

23rd October 2023

Dear SMSS Tuckshop Families,

****** CANCELLATION POLICY UPDATE ******

Firstly, we the Tuckshop volunteers would like to thank you for your ongoing support of the P&C Tuckshop. Our tuckshop is currently run by a group of approximately 6 volunteers who work together with our volunteer Tuckshop Manager to help bring you our weekly meal deal specials.

We are only in our second term of opening a fully functioning tuckshop. Currently we are making in excess of 140 lunches for first break and over 50 orders for second break. These numbers are projected to explode as our enrolments continue to grow.

As you can understand, making this volume of lunch orders is no easy feat for our fantastic team of volunteers and our current cancellation policy is no longer working or sustainable for our volunteer team. At present the school is being advised of student absences/excursion/double ordering as late as 40mins after first break. This then means substantial food waste, loss of funds and loss of time that heavily impacts on our volunteers' hours and funds for our students.

As such we need to introduce an updated cancellation policy for orders.

PLEASE SEE UPDATE POLICY BELOW FOR YOUR INFORMATION AND ACTION IMMEDIATELY:

- If your student is going to be away on Friday you will be required to email the tuckshop at tuckshop@springmountainss.eq.edu.au by 8pm on Thursday evenings to advise their absence/excursion/sickness and their order will be held over to be issued the following week. **Please save this email address into your contacts (this is not a SMSS email).**
- Any family who miss this deadline and have placed orders but the student won't be at school, the tuckshop order can be collected from the office/tuckshop. There will be no refunds. If the order is not collected, it will be disposed of.

We thank you for your understanding in this matter and look forward to seeing the smiles on the students faces as they continue to pick up their orders.

Thank you on behalf,

Volunteer Tuckshop Manager & Tuckshop Team

Cassie Stirling