

## Guidelines for the Active Adults 55 & Better Meal Program

1. Meals must be ordered at least 48 hours ahead of time.
  - Monday- must be ordered by 1 PM on the Thursday before
  - Tuesday- must ordered by 1 PM on the Friday before
  - Wednesday- must be ordered by 1 PM the Monday before
  - Thursday- must be ordered by 1 PM the Tuesday before
  - Friday- must be ordered by 1 PM the Wednesday before
2. Reservations can be made online or by calling the Active Adult desk, 817.410.3465
3. Payment of \$4.00 per meal is required when the reservation is processed
4. Payment can be made by check, cash, or credit card
5. If a meal is canceled more than 48 hours ahead of time, a refund will be put on your household account for future use. There is no monetary refund for canceled meals.
6. If the 48-hour window is missed, there is an option of adding your name to a standby list. If there are any extra plates, we will serve standby list after the registered patrons. There is no guarantee of a meal on the standby list.
7. If a meal is served to someone on standby, the person must pay the \$4.00 prior to receiving the meal
8. You may split a meal with a friend or spouse
9. You are welcome to bring your own lunch to dine with your friends
10. If the meal program becomes a financial hardship for you, please make an appointment with Eileen Hinson, 817.410.3466. Be prepared to bring financial documentation and income verification with you
11. Be aware that we may not be able to meet your dietary restrictions, so plan your reservations accordingly using the monthly lunch calendar
12. Please give as much notice as possible if you are going to be late to lunch so that we may save your meal. We cannot guarantee a saved meal if you are late to lunch with zero notice given.