



LUNCH IS SERVED!

Easy On-Line Ordering of Nutritious Hot Lunches and Snacks!

Each lunch consists of a hot entrée,
fresh fruit, and fresh vegetable.

Ordering Meals with Schoolhouse Grill is Easy!

1. Go to the Schoolhouse Grill web page at www.schoolhousegrill.com
2. Click on **Register**, this is in the upper right-hand corner.
3. Complete required information; establish login and password.

Rainbow Child Development Center - School Code: 14311

4. Follow online instructions for student registration.

FAQ's

1. Who is Schoolhouse Grill?

Schoolhouse Grill helps thousands of families in Northern Virginia feed their kids healthy nutritious lunches. We provide for Preschools, K-12, and Charter Schools. Prepared by hand, our meals are delivered fresh daily to our partners.

We focus on fresh ingredients with an emphasis on fruits and vegetables. No artificial colors, flavors, or sweeteners. To learn more about us, visit <https://schoolhousegrill.com>

2. How do I create an account?

Once you have your school code, just follow these few easy steps to create your account.

- Go to www.schoolhousegrill.com
- In the upper right corner select 'parent login / register'



- Enter your schools code or if you already have a Schoolhouse Grill account log in.

- To set up your new account you will need to enter your (the account holder) name first, then your student's name on the following page.

- When you have completed your Account Details, you will “Add Student”. You can add multiple students, once you have completed adding your first student.

Create Account

Already have an account? [Sign Up](#)

Macy

Sample

MacySample@email.com

7039991234

We care about your privacy and won't give your information to anyone. Ever. Promise! We're good like that.

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Student Details

Tommy

Sample

Jones

Zebras

Regular

Headphones

Allergies & Sensitivities

All Schoolhouse Grill entrees are peanut and tree nut free.

☐ Egg ☐ Milk ☐ Fish ☐ Wheat

☐ Gluten ☐ Shellfish ☐ Soy

☒ Acknowledgement [READ](#)

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- After entering your student's teacher, classroom/grade, you can pick any allergens applicable and select “next”.
- To add a student, click on your name in the top right-hand corner.

SCHOOLHOUSE GRILL

ORDER BY ENTREE ★ RATE LUNCHES \$ LUNCH WALLETS

[Macy Sample](#)

Order by Calendar

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
01/30		01/31	02/01	02/02	02/03
TOMMY	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
02/04	02/07	02/08	02/09	02/10	
TOMMY	Select +	Select +	Select +	Select +	Select +
02/11	02/14	02/15	02/16	02/17	
TOMMY	Select +	Select +	Select +	Select +	Select +
02/20	02/21	02/22	02/23	02/24	
TOMMY	PRESIDENT'S DAY HOLIDAY	Select +	Select +	Select +	Select +
02/27	02/28	03/01	03/02	03/03	
TOMMY	Select +	Select +	CLOSED	CLOSED	CLOSED

- Then select 'Students' and click the red button '+ Add Student'

My Account

SETTINGS STUDENTS

Students

Tommy Sample [EDIT](#)

