



Busy Bee Tuckshop – Lunch Order & Event Cancellation Policy

Effective from August 2026

This policy outlines how cancellations, refunds and uncollected food orders are managed by Bli Bli State School's Busy Bee Tuckshop.

1. Daily Lunch Orders (Flexischools)

If a student is absent and a lunch order has been placed through Flexischools, the order must be cancelled before 9:00am on the day of delivery to be eligible for a full refund.

When notification is received before 9:00am, families may choose to:

- Receive a refund; or
- Move the order to a future date (please contact the Tuckshop to arrange).

Please note: A refund on Flexischools will be transferred to your Flexischools wallet to be used for future orders. Please contact Flexischools Customer Support if you wish to have the funds returned to your bank account.

If a child goes home before the break due to an unforeseen circumstance, a parent or guardian may collect the food order from the Tuckshop after 10:30am. Please see Tuckshop staff to discuss other options that may be available, such as transferring the order to another day (subject to the order type and status).

2. Unclaimed Orders

Where a food item has not been collected, Tuckshop staff will arrange for the student's class to be notified at the conclusion of the break.

Any items that remain unclaimed by the end of the school day will be disposed of in accordance with food safety requirements and cannot be refunded.

3. Sushi Orders and Special Food Days

Orders placed for Sushi Thursday close on Wednesday at 9am and orders cannot be cancelled or transferred after this time.

For special food events, such as Red Food Day, orders can be cancelled and refunded before the advertised cutoff date and time. Orders cannot be transferred to another day.

These events require advanced purchasing and preparation of ingredients that are not ordinarily stocked by the Tuckshop.

4. Student Absence – Sushi Orders and Special Food Days

If a student is unable to attend on the day of a Sushi Special or Special Food Day, a parent or guardian may contact the Tuckshop before 9:00am to arrange collection of the order after 10:30am.

We appreciate the support and understanding of our school community. These arrangements help minimise food waste, meet food safety obligations and assist in keeping Tuckshop services affordable for all families.