



**Gumtree Eatery – School Canteen**  
**Gumdale State School P&C Association**  
677 New Cleveland Road  
Gumdale QLD 4154  
Email: [tuckshop@gumdalesspc.org.au](mailto:tuckshop@gumdalesspc.org.au)

## **MISSING/FORGOTTEN LUNCH PROCEDURE**

### **Parents – Late Lunch Options**

- Late lunch - Order via Flexischools before 10 am deadline
- Late lunch – Choice of sandwich or hot item + seasonal fruit + juice popper
- Online Ordering ONLY – via Flexischools
- Telephone orders and/or payment are NOT permitted

### **Forgotten Lunch**

- Report to the classroom teacher
- Parent contacted via Student Services
- Parent - Order late lunch via Flexischools (prior to 10 am)
- Parent - Deliver a lunch to school Administration
- In the event the parent cannot provide lunch, alternative arrangements can be made via Student Services

### **Missing Tuckshop Order**

- Report missing order to the classroom teacher
- If not found, report missing order to the Tuckshop Convenor
- No record of the order – Child/ren directed to Student Services
- Parent contacted – Lunch arrangements confirmed via Student Services
- Confirmation of order via Tuckshop - Lunch missing
- Tuckshop to provide the same lunch or suitable alternative (time dependent)
- Order incorrectly placed for a different break – Cold items served; hot items made for the corresponding break
- Child/ren sent to Student Services – Parent contacted, and alternative lunch provided

### **Cancellation of Tuckshop Orders**

- Cancel via Flexischools App – Order icon on the bottom navigation bar, select student whose order you would like to cancel
- Funds used to make the cancelled order will be returned to the Flexischools account balance
- Cancelling order/same day – Cancellations MUST occur before 8.30 am by emailing [tuckshop@gumdalesspc.org.au](mailto:tuckshop@gumdalesspc.org.au)
- NO refunds or replacements of Hot Items after 8.30 am for same day ordering
- Lunch orders not collected – Tuckshop employee contacts classroom teacher to advise the student of the uncollected items
- Cold items may be held for later collection
- Hot items will ONLY be held until the end of the day