School: Sample School

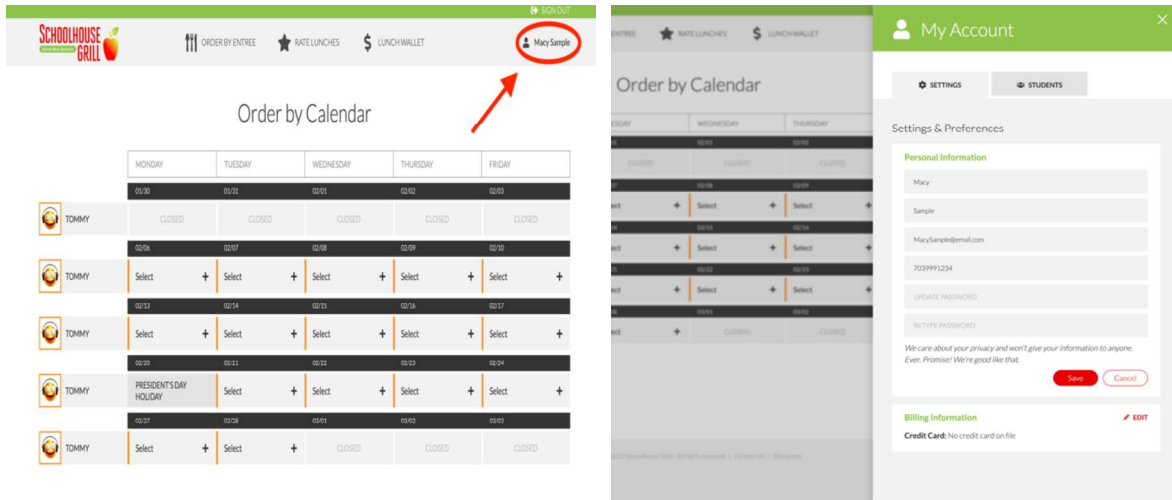
Teacher: Jones

Class: Zebras

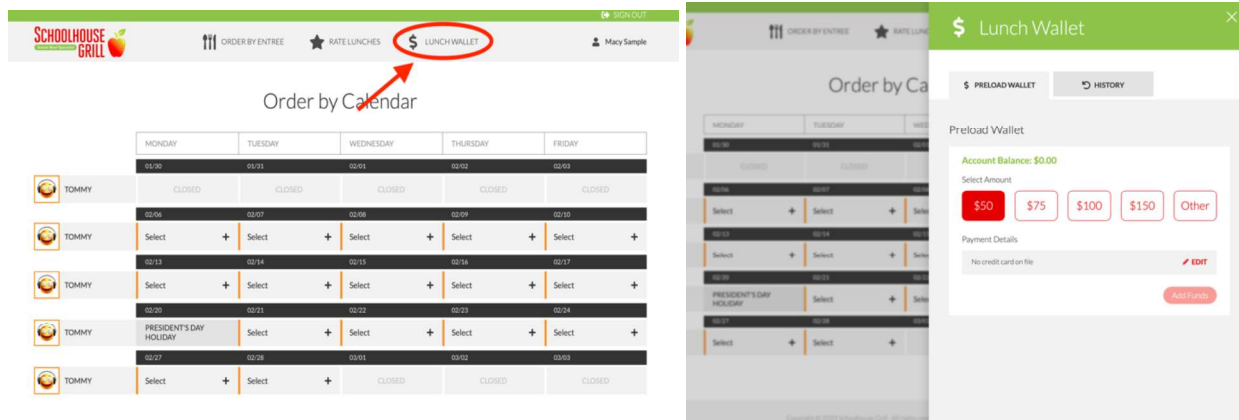
Default Meal Size: Regular

[+ Add Student](#)

- If you would like to join your child for lunch you can add yourself to your account. Just add yourself as another student.
- After completing your students, your final step is to complete your payment information for the Schoolhouse Grill Wallet. This is done under settings. Simply click your name in the top right-hand corner and select settings.



- Once you've entered your payment information, you'll need to preload your Schoolhouse Grill account with funds before ordering.
- Select your '\$ Wallet' in the header of the screen.

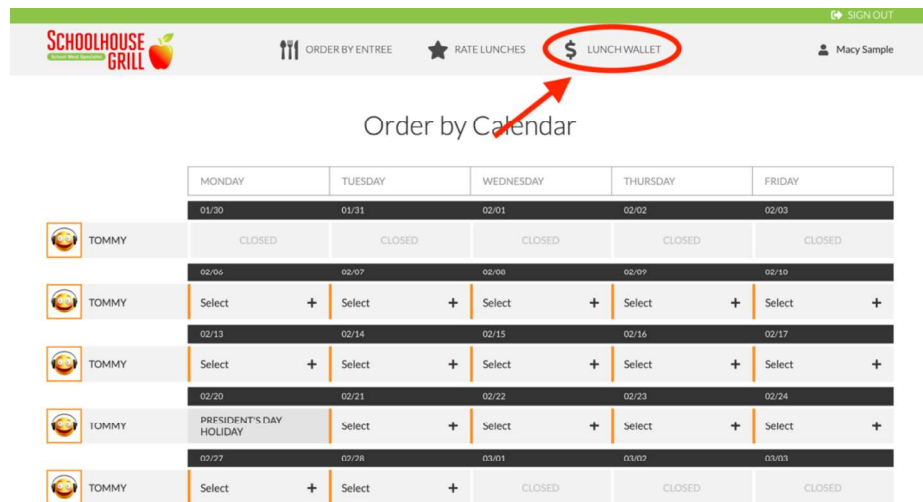


- You can add any amount of \$5.00 or more – or we have convenient preset increments of \$50, \$75, \$100 and \$150.
- Any unused account balance is 100% refundable, simple contact the Schoolhouse Grill Customer Support team at info@schoolhousegrill.com.

