose to:
  - receive a refund,
  - transfer the order to another day,

- **Uncollected Items**

If an ordered item has not been collected, the café will notify the class at the end of second break. If the item remains uncollected, it will be **discarded at the end of the day** in line with food safety regulations.

- **Banksia Café Special Food Days**

**No refunds will be provided for cancellations on Special Food Days, after the closure of ordering cutoff. (3 days prior to event)**

- Please note that orders placed for special event days (e.g. Red Food Days, special menus) cannot be refunded after the ordering cutoff date, as these items are prepared in advance with products not normally carried by the café.
  - In cases where a child is absent, parents may choose:
    - Call the café before 8.00am, and have the order collected after 10.30am.

We thank you for your understanding, helping to ensure the continued success of future events and the ongoing affordability of our school tuckshop.