



HOT LUNCH PROGRAM 2023-2024

UPDATED ON September 12, 2023

Dear Homma Families,

With the start of this new school year, we are excited to launch the Homma PAC Hot Lunch Days!

If your family wants to participate in the Homma Hot Lunch Program, please set up an account on <https://homma.hotlunches.net/>.

All families, new and returning, must create a new account. If you had a previous account, it has been removed from the system to start this new school year. To register, you will need the school access code which is **HEHL**. Because we receive a large number of questions and have limited volunteers to help with responding to emails, we have compiled a list of common questions for your reference.

Our Hot Lunch Team has worked with a number of vendors to provide a range of food options (including vegetarian and vegan). As per the school policy, we ensure that all food options are nut-free. We do have ingredient information if needed, however, we are not able to guarantee that products are not subjected to cross-contamination while prepared. We do endeavour to provide a robust program with two to three hot lunch days per month, but we acknowledge that all offerings may not work for families. Most of the work to set up the Hot Lunch Program is completed in June, July and August, so we are able to gather feedback for the next school year.

We appreciate your generous support for our Homma Hot Lunch program because all of the funds raised go towards classroom equipment, computers, the Homma Garden, library books, educational workshops and school activities for our students.

If you have questions, please let us know.

Thank you,

Jodie Weiler and Jeff Anthony

On behalf of the Homma PAC

Email: contacthommapac@gmail.com

FREQUENTLY ASKED QUESTIONS

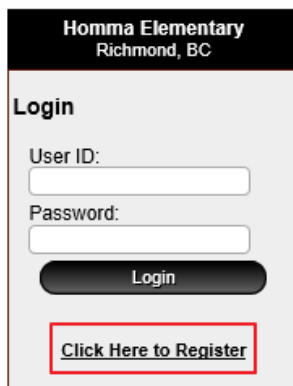
How do I register?

We ask all families (new and returning) to create a new 2023/2024 school year account on <https://homma.hotlunches.net/>

Please note all account information is removed from the system over the summer break. Accounts from the last school year (2022-2023) are no longer active.

You can create a Homma Hot Lunch account by using the following instructions:

- 1) Go to: homma.hotlunches.net
- 2) Select “Click Here to Register” link (as shown below) and complete the form to register.



Homma Elementary
Richmond, BC

Login

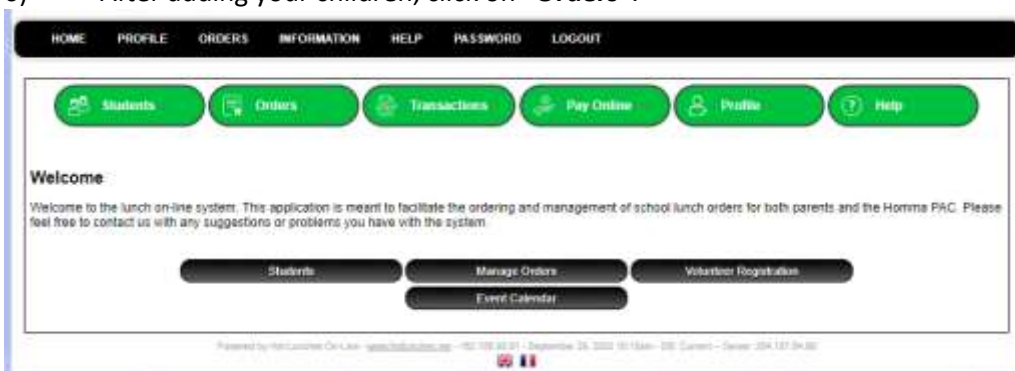
User ID:

Password:

Login

[Click Here to Register](#)

- 3) When registering for an account, you will need our school’s Access Code. **Homma’s code is HEHL.**
- 4) **Please remember your User ID, password and email address for future reference.** Use an email address that you regular check as confirmations and reminders will be sent to your inbox.
- 5) Once you have registered, you will be able to add your child(ren) and specify their teacher and division by clicking the “Students” button. **Please ensure you select the correct classroom, as this is where the order will be delivered.**
- 6) After adding your children, click on “Orders”.



