

## **MEAL SUBSCRIPTION CANCELTION POLICY**

*To be eligible for a refund, notice for cancellation of meals must be made 48 hours prior to the meal. Cancellations of less than 48 hours will only be applicable in exceptional circumstances, for example school closures without advanced notice. Refunds shall be made of the following reasons wherein meals are not prepared:*

- Government control orders announced such as MCO.*
- Force Majeure events including flash floods, haze.*
- Unexpected public holidays announced by the Government.*
- Month of Ramadhan, mainly for Muslims.*

*All reimbursement for meals missed due to medical reasons must be subject to an official e-mail sent 48 hours in advance to Cezars at [lfkl@cezarskitchen.com](mailto:lfkl@cezarskitchen.com). No reimbursement for any other personal reasons will be granted.*

*For day trips, organised by school, Cezars will provide students with packed meals. For other longer school trips, Cezars will reimburse the parents subject to advance information, 1 week prior to the trip dates, provided by school of such trips.*