

Guidelines for Virtual Meal Program for Active Adults 55 & Better

Meals must be ordered at least 48 hours ahead of time.

- Monday – **must be ordered by 2 PM on Thursday** in the prior week
 - Tuesday – **must be ordered by 2 PM on Friday** in the prior week
 - Wednesday – must be ordered by 2 PM the Monday before
 - Thursday – must be ordered by 2 PM the Tuesday before
 - Friday – must be ordered by 2 PM the Wednesday before
2. Reservations may be made via Amilia or at the Active Adult front desk.
 3. Reservations for multiple days up to 4 weeks in advance can be made at one time.
 4. Reservations may be canceled up until 2 PM on the deadline date.
 5. Payment of \$4/meal must be made when the reservation is made.
 6. Payment can be made by cash, check or credit card.
 7. If a meal is canceled more than 48 hours ahead of time, **refunds will be put on your household account for future use.** **There is no monetary refund for canceled meals.**
 8. If a meal is canceled less than 24 hours ahead of time, the money is forfeited and put into an account to cover the expenses associated with the meal program.
 9. Meals are delivered between 11 am and 1 pm. Please be patient.
 10. Meals are delivered to your house unless otherwise specified.
 14. Please be aware that we may not be able to meet your dietary restrictions so plan your reservations accordingly.
 13. If the meal program becomes a financial hardship for you, please make an appointment to meet with Hunter Hardeman. Be prepared to bring financial documentation and income verification with you.