



## Tuckshop Policy Parents and Students

Coco@PCS reserves the right to refuse service.

### Business Hours

- The tuckshop is open from 07:00-15:00, Monday-Friday.
- WhatsApp communication is available 06:00-18:00, Monday-Friday, and 08:00-17:00 on Sunday.
- WhatsApp communication is only for tuckshop-related concerns such as pre-ordering.

### Pre-ordering

- Pre-ordering is the preferred method of ordering at the tuckshop.
- Pre-ordering the full week's orders is preferred.
- Pre-orders must be in by 08:00 on the day of order.
- Pre-ordering can be done via WhatsApp (see business hours) for account holders.
- Pre-orders can also be done at the tuckshop in the morning.
- Students who do not pre-order will need to wait longer for their food as it will be made on order.

### Accounts

- Accounts are only prepaid – an amount must be paid into the account upfront.
- No credit accounts will be allowed – once the account has no more funds, no more ordering and buying can be done.

### Microwave Services

- Students may request for food to be warmed up in the tuckshop's microwave.
- Students must ensure that there are no elements that could damage the microwave in their lunchbox.
- Paying customers have priority – students who want to use the microwave must wait until all paying customers have been helped.

### Behaviour

- All customers must stand in line and wait to be helped.
- Greet the tuckshop staff and make sure you have good manners when at the tuckshop.
- Adhere to social distancing (COVID protocol).
- Only the person ordering and purchasing must be at the tuckshop – no groups or loitering is permitted (COVID protocol).
- The tuckshop reserves the right to refuse service to rude and ill-mannered students.
- The tuckshop is allowed to issue debits to College students (names will be given to the SEC teacher).

*The tuckshop has a WhatsApp group where the week's menu and other announcements are posted. Please ask your class representative or the tuckshop for information to join the group.*