



## **Howard State School P&C Tuckshop Policy**

### **1. Purpose**

The purpose of this policy is to ensure the smooth operation of the Howard State School P&C Tuckshop, providing clear guidance to families and staff on ordering, payments, cancellations, and refunds. The tuckshop is fully volunteer-run, and resources are limited. This policy helps manage expectations and supports the efficient delivery of services to students and staff.

### **2. Operating Days and Availability**

The tuckshop operates on Tuesdays and Thursdays during both breaks.

Available to all students and staff.

Over-the-counter purchases: Snack items and drinks are available at both breaks.

Hot food: Must be pre-ordered by the 8:30am cutoff.

Custom menu changes: Will not be accommodated.

### **3. Ordering Methods and Cutoffs**

Orders may be placed via:

- QKR App (preferred)
- Paper bags with cash

Over-the-counter at the tuckshop.

All orders must be submitted by 8:30am on the day of service.

Late orders: Will not be accepted.

### **4. Cancellations and Absences**

Parents may cancel their child's tuckshop order via the QKR app before 8:30am if the child will be absent.

No refunds are provided after the 8:30am cutoff.

### **5. Refunds**

Refunds are issued under the following circumstances:

Item unavailable: Every effort will be made to replace it with a suitable option; otherwise, a refund will be issued as QKR credit.

Tuckshop cancellation: If the tuckshop is cancelled due to volunteer shortages or unforeseen circumstances, refunds will be issued as QKR credit.

Families will be given adequate notice whenever possible.

### **6. Emergency Lunches**

If a student arrives without lunch and no order has been placed, the school can provide emergency lunches.

### **7. Menu and Pricing**

Prices are reviewed each term. Menu items may change based on availability.

Custom menu changes cannot be accommodated.

Families will be notified of any significant changes.

### **8. Contact**

For any queries regarding tuckshop orders, refunds, or cancellations, please contact: Email:

[hsspandc.executives@gmail.com](mailto:hsspandc.executives@gmail.com)