- Click 'Order by Calendar'
- Select the child and day you would like to place an order for
- Days that are 'grayed out' are closed and are not available for ordering
- Select the entrée you wish to order and click the 'Order' button to confirm the order. You also have the option to add beverages to the lunch.
- Once the lunch has been ordered, you will notice the funds for this lunch have been removed from your 'Wallet'
- A popup notification that the order was successfully placed and the short name of the lunch will appear on the menu calendar.
- Parents can order by entrée by clicking the 'Order by Entrée' tab.

4. How to pay for Schoolhouse Grill?

Once you have created an account with Schoolhouse Grill you will be able to preload your account and purchase lunch by lunch. To preload your account, select '\$ Wallet' in the header of the screen and enter any amount, \$5 or more, to your account.



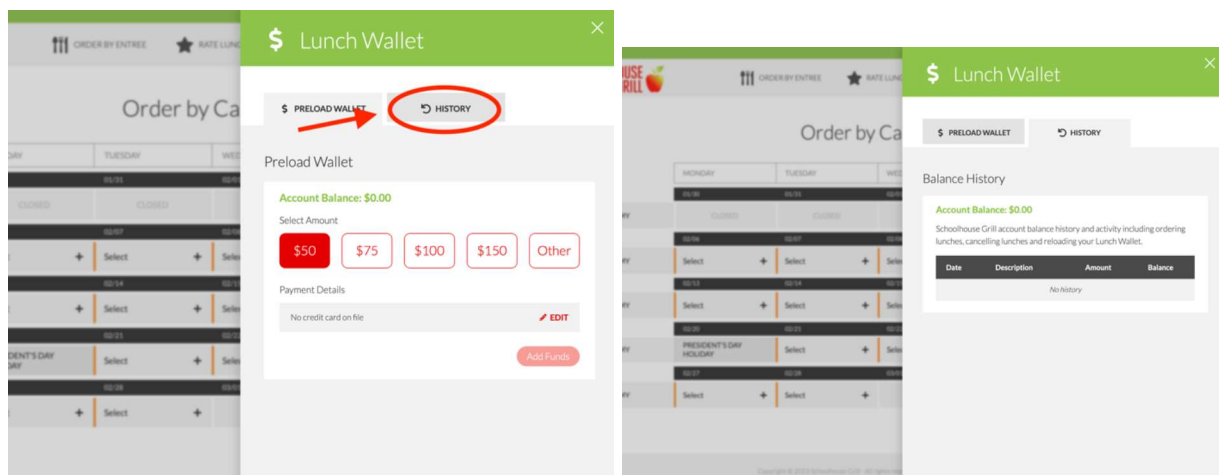
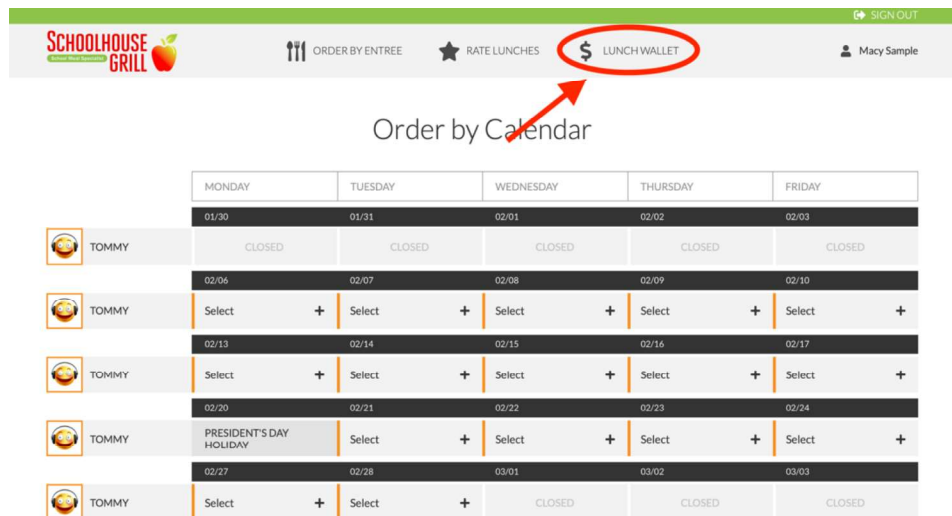
5. How does the Wallet work?

