McNeill's at Pinewood

Café Frequently Asked Questions

Q: What does a "lunch" include?

A: A Lower School Lunch or Daily Lunch Combo consists of an entrée, two sides (a la carte items) and a beverage (fruit drink, iced tea, lemonade, water or milk).

Q: What are my choices for lunch?

A: Each day, students will be able to choose from two different entrees along with several a la carte items. The lunch menu will be posted in FACTS and updated every Friday.

Q: How do I purchase food in the Café?

A: To purchase food in the Café, you will need a Panther Pass. A Panther Pass is distributed to each student at the beginning of the year. The Panther Pass is like a debit card. Credits to your Panther Pass can be added by making deposits on FACTS by clicking on the "Family Information" tab, and then "Family Billing." Cash or checks may also be brought to the Billing Office. The Café does not accept cash or checks.

Q: If I lose my Panther Pass can I get a new one?

A: If you lose your Panther Pass, you must sign up for a new one by seeing Aimee Soyka. You will be charged a $5 fee for each replacement card.

Q: If I've forgotten, or lost my Panther Pass, may I still eat in the Café?

A: Yes, but NOT AT BREAK. You may purchase food in the Café during lunch, before school, and after school, even if you've forgotten, or lost your Panther Pass. However, during lunch, you will need to fill out a "No Panther Pass" form and hand it to one of the cashiers upon checking out. You will be charged a $1.00 fee for each day that you do not have your Panther Pass at lunch. You must have your Panther Pass in order to make any purchases during break.

Q: May I purchase items from the Café between/during class?

A: No, items may not be purchased from the Café between or during classes. You may only purchase items from the Café before school, during your break, during your lunch period, or after school.

Q: Who do I contact if I have a question on Panther Pass balances for my children?
A: Please contact our Business Office - Sheri Hickok at shickok@pinewoodprep.com