Dear Parent/ Guardian,

As Coordinator over Lunch and Vending, I would like to welcome your child to the Brazosport Christian School Eagle Café!

In this packet you will find information about the online ordering system through your FACTS Family Portal account. You may also find additional information on the BCS website located under the lunch tab. The FACTS system allows you to add prepay funds to your account, place orders and view activity. As meals and other items are purchased, the charges will be deducted from your child's prepay lunch account daily. *Online deposits into your child's prepay account may be made with a credit/ debit card for an additional 2.85% processing fee. You may use a checking or saving account to add funds for no additional fee.*

All negative account balances are the parent/ guardian's responsibility to bring to a $0.00 balance. Parents can monitor their child's accounts 24/7 in the FACTS Family Portal.

Important Details:

- If you DO NOT want your student to purchase a la carte items, withdraw vending or Friday Treat funds, you must notify me stating your child's name and the restriction requested regarding their lunch account access. Please note we do our best to honor your request, but on occasions something might slip through, especially if I have a lunch sub filling in for me.
- **All orders MUST be placed no later than 8:00 AM on the day they are being served.** The online ordering portal will be closed at 8:00 AM. If you missed the deadline and need lunch for your student, please contact Jennifer Cowan in the Front Office to see what options are available.
- It is the **parent's responsibility to cancel a student's lunch order before 8:00 AM if they are absent on a day for which they have an order placed.** No refunds will be issued for lunches canceled after 8:00 AM, unless the meal can be sold as an extra to another student.
- Students in **PK3- 3rd may only have Friday Treat funds as they are not allowed to purchase vending items.** Students in **4th- 12th may purchase vending items.**. Please note - your child's teacher may have separate class rules restricting vending use, outside of lunchroom rules.
- 3rd – 12th graders may use the microwaves
- Lunch charges are created daily.
- Lunch Policy set by Dr. Hanlon states, **your student will be restricted from receiving vending, restaurant orders and other a la carte items, should the balance owed become negative $20 or more. Your student will be provided a PBJ or Ramen along with white milk or water as an alternative meal if their account is negative $20 or more.** Please make sure your student's account has adequate funds to cover all items purchased.

In closing, I am always available for any questions, concerns, or suggestions you or your child may have concerning the school lunch program. Please call me any time at 979-297-0563 extension 1035 or e-mail me at kwilkinson@1bcs.org

I look forward to serving your child,

Kaylyn Wilkinson, Food Service Coordinator