



Dear Parents, Students, and Staff:

As your dedicated food service provider at Southwestern Educational Society (SES), we are pleased to continue our partnership with the nationally recognized **HotLunch.com** platform for managing all lunch pre-orders and point-of-sale (POS) transactions for the **2026–2027 school year**.

Returning Users

If you already have a HotLunch.com account, simply continue using the platform as you did last school year. Any existing account balances will automatically carry over. Before placing orders, please remember to **update your child's grade and classroom** to ensure the proper meal subsidy is applied.

New Users

To participate in the school lunch program, please visit:

<https://lacasitadeely.ahotlunch.com/login>

Create your account and use the following information to register your child(ren):

School Code: SESO

Domain: lacasitadeely

Once your account has been activated, you may begin pre-ordering meals or allow your child to purchase meals using the on-campus POS system.

Please note that an **annual software fee of \$6.99** will be charged with your first purchase of the **2026–2027 school year**.

Mobile App Access

You may also download the **HotLunch.com** mobile app for iOS.

Important Reminders:

While we will continue accepting **cash, credit cards, and ATH Móvil** to replenish your account, we strongly encourage all families to utilize the HotLunch.com platform. Online ordering helps streamline service, minimizes wait times, and provides families with a convenient way to monitor purchases and account balances. Please note that all available account balances must be used before the end of the school year. **Unused balances are non-refundable once the school year concludes.**



Account Balance Policy

To ensure the continued financial sustainability of our lunch program, we will be strictly enforcing our account balance policy.

Accounts may not exceed an unpaid balance of \$150.00.

Any account with an outstanding balance **greater than \$150.00** will be assessed a **\$25.00 late payment fee every Monday** until the balance is reduced below the established limit.

This policy has been implemented because a small number of accounts have repeatedly abused the payment system, creating significant administrative and financial challenges for the program.

We respectfully ask all families to make timely payments so we can continue providing quality meal service to every student.

If you need assistance or experience any issues with the platform, please use the **Software Support** option located in the lower left corner of your HotLunch.com dashboard or contact our office directly at **(787) 240-4261**.

We sincerely appreciate your continued trust, cooperation, and support. We look forward to serving your children with excellence throughout the **2026–2027 school year**.

Warm regards,

ARW

Alberto E. Ramirez

La Casita de Ely Food Service