

RESTAURANT AGREEMENT WITH HEALTHY HUNGER

This document explains how restaurants operate within the **Healthy Hunger School Lunch Program**, including ordering, payments, menu setup, policies, and expectations.



1 HOW THE PROGRAM WORKS

- **Free to join**; restaurants only pay a **14.5% fee** when they receive an order
- Designed for schools with high-volume orders
- Your restaurant is responsible for the delivery to the school
- Restaurants **set their own pricing** (can include the fee and delivery costs in menu price points)
- Suggested pricing is 10-20% below retail to allow room for schools to fundraise
- Schools book lunches → restaurants confirm → orders open to parents
- **Orders close 5 days before delivery (strict cutoff); final details are emailed 4 days before**
- **Restaurants** must **confirm orders within 24 hours** of receiving the order



2 SCHOOLS ARE THE KEY DECISION KEYMAKERS

- **Restaurants not guaranteed** to receive orders, all **order decisions** are made by the **school coordinator**
- **School coordinator varies** between: **Parent council member, parent volunteer, teacher, admin, VP, Principal**
- **School coordinator reviews** list of **restaurants + chooses** participating **restaurants** (NOT PARENTS or STUDENTS)
- **School contacts** you to **confirm availability** + any **special requirements** → **School sets up** the lunch → Orders automatically appear in **restaurant dashboard**
- **Order frequency varies** single date or **repeats: weekly, monthly, quarterly** (School will let you know their specific order dates at time of booking)
- **Parents only** have **access to order forms posted** by the **school** → Then they purchase online

WHO MAKES DECISIONS?

- ✓ Parent Council Member
- ✓ Parent Volunteer
- ✓ Teacher
- ✓ Admin
- ✓ Vice Principal
- ✓ Principal

WHO DOESN'T?

- ✗ Parents
- ✗ Students

3 ORDER & DELIVERY PROCESS

View all upcoming orders in your account; select a school to see real-time details.

FINAL DETAILS
Finalized order details are available 4 days before delivery.

ORDER SUMMARY EMAIL
You will receive an order summary email including:

- | | | | |
|---------------------------------------|-----------------------------|---------------------------------------|---|
| 1 Delivery details and school contact | 2 Order and payment summary | 3 Class list (organized by classroom) | 4 Distribution List - detailed breakdown of each student's order by category: food, beverage, snack |
|---------------------------------------|-----------------------------|---------------------------------------|---|

Student labels (Avery 5163) can be purchased (e.g., Amazon, Staples) and printed in-house.

Orders must be organized by classroom.

RECOMMENDED:

- ✓ Use labels (improves distribution)
- ✓ Include extra food items for errors or donations
- ✓ Confirm orders as soon as email summary is received
- ✓ Arrive no more than 5 minutes early to comply with food safety agreements
- ✓ Orders arriving more than 30 minutes late will face payment deductions penalties
- ✓ Communicate clearly with school if there are any issues for delivery



Our Mission:

Supporting schools. Strengthening communities.
Serving great food to students.



4 YOUR PAYMENT



OPTION 1

Same-day Visa payment
(via text with card details)



OPTION 2

Direct deposit
(Paid following week on Thursday)



Payments are based on
net order value

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MENU SETUP GUIDELINES

Structure: 10 food items, 2 drinks, 2 snacks (Max 25 items total)



- ✓ Nut-free menu
- ✓ No soda (unless sugar free)
- ✓ No combos (students build their own)
- ✓ NO seasonal or rotating menus - Menu must be available from September to June
- ✓ No add-ons, upgrades, or selectable sides
- ✓ No upcharges on toppings
- ✓ All products must include a description of the main ingredients, preset toppings and condiments included
- ✓ Pizza = slices or personal size only
- ✓ Variations (sides, proteins, flavors) must be separate items
- ✓ Toppings must apply to all food items if added
- ✓ Images and nutritional values should be considered for menu enhancement
- ✓ All menu items are subject to review and adjustment
- ✓ Restaurants must select the approve menu selection for each school year to increase visibility to schools

6 MENU PRICING STRATEGY

- ✓ Recommended: 10-20% below retail pricing
- ✓ No tax charged to schools (factor into pricing if needed)
- ✓ Schools add fundraising markup separately (yes, this program is about school fundraising through fun lunches)
- ✓ Delivery should be FREE
- ✓ Mid year pricing changes only apply to brand new lunch order forms created after changes (does not apply to existing orders)
- ✓ New items can be added to your menu anytime schools with existing order forms will need to manually add these items to make them available for ordering.
- ✓ Best time to update menu options and pricing: June - July



The deadline to submit menu change support request to **Healthy Hunger** is **August 1st**.



The deadline to update menus for a new school year is **August 15th**.

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CANCELLATIONS & COMMITMENTS



- ✓ Safe lunch certification must be completed on your account each year
- ✓ For any cancellations or order changes - Restaurants must notify schools a minimum of 7 days in advanced, and then follow up with Healthy Hunger if order adjustments are required
- ✓ Ownership or management changes must be reported to Healthy Hunger a minimum of 7 days in advance
- ✓ Stay informed for emergencies and inclement weather cancellations by checking local news and proactively contacting schools to confirm delivery (It is your responsibility to avoid false deliveries)
- ✓ Aim to reschedule deliveries instead of cancelling
- ✓ Restaurants are responsible for covering the cost of replacement lunches in cases of missed or significantly late deliveries
- ✓ Restaurants will be billed for refunds issued to students and any compensation owed to school fundraising in cases of poor-quality deliveries, including burnt or inedible food
- ✓ Restaurants with repeated delivery or quality issues may face reduced visibility and may be suspended or removal from the program at our discretion
- ✓ Aggressive or rude communication may result in reduced visibility, account suspension or removal from the program at our discretion.



THANK YOU FOR PARTNERING WITH HEALTHY HUNGER!

Your commitment helps schools
Raise funds and brings great Meals to
students.



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www.healthyhunger.ca



1-877-870-2727

Healthy Hunger

Fun Lunch Fundraising