



FREQUENTLY ASKED QUESTIONS

How do I get started?

We know you're excited not to pack lunches and want to order and get started quickly. We here ya! New websites can sometimes create fear and panic. Don't worry, everything is just a few easy clicks away. Click Create An Account and you will be on your way! You can find step by step instructions by going to www.kiddoscatering.com and clicking on the Ordering Instructions button if you need help. If you do start to panic, you can always email us at support@kiddoscatering.com and we will quickly come to the rescue. Email is the best way for us to help you QUICKLY. If you would rather talk to us on the phone, you can reach us at 847-383-5706. We are usually in the field making sure everything is running smoothly with the lunches, so it may take us a bit longer to get back to you.

Isn't restaurant food just junk food?

We are so happy you asked this question. This is the single biggest misconception of restaurant food. We are very particular about the restaurants we partner with to provide lunches for schools. Our #1 requirement is that the entrees provided are made fresh each day using fresh ingredients. Rarely if ever do any of our restaurants use frozen or canned products. Many use hormone and antibiotic free meat and poultry, fresh ground beef from local butchers, fresh made breads and buns from local bakeries, homemade soups, sauces, pizza dough, etc.. We always make sure to have something for everyone on a Kiddos menu, whether that is healthy options, gluten free, or vegetarian, you will find something for your child on a Kiddos menu. We are all about providing wholesome food which you can feel confident your kids will eat so they won't be hungry and will be able to concentrate and focus for the remainder of the school day.

How can you provide such high quality meals at two-thirds to half the cost in the restaurant?

When you purchase a Kiddos lunch you will always pay significantly less for the lunch than if you went into the restaurant and purchased the same meal. To keep the cost of the lunches low, we streamline our procedures, minimize unnecessary labor and keep it simple, while still providing reliable, convenient and flexible service to our customers. Once you place your order there are a large variety of people and businesses that need to receive a variety of information and/or payment for the lunch orders. This is one of the reasons why once we process orders, we have no way to cancel, add or change orders, because we want to keep the cost of the lunches as low as possible for you and maintain our excellent track record of accuracy in delivering all of the lunches that have been ordered.

What is your policy on making changes or canceling all or part of my order?

Ah yes, we know that tastes change, kids are finicky and parents are busy so we are here to help. You can always add, change or cancel all or part of your order for any date we have not yet processed. Orders are processed every Monday morning by 9:00am for the next week. Login to your account and Click the Order and Change Form. Everything you need to do to edit your order can be found here. Quick Tip: Always click SAVE ORDER and go to CHECKOUT to complete the transaction. Any credit balance is automatically applied to your Kiddos account and will automatically be applied to any future orders and additions.

What if I miss the cut off for ordering or changing for a particular week?

We do feel your pain and we've been there too. Why didn't I read the email or get on the site and order earlier, what was I waiting for? The feeling of anxiety and regret at the thought of having to pack lunches-UGH! Unfortunately, once ordering ends for the week, the gigantic Kiddos machine is in motion and can't be stopped. But you can put your order in for the following week right now, so your kids will thank you!

What happens if I think I ordered a lunch, but, I actually didn't, is there any way for my child to receive a lunch?

If only our crystal ball wasn't out of commission! We rely on our very accurate ordering system to confirm orders we have received and determine how many lunches to provide each day. We only deliver the lunches that have been ordered for that day.

The best way to prevent this from happening is to review the email confirmation we send when you place your order to make sure you ordered everything intended. . **IMPORTANT:** When reading your Confirmation Calendar, the lunch you ordered is to the **RIGHT** of the date **NOT** below. Please print it out and tape it to the fridge so you can check your confirmed order before the kids leave for school. Better yet, you can export your confirmed order to your personal calendar on your phone or computer. Then sit back and relax and enjoy not packing lunches!

What if I place items in my Shopping Cart and then go back to pay another time?

Yes, but Beware! If it is after we have processed orders for any dates you had in the Shopping Cart, those dates are removed from your cart and you will only be able to pay for the remaining dates that we have not processed. Sorry, it's the big Kiddos machine in motion again. It's always best to checkout and pay for your shopping cart when you make your selections. You can always go back and change anything you have checked out as long as its before Monday mornings at 9:00am for the next week.

What if my child has Peanut or Tree Nut Allergies?

There are no peanut or tree nuts in any of our menu entrees. The packaged sides that accompany the entrees do not contain peanuts or tree nuts either, however some may be processed in plants that process peanuts and tree nuts. The restaurants we use are not peanut or tree nut free. Our restaurants take great care to prevent cross contamination and many of them do not even have peanuts or tree nuts in the restaurant, however, since they are not peanut or tree nut free, we cannot guarantee that it cannot occur. This is an optional lunch program and it is up to each family to make an individual decision based on their individual needs. We recommend contacting the restaurants directly to answer any allergy questions you may have and we are happy to provide all of the contact information should you need it.

What if I have a special circumstance and need to change an order for a date not showing on the Order Form?

Kiddos provides enormous flexibility in ordering to help avert any issues that may come up. We are proud to provide the flexibility to change, cancel or add to lunch orders as long as it's done by Monday mornings at 9:00 for the next week. After that our very busy and helpful hands are tied and as much as we would like to help you, we have no way to add, cancel or change an order after we have processed lunches for that particular week.

What if my child is sick, can I cancel a lunch?

We are sorry your child isn't feeling well! Our cancellation policy is the same regardless of the reason. We really have no way to cancel, change or add to your order once those dates have been processed. If we could we would, but we have no way to do it. You are able to pick up your lunch at school that day. You will need to contact school before the lunch hour and let them know to set the lunch aside if you will be picking it up.

If I cancel a lunch is my credit card automatically refunded?

Whenever you cancel a lunch your Kiddos account is automatically credited and the credit is applied to any future orders. Should you wish to have your credit card credited, you will need to email us and request it and we will take care of it for you.

How can I see my Account Statement?

If at any time you would like to look at your statement which shows the lunches ordered in a list form by date and the amounts paid, you can login to your account and click on Statements. Choose 2015-2016 calendar year and your statement will be displayed for the year. There are "plus" signs next to each entry and if you click on those you will display the information contained therein. You can then print the statement and place it on the fridge for easy reference.

Email Permissions

The only way for Kiddos to communicate with you regarding changes, ordering reminders or other important lunch program information is if you **ALLOW** Kiddos to send you email. We do not give away or sell email addresses and they are only used to communicate with you about your schools lunch program or other Kiddos information. If you need to change your Email Permissions go to **DIRECTORY** and click **EMAIL PERMISSIONS** and make the necessary changes.