

Answers to Frequently Asked Questions RVSD Lunch Program

How do I order lunches for my child?

Go to <https://www.thelunchmaster.com> to log into the LunchMaster website. You will need to setup a new account using the registration code depending on your school, brookside, hiddenvally, manorelementary, wadethomas, &/or whitehillmiddle. Once logged in, you may add students to your account and begin placing your orders. There are several online links to guide you through the process.

What are my choices for lunch?

The daily menu offers between 4-6 hot entrees and between 10-12 cold entrees for a price of from \$5.50-\$6.25. Nutritional and allergen information can be filtered when registering your child for lunch. In addition to the main entrée, your student will choose on site from a selection of fruits and vegetables, snacks, and beverages. Portion size options are regular (elementary schools and middle school) or large (middle school), depending on the entrée.

Is breakfast available?

No, we currently do not serve breakfast.

What are my milk choices?

Milk will be served with each lunch. At the time of service, your child will have the option of choosing 1% milk or non-fat milk. You will not be able to specify when you order what your child will drink since this decision is made on site by your student. To receive soy milk, federal regulations require that we have a medical form completed by the doctor which states that your child is allergic to cow's milk in order for us to serve your child soy milk. Please contact Jennifer Wright (see below) to receive this medical form.

What about Field Trips?

Field trip lunches are available to order. Please contact Jennifer Wright (see below) if you would like to purchase one.

What if my child does not have a lunch?

In order to receive an emergency lunch, you need to have set up an account on the LunchMaster website. A limited amount of emergency lunches are available for an additional charge of \$1.50.

How do I pay?

There are two payment options: on-line payments (which will add a 3% bank convenience fee) or parents may write a check payable to RVSD. Payments made by check may take up to 72 hours to post to your account.

What if I need to cancel or change a lunch?

Please cancel your lunch on the Lunch Master Website by 4 p.m. the previous day for a full credit. You may cancel after that up to 7 a.m. the day of for 1/2 credit.

What about refunds?

Only eligible credit will be issued for cancellations - see above (there are no refunds). Credit may be redeemed online for your next order.

What if I am eligible for Free and Reduced Meals?

If you have an approved application on file, you will be able to order the same delicious lunches. Please contact the District Office for further instructions or review information at www.rossvalleyschools.org.

Questions? Contact:

Jennifer Wright, Food Services Coordinator
Ross Valley School District
110 Shaw Drive
San Anselmo, CA 94960
415-451-4074 / food@rossvalleyschools.org

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