Schoolhouse Grill ordering simplified!

- Preload your Schoolhouse Grill Wallet – you can preload your wallet with any amount you want.
- Order against your Wallet balance – once preloaded with funds, you can simply order against the funds in your account.
- Any unused account balance is 100% refundable, simple contact the Schoolhouse Grill Customer Support Team at info@schoolhousegrill.com or 703-729-6900.

6. How can I view my balance history?

- Click the '\$ Wallet' icon on the screen header
- Click 'History'
- You will now be able to view your most recent transactions.



7. How far in advance can I order?

Simply log on at <https://schoolhousegrill.com/login> to place your order. For your convenience you can order several days or weeks at a time.

8. **When does the ordering close?**

The system is on a rolling closure. Please see the ordering deadlines below. To avoid missing any day's order on Thursdays for the entire following week.

ORDERING DEADLINES	
	
ORDER BY NOON	FOR DELIVERY ON
Friday	Monday
Saturday	Tuesday
Sunday	Wednesday
Monday	Thursday
Tuesday	Friday
PRO TIP: Order every Thursday evening for the entire week.	

9. **What if I forget to order?**

Please don't! Customer Support is not able to place an order once an ordering day has closed. Schoolhouse Grill sends an email each Thursday morning to remind parents of the last chance to place or change an order for the coming week.

10. **What is included in the daily cost?**

A freshly made hot entrée, fresh vegetable, fresh cut fruit.

11. **What options are available?**

We are happy to report that each day has several lunch options and portion sizes. Schoolhouse Grill has a vegetarian and allergy (gluten, dairy & egg free) options daily. Standard Entrée portion is best for Preschool to Kindergarten. Large entrées are recommended for extra hungry Kindergarteners and up.

12. **What if I have multiple children at Ideaventions Academy?**

No problem! You can order for multiple children with the same account.

13. **What credit cards does Schoolhouse Grill accept?**

Visa, Mastercard, American Express, Discover

14. What do I do if I am having trouble placing my order?

We would be happy to assist, please contact the Schoolhouse Grill Customer Support Team at info@schoolhousegrill.com or 703-729-6900.

15. Who do I contact if I have questions or billing issues?

We would be happy to assist, please contact the Schoolhouse Grill Customer Support Team at info@schoolhousegrill.com or 703-729-6900.

16. Can I cancel/modify my order?

Yes! Simply login to your account and make the desired changes. Unfortunately, if the day is already locked, changes cannot be made.

17. Field Trip / Class Party Cancelations:

Even though we work with all of our schools to ensure that their calendar is updated with all school holidays, and minimum days, we do not know when an individual class will be taking a field trip or having a class party. It is the parent's responsibility to cancel this lunch within the cancelation deadline to receive credit for that lunch.

18. What do I do if my child will not be in school today?

Sometimes unforeseen events happen and we understand children can get sick, and although we are very sympathetic to our families, by morning the lunches are packed and on their way to the schools.

Additionally, Schoolhouse Grill realizes students will miss a certain number of days due to illness or inclement weather and has factored this into the pricing of the meals. If you would like to pick up your child's lunch, please call the school to arrange a time to pick up the meal. Schoolhouse Grill will not provide a refund for cancelations made with short notice.

19. What Is Schoolhouse Grill's inclement weather/snow day policy?

On the third (3rd) consecutive day the school is closed due to inclement weather Schoolhouse Grill will automatically issue a 100% refund for third day. The refund will be issued directly back to the account wallet. Please allow 7-10 business days for this credit to appear on your account wallet. Please note Schoolhouse Grill has priced the meals anticipating some inclement weather closures.

20. What is the policy in the event of a class closure due to Covid-19?

Schoolhouse Grill does not know when an individual class will be closed due to Covid. It is the parent's responsibility to cancel this lunch within the cancelation deadline to receive credit for that lunch.