



Re: Cancellation of canteen orders policy

Dear Parents and Caregivers,

We wish to share with you an update on the canteen policy:

Cancellations

All food orders can be cancelled by 8.30am every morning, simply by logging on the Quickcliq website, clicking on the "ACTIVE/CANCEL ORDERS" button, then on the "CANCEL" button on the order you wish to cancel. You can easily access your account from any computer, tablet, phone etc. that has access to the internet.

Please note that **orders cannot be cancelled after 8.30am**, and that the school office cannot accept cancellation requests over the phone after this time.

To create/access your account:

- Register online and create your child's profile
- Add money into your family account with one of the following options:
 - ❖ Credit Card (Visa or Mastercard), with a 1.5% surcharge – credit will be added immediately.
 - ❖ Paypal, with a 3.8% surcharge – credit will be added immediately.
 - ❖ Direct Deposit (Bank transfer), with NO surcharge – credit will be added by 2 working days.
- Place one order for each child (no multiple children under one child's name please).

For any technical issues with the registration, account, etc. please call QuickCliqu customer assistance on **1300 11 66 37**

To contact the canteen volunteers, please send an email to canteenconcordps@gmail.com

Kind Regards

Concord Public School Parents and Citizens Association