



# LUNCH IS SERVED!

## Easy On-Line Ordering of Nutritious Hot Lunches and Snacks!

Each lunch consists of a hot entrée, fresh fruit, and fresh vegetable with a half pint of milk.

### Ordering Meals with Schoolhouse Grill is Easy!

1. Go to the Schoolhouse Grill web page at [www.schoolhousegrill.com](http://www.schoolhousegrill.com)
2. Click on **Register**, this is in the upper right-hand corner.
3. Complete required information; establish login and password.

**Little Flock Christian School - Code: 49330**

4. Follow online instructions for student registration.



## FAQ's

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1. **Who is Schoolhouse Grill?**

Schoolhouse Grill helps thousands of families in Northern Virginia feed their kids healthy nutritious lunches. We provide for Preschools, K-12, and Charter Schools. Prepared by hand, our meals are delivered fresh daily to our partners.

We focus on fresh ingredients with an emphasis on fruits and vegetables. No artificial colors, flavors, or sweeteners. To learn more about us, visit <https://schoolhousegrill.com>

2. **How far in advance can I order?**

Simply log on at <https://schoolhousegrill.com/login> to place your order. You can order the first half and second half of the month. For your convenience you can also order the whole month at one time.

3. **When does the ordering close?**

Ordering for the first half of the month will close on the 28<sup>th</sup> at 11:59PM. Ordering for the second half of the month will close on the 13<sup>th</sup> at 11:59pm.

4. **What if I forget to order?**

Please don't! We send a reminder email prior to the ordering periods closing. To receive the reminder emails please be sure your account is set to "Receive E-mails." To confirm this setting, please log into your Schoolhouse Grill account and review your e-mail preference on the "Parent/Account Holder" page.

5. **What is included in the daily cost?**

A freshly made hot entrée, fresh vegetable, fresh cut fruit.

6. **What options are available?**

We are happy to report that each day has two lunch options.

7. **What if I have multiple children at the school?**

No problem! You can order for multiple children with the same account.

8. **What credit cards does Schoolhouse Grill accept?**

Visa, Mastercard, American Express, Discover

9. **When does Schoolhouse Grill bill my credit card?**

Schoolhouse Grill bills your credit card at the time your order is placed. You will receive a confirmation email confirming your order.

10. **What do I do if I am having trouble placing my order or if I do not receive a confirmation email for my order?**

Please call Schoolhouse Grill directly at 703-729-6900.

11. **Who do I contact if I have questions or billing issues?**

Please call Schoolhouse Grill directly at 703-729-6900 or contact us at [info@schoolhousegrill.com](mailto:info@schoolhousegrill.com).

**12. Can I cancel/modify my order?**

Yes! Simply login to your account and make the desired changes. Unfortunately, if the day is already locked, changes cannot be made.

**13. What do I do if my child will not be in school today?**

Schoolhouse Grill realizes students will miss a certain number of days due to illness or inclement weather and has factored this into the pricing of the meals. If you would like to pick up your child's lunch, please do so between 10:40AM and 12:40PM. Schoolhouse Grill will not provide a refund for cancelations made with short notice.

**14. What do I do if a field trip/class party is scheduled after the order period is closed?**

Please contact us at [info@schoolhousegrill.com](mailto:info@schoolhousegrill.com). **Refund requests must be received 48 business hours (MONDAY-FRIDAY) PRIOR to the scheduled field trip/class party.** Refunds will be issued directly back to the original form of payment. **\*\*\* Please be sure to include the child's name (as well as the parent's last name if different from the child's), his/her classroom, and date of absence. \*\*\***

**15. What Is Schoolhouse Grill's inclement weather/snow day policy?**

On the third (3<sup>rd</sup>) consecutive day the school is closed due to inclement weather Schoolhouse Grill will automatically issue a 100% refund for third day. The refund will be issued directly back to the original form of payment. Please allow 7-10 business days for this credit to appear on your credit card statement.

**16. What happens in the event my child will be absent for an extended illness?**

Please contact [info@schoolhousegrill.com](mailto:info@schoolhousegrill.com) as soon as you know your child will be absent for an extended period of time. **With a 48-business hour (MONDAY-FRIDAY) notification, Schoolhouse Grill will modify your order and issue a refund.** Please note: No refunds will be issued for dates your child was absent before Schoolhouse Grill was notified.

**17. What is the policy in the event of a class closure due to Covid-19?**

Please notify [info@schoolhousegrill.com](mailto:info@schoolhousegrill.com) as soon as a closure is announced for your child's class. Schoolhouse Grill will issue refunds for days where a 48-business hour (MONDAY-FRIDAY) notification was given. **\*\*\* Please be sure to include the child's name (as well as the parent's last name if different from the child's), his/her classroom, and length of absence. \*\*\***

Please note: No refunds will be issued for dates your child's classroom was closed before Schoolhouse Grill was notified.

**18. What if my child will be absent for reasons NOT due to illness/weather?**

Please notify [info@schoolhousegrill.com](mailto:info@schoolhousegrill.com) at **least 48 business hours (MONDAY-FRIDAY) prior to the absence.** **\*\*\* Please be sure to include the child's name (as well as the parent's last name if different from the child's), his/her classroom, and length of absence. \*\*\*** Schoolhouse Grill will modify your order and issue a refund. Please note: No refunds will be issued for dates your child was absent before Schoolhouse Grill was notified.