



FOOD & BEVERAGES

RULES OF PROCEDURE

School Year 2020-2021



Table of contents

CANTEEN

1. General provisions	3
2. Membership fee	4
3. Enrolment.....	4
How to enroll in the canteen service	4
Subscription formulas	5
Students with packed lunches	5
Tickets	6
Invitation	6
Access to the canteen	6
4. Scale of charges.....	7
5. Payment.	7
Fraud	8
Reimbursement	8
6. Menus.....	9
7. Safety and code of conduct.....	9
Safety and discipline	9
Code of conduct	10
Exclusion from the service	10
Complaints	11
Loss of objects	11
8. Staff restaurant	11

CAFETERIAS

1. Access.....	12
2. Create an account.....	12
3. “APEEE BRU IV” App	13
4. Account Top up.....	13
5. Badge	13
Activation	13
Loss	13
Non-functioning	14
6. Responsibility	14
7. Pre order	14
8. Deposits	14
9. Regulation change	15



CANTEEN

1. General Provisions

The Parents Association of the European School Brussels IV (APEEE BRU IV) is an international association with educational aims and to providing a range of services for students attending the European school Brussels IV.

In practice, the responsibility for organizing and managing the canteen service for the school is assumed by the executive committee of the APEEE, and more specifically by the member in charge of canteen division, who works closely with the Canteen Committee (voluntary parents) and the Canteen Office (staff employed by the APEEE). The Canteen Office is available for parents who wish to enquire about enrolling to the canteen service.

The present rules define the administrative procedures and the code of conduct for pupils and persons exercising parental authority over them, as well as their legal representatives. These persons are also required to comply with the charters of the canteen service.

Please note, therefore, that enrolment in any APEEE service will be treated as an agreement to adhere to these regulations in their entirety. Rules are published on the website and are accessible throughout the academic year.

Once enrolling pupils in the canteen service, the parents/persons exercising parental authority accept that the Canteen and APEEE management together with the APEEE Board Member responsible for the canteen service, can impose sanctions on pupils, persons exercising parental authority or their representatives, likely to cause incidents that could endanger the safety and discipline required in the canteen.

The APEEE's liability is incurred the moment the child is taken in charge by the APEEE.

By registering with the APEEE, you agree to receive newsletters and emailings from our communication department, to which it is always possible to unsubscribe. Your data will not be communicated to third parties under any circumstances. In accordance with the European regulation on the protection of personal data, you may exercise your rights of access, verification, rectification or deletion of your data by contacting us at: data-protection-officer@bru4.eu. For events and the promotion of its services, the APEEE reserves the right to use the image (photos, videos, etc.) of children who have registered for the said services. The authorization of the parents, or that of the person with parental authority, is taken for granted if no objection is made in writing and sent by email to data-protection-officer@bru4.eu



2. Membership fee

To use an APEEE service, including the canteen one, parents must become members of the APEEE by paying an annual membership fee.

To do so, please go to [our online registration system](#) and register as a member of the APEEE. Once you have completed this registration, you will be able to proceed with the canteen registration and any other registration.

The details of our different account numbers are to be found on the APEEE website: www.bru4.eu.

3. Enrolment

How to enroll in the canteen service

Requests for enrolment must be made via [the APEEE online registration website](#). It is possible to register at the canteen throughout the school year provided places are still available.

The start date of the enrolment period, the conditions, as well as the deadline are available via the APEEE website, under the Canteen section: www.bru4.eu.

Enrolment must be renewed each new school year and are for the entire school year.

All enrollments are being processed on a “first come, first served” basis. Please make your enrolment request online, directly to the APEEE. Unfortunately, we cannot accept requests via teachers, teaching assistants or other school staff.

The APEEE reserves the right to refuse canteen registration to families who are in arrears with their payments for the other services (transport and extracurricular activities as well as the annual membership fee of the association). In addition, the APEEE reserves the right to suspend or cancel enrolments during the current year for non-payment of the amounts due and to take legal action in order to recover its costs.

You may not cancel an enrolment during the school year other than for medical reasons or because the student will leave the school mid-year. Notice of cancellation must be given in writing at least three weeks before the student leaves the school. Cancellation with immediate effect is not possible other than for



medical reasons related to the canteen service (such as the discovery of an allergy). This must be supported by a doctor's certificate issued in Belgium.

Users must provide the Canteen Office with a valid email address and phone numbers. It is their responsibility to ensure that they can be reached in case of emergency.

Therefore, parents are required to update this information themselves in their profile on the APEEE registration system as soon as any changes occur.