HOME PROFILE ORDERS INFORMATION HELP PASSWORD LOGOUT

Students Orders Transactions Pay Online Profile Help

Welcome

Welcome to the lunch on-line system. This application is meant to facilitate the ordering and management of school lunch orders for both parents and the Homma PAC. Please feel free to contact us with any suggestions or problems you have with the system.

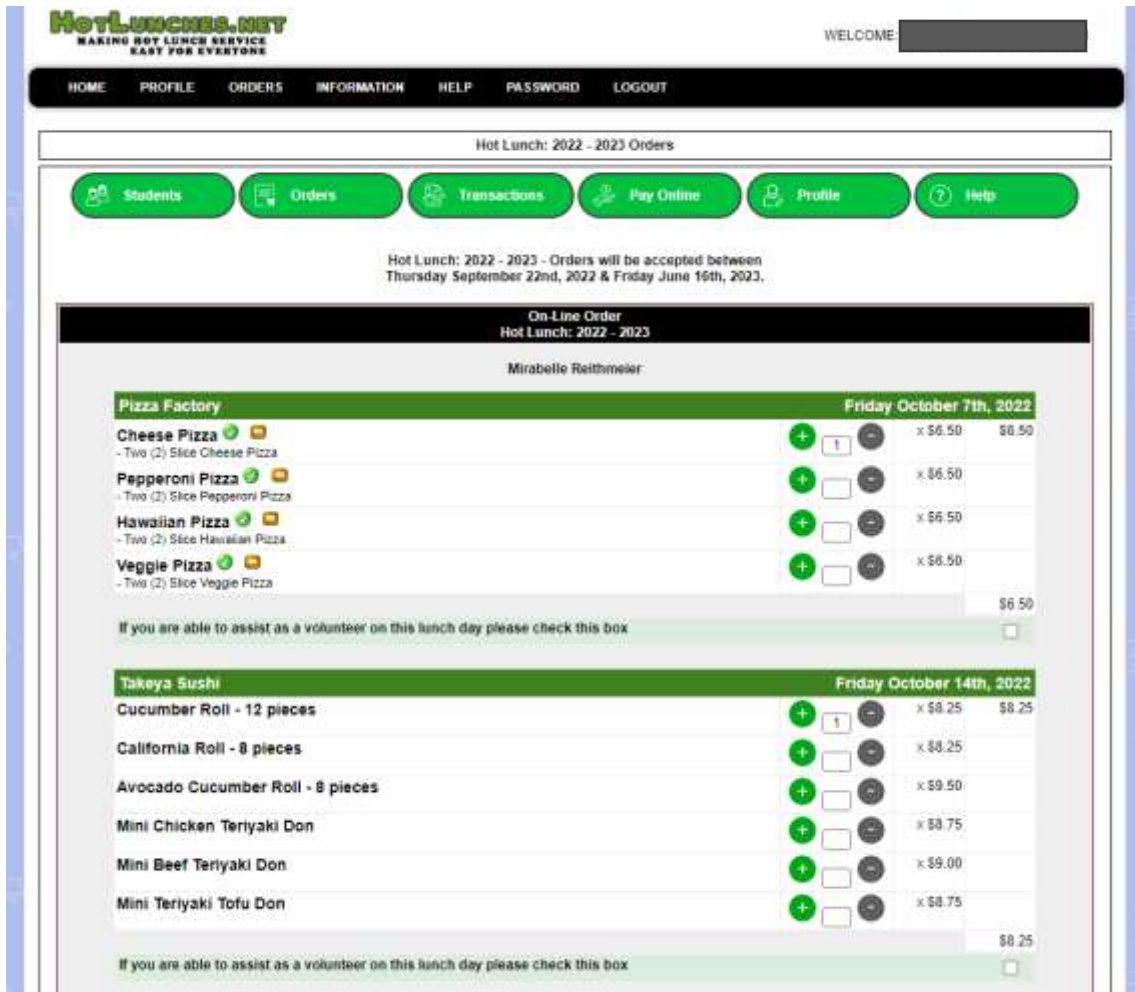
Students Manage Orders Volunteer Registration

