

USHS P&C Canteen Refund Policy

Refunds will be considered when a pre-ordered item is unavailable and there is no suitable replacement item.

If QKR pre-orders are cancelled prior to cut off time (8:30am daily), a Canteen credit will be issued (no refunds).

If a student has to leave school unexpectedly, please advise the Canteen immediately so any pre-orders can be postponed or a Canteen credit issued (depending on circumstances, time of day/Canteen lunch service times).

No Canteen credits will be issued for uncollected pre-orders.

Refunds cannot be offered for:

- ★ Change of mind
- ★ Disliking the taste

Best Way to Communicate with Canteen

All communication regarding pre-ordered items must take place prior to 8:30am cut off time via the following methods:

- ★ QKR app
- ★ In person at the Canteen after 8:15am
- ★ Phone Canteen 4197 0137
(note that the Canteen team can get quite busy with preparation and service)

The Canteen Manager has final delegation for assessing eligibility for refunds/credit