Subscription formulas

Enrolment in the school canteen is an annual subscription:

- For nursery and primary pupils, it is mandatory to register for 3 or 4 days per week (Monday, Tuesday, Thursday, or Friday).
- For secondary students, it is mandatory to register for a minimum of 2 days per week (Monday, Tuesday, Wednesday, Thursday, or Friday)

These formulas include the picnic provided during the occasional activities organized by the school at lunchtime.

For Wednesday registrations, as places are being limited, priority is given to secondary students attending classes on Wednesday afternoons. Students leaving for OIB daycare centres and students enrolled in extracurricular activities are entitled to a canteen meal covered by the respective costs of the daycare centre and extracurricular activities.

Large family discount applies for a registration of 3 or more children from the same family in the canteen.

Subscription formulas cannot be modified during a term and will be accepted on a case-by-case basis and according to availability. Subscription changes can be requested two weeks before the payment due date for the following term.

For secondary students participating in "Clubs" or having additional activities (support, specialisations...), requests must be made by parents or teachers no later than Thursday at 11am of the week preceding the effective date.

Students with packed lunches

The school is responsible for looking after students with packed lunches. The school provides separate rooms for those students to eat their lunch, under the responsibility of the school.

Only the nursery students with packed lunches have space in the canteen.



Tickets

Users can buy a ticket for an occasional meal at the secretariat of the APEEE, at the latest the day before its use and before 10.00 am. Secretariat opening hours are published on the APEEE website. It must be given to the persons in charge of access control before entering the canteen.

The price of single meals is more expensive than a full subscription meal.

External visitors must either contact the school or the Canteen Manager to obtain a provisional card or ticket.

Anyone using the canteen service who is not enrolled and who does not have a ticket will be charged for the meals eaten as well as 20€ management fees and payable upon notification sent to parents (see "Fraud" – section 5).

Please note the canteen does not offer credit: tickets must be used for the day they are purchased.

These tickets are for single use on a specific day. Tickets are neither taken back nor exchanged.

Invitation

Parents and guardians whose children are enrolled in the canteen and are fully up to date with their subscription are welcome to visit the canteen to sample the food for themselves: one free meal per family per trimester is available on request to the APEEE Canteen office (canteen@bru4.eu) at least two working days before the desired date and after the canteen Manager's confirmation.

Access to the canteen

We have a limited number of seats at the canteen and we can't accept a non-registered child because of security reasons and in order to assure meals for the children who are up to date with their payment. Therefore, students need to bring their student card at the canteen other photo identification so that the canteen team can control identities.

Any student who does not have a means of identification will be sidelined and will have to wait until all the students present have passed and will be accompanied to the Office of the Canteen Manager.

If a misidentification occurs more than five times during a term, the pupil will be temporarily excluded from the canteen. Meals missed during the exclusion will not be refunded.

For security reasons, school bags, backpacks and balloons are not accepted in the canteen.



4. Scale of charges

The final charges for the year are set once the annual budget is approved by parent representatives at the association's General Assembly (in December or January of any given school year).

Rates provided at the time of registration are indicative. A validated rate will be published later.

The charges vary as following:

- Subscription for 2 meals a week (only for secondary)
- Subscription for 3 meals a week
- Subscription for 4 meals a week
- Subscription for 5 meals a week (only for secondary)
- Subscription for large families (there is a 10% discount for a registration of 3 or more children from the same family in the canteen)
- Students tickets for occasional meals
- Tickets for external visitors to the school.

The charges per term and the payment dates are available on the APEEE website: www.bru4.eu.

The charges include packed lunches provided for students for any trips or outings organized by the school over the lunch-time period.

Prices have been aligned with the students' agenda. The various school trips from three days onwards and the end-of-year exam periods have in fact been taken into account.

The price in case of registration made after October 1st is calculated pro rata temporis.

5. Payment

Payment for the canteen is due in advance of each term and must be operated as following:

- In 3 bank transfer instalments to the APEEE Canteen account by no later than 1st October, 1st January and 1st April of each school year.
- Using the structured communication contained in our online registration system

Important: Please make sure to use the number of the structured communication that you will find



on the quarterly payment notice and the specific bank account of the service concerned. For all transactions coming from an account outside Belgium, please indicate the same reference in communication and inform us by email (canteen@bru4.eu).

The current rates are published on the APEEE website. Only the latest prices published on the website are applicable.

You will receive all requests for payment by e-mail fifteen days before the due date.

An invoice can be issued upon request if necessary.