Event Calendar

Powered by Hot Lunches On-Line - <https://hotlunches.net> - 102-709-83-21 - September 25, 2022 10:15AM - 200 Current - Server: J04.187.04.00

How do I order?

- 1) Under your child(ren)’s name, click “Order” to select their hot lunch items. If you have more than one child you are ordering for, you need to create a separate order for each child.
- 2) Once you have selected your items, click “Update Order & Proceed.”
- 3) All orders must be paid by **credit card.**
- 4) Check to ensure your “Order Status” is “Paid.”
- 5) Next time you navigate to homma.hotlunches.net, just enter your login information and click the ‘Login’ button to access your account.



When is the order deadline?

Orders are due on **Thursday nights at 9:00 PM one week prior to the hot lunch.**

When are the Hot Lunch Days?


Please note the following planned Hot Lunch Days for Term 1 (September to December). Term 2 & 3 dates will open in early January.

Hot Lunch Day	Vendor	Order Deadline (9 PM)
Friday, September 29	Pizza Factory	Thursday, September 21
Friday, October 6	Dairy Queen	Thursday, September 28
Friday, October 13	Booster Juice	Thursday, October 5
Friday, October 27	Pizza Factory	Thursday, October 19
Friday, November 3	Takeya Sushi	Thursday, October 26
Friday, November 17	Taco Luis	Thursday, November 9
Friday, November 24	Pizza Factory	Thursday, November 16
Friday, December 1	Olive Lunch	Thursday, November 23
Friday, December 8	Dairy Queen	Thursday, November 30
Friday, December 15	Pizza Factory	Thursday, December 7

What if I forget to order by the deadline?

Each Hot Lunch Day, we will order a small amount of additional food to sell on the day of. Unfortunately, we cannot guarantee items will be available, as it will be sold first come, first served. Ordering online is the best option, as it guarantees choice and the best prices.

Can I change my order?

Yes, you can cancel your paid order or change any time before the order deadline. Simply click the  button next to the number of your order (please see the red box on the screen shot below). Don't forget to go to the bottom of the screen and click "Update Order & Proceed" to confirm the change. If you change or cancel an order, any remaining balance will be added to your account as a credit.



Can I request a refund or a credit for a submitted order?

Consistent with previous years, there are **no refunds or cancellations** after the order deadline. Because this is a Homma PAC fundraiser that supports the school community, we are not able to process refunds or change orders once they have been sent to our food vendors. We promise that any ordered food will not go to waste and will be shared with the school's students and staff.

If you would like to arrange to pick up your food from school, please reach out to us in advance. Please note that our volunteers make delivery to the classrooms their first priority. Thank you for your understanding.

What happens if my child is away from school on a Hot Lunch Day?

If your child is away, you can arrange for their order to go to their sibling or you can pick it up at school. To make these arrangements, **please email the Homma Office (homma@sd38.bc.ca) before 10:00 AM**. If you plan to pick up the food order, please come to the school at 12:15 PM.

If my family had a credit from last year, will it be applied to this year's account?

For all cancelled orders, we will apply the credit to your account once you have re-registered. Unfortunately, the HotLunches.net site is not designed to show all of the transactions and credits assigned to each account in a user-friendly format, however, when you go to pay for your lunch orders, you should see that a credit is available.

What do I do if I have more questions or concerns?

Please do not contact the Hot Lunch Program vendors to make changes to your order. Please direct all questions to the Homma PAC (contacthommapac@gmail.com).

If you need assistance with ordering, or do not have regular access to the internet, please contact the Homma PAC.