

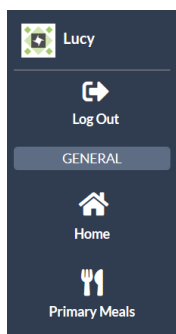
cancelling Meals & meal Vouchers

You can cancel meals and receive an immediate refund any time BEFORE the cut-off point, which is **10am on the morning of service**. After this time you will need to follow the same process below, but the 'Cancel' button will change to 'Request Refund' and is not guaranteed.

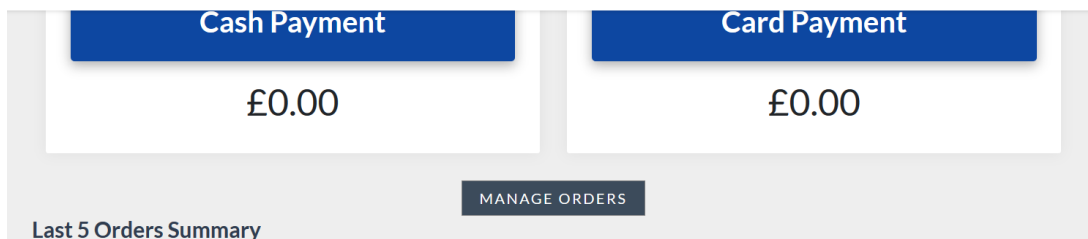
If you do not pay for meals PLEASE DO STILL CANCEL if no longer required, as the school still has to pay for meals prepared and not eaten. In doing this you will be saving the school money and helping to reduce waste.

PLEASE NOTE - Refunds after cut off will only be granted in circumstances where it has not been possible for you to cancel before the cut-off point (10am on morning of service) and will require approval by the school and Council before a refund can be issued.

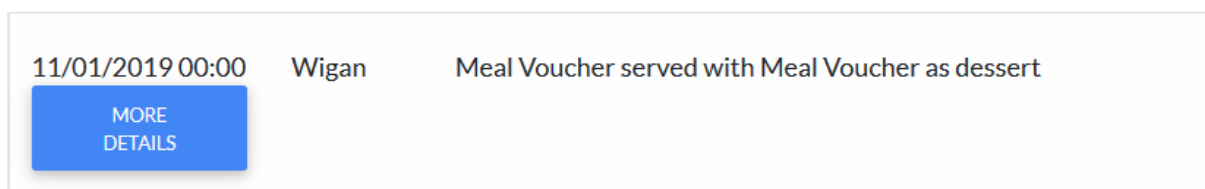
Once you have logged in you need to go to Primary meals on the left of the screen:



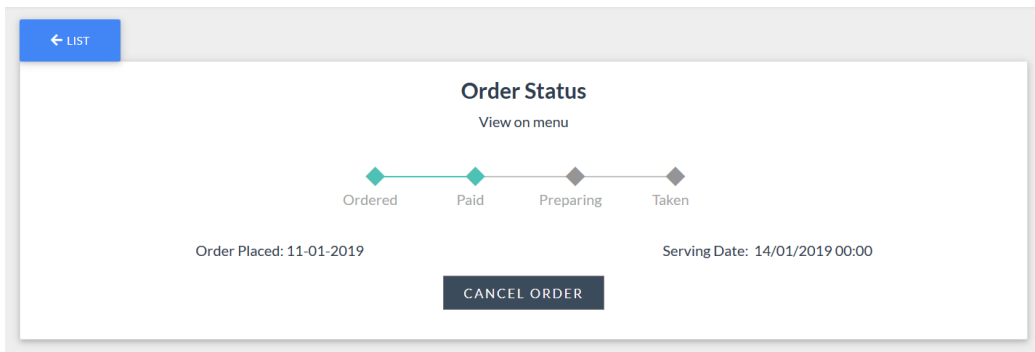
From there you scroll down the page to Manage orders:



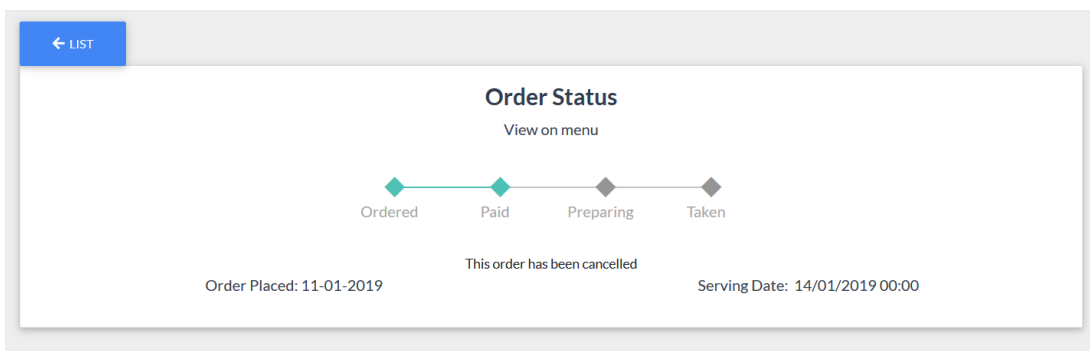
Click on More Details for any meals that you wish to cancel :



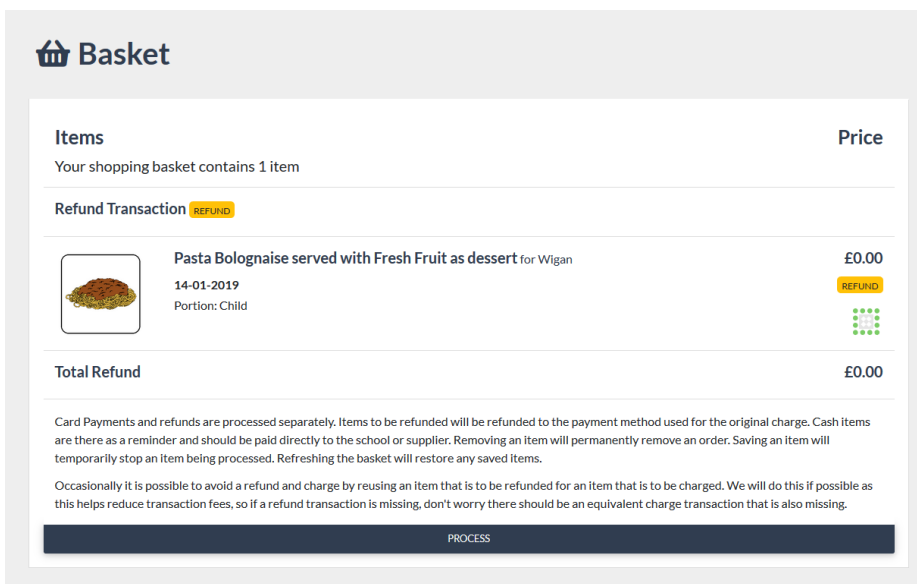
From there click on Cancel Order:



When it has cancelled you will see the following message:



All items cancelled will be refunded back to your basket as below, even if you do not pay for your meals.



Please click on **Process**. If you pay for your meals you will see how much money is being refunded back to your card.

Once you have finished you can now go back to Primary Meals and order from the menu.

As previously explained, you can only cancel meals until 10am on the morning of service. After which time, if you still feel that you are entitled to a refund, please follow the steps above. Any meal that you try to cancel after the cut off will display a box 'Request Refund' in place of the 'Cancel' button.

If requesting a refund, please also contact the school to explain the circumstances for which you feel you are still entitled to a refund, so that they can access on their system and either approve or reject the request.