



Botany Bites Canteen Order Cancellation Policy

Dear Parents and Staff,

To help ensure the smooth operation of our canteen service, please follow the procedures below if you need to cancel an order placed through Flexischools.

Cancelling an Order Before the Delivery Day

Orders can be cancelled directly through your **Flexischools account** via the [Flexischools Website](#) or [Flexischools App](#) up until midnight on the day before delivery. Simply log in, access your order and select the cancellation option.

Cancelling an Order on the Delivery Day

IMPORTANT: If you need to cancel an order on the day of delivery, you **must call Botany Bites directly on (02) 9666 1799 before 9:30am. Email cancellations cannot be accepted on the day of delivery.**

To ensure your order has been successfully cancelled and any applicable credit can be processed, you must speak directly with a member of our team. Every effort is made to provide a flexible service wherever possible. However, if your cancellation is not received before **9:30am**, we may be unable to provide a credit for the order.

Important Reminder

When an order is placed through Flexischools, a confirmation email will be sent automatically. If you do not receive a confirmation email, your order has not been successfully submitted and will not appear in our system.

Thank you for your understanding and cooperation.

Kind regards,

The Botany Bites Team

Website: www.botanybites.com.au

Email: admin@botanybites.com.au

Phone: (02) 9666 1799