In case of delay of two payments during one school year, APEEE has the right to invoice in advance the full amount for the following school year.

Non-payment of a term will lead to immediate suspension of the subscription and exclusion from the canteen. In case of repeated non-payment this exclusion may be permanent. Exclusion does not cancel the obligation to pay the charges and days of exclusion will not be reimbursed. There is no recourse to appeal the decision to exclude a student.

Fraud

If your child is eating at the canteen without being enrolled, this is fraud.

Within five working days after notification of fraud you will have the possibility either to pay the amounts due for the meals as well as 20€ administration fee or enroll your child to our canteen service.

Please pay in the time given as the APEEE reserves the right to block your family access to all its service (s), until reception of full payment of the sums due for all services subscribed.

Should your child continue eating in our canteen without subscription, it will be considered as a fraud and will be handed over to the school disciplinary council.

Reimbursement

The APEEE will reimburse the unused subscription for students that leave the school during the school year or those that must cancel their subscription for valid medical reasons (see section 3).

In cases where the student has missed at least three consecutive weeks due to illness the APEEE will reimburse the charges for meals not taken dating from one week after having received notification and on provision of a medical certificate in French or English from a Doctor practicing in the Kingdom of Belgium. A food allergy will not be considered as a reason for cancellation or reimbursement.



Cancelling the subscription is also possible when the pupil is transferred to another school: a copy of the school transfer must then be sent to the APEEE.

Withdrawal must be notified by email at canteen@bru4.eu with acknowledgement of receipt from the Canteen Office at least 15 days prior to the effective date of withdrawal. Otherwise, the user will not be reimbursed and remains liable to pay off the remaining balance.

Without prejudice to the paragraph above, no withdrawal will be granted if the users have not paid the services used.

In case of reimbursement, the amounts will be reimbursed on a pro rata temporis basis for the period concerned, after deduction of fixed costs.

6. Menus

Every effort is made to serve meals that are likely to appeal to children from a variety of backgrounds and which are nutritionally balanced. We also have to account for the physical and organizational constraints of the canteen space, and the need to ensure student comfort and safety.

At the school's request the canteen will replace the usual meal with a packed lunch for students taking part in school trips and outings or who are in class over the lunchtime period.

The menu is published on the APEEE website.

Due to the number of subscriptions we are not able to personalize the menus to take account of diets, illnesses, religion, or allergies.

A policy of equal treatment is applied in the limits of the possibilities by APEEE. We ask you to contact us if your child requires particular conditions at the email address canteen@bru4.eu in order to evaluate the possibility to provide an appropriate service.

We reserve the right to adapt the menu in case of unforeseen events such as power cuts, cutting off the water supply, supply difficulties, etc.

7. Safety and code of conduct

Safety and discipline

The Canteen Committee defines the rules of conduct. Children are required to demonstrate good



citizenship and respect the equipment provided.

The Canteen Committee and/or the Canteen Office can exclude any user whose behavior is not in line with the rules of behavior, who harasses others or commits acts of vandalism. Any damage to the equipment caused by a student will be charged to the parents. The decision will be communicated to the parents in writing. Exclusion from the service does not entitle the parents to reimbursement or cancellation of the debt.

The Parents Association is not responsible for damage, harm or injuries caused by pupils using the canteen service. Costs incurred will be charged to the perpetrators of the damage or their parents.

Harassment is in no case tolerated. Any incident implying harassment must be immediately communicated to the Canteen Committee who will take the appropriate measures.

The Canteen Committee and/or the Canteen Office reserves the right to take disciplinary action if children are responsible for incidents putting the required safety and discipline in the canteen in difficulty.

The educational assistants, monitors, security staff, teaching and administrative staff are all responsible for applying school rules. Any non-compliance with the rules of conduct and the canteen charters will be reported to the school and followed by a warning or a sanction within the APEEE.

School rules apply also to APEEE services.

The APEEE may refuse the registration of a child in the event of inappropriate behavior on the part of the child (violence, insults, theft, damage, etc...).

Bringing dangerous objects (knives, penknives, lasers, etc.) onto the bus, except for those required for medical reasons, is strictly forbidden.

Code of conduct

In the canteen students must follow the following rules:

- Respect their fellow students, the staff and anyone else in the canteen premises.
- Not run, shout, or push other students.
- Avoid wasting food, clear their plate and cutlery, push in their chair as they leave and ensure their place is left clean for the next person.
- All the meal must be eaten inside the canteen.
- For health and safety reasons no food or drink may be taken out of the canteen.

Exclusion from the service

Failure to comply with the above rules may lead to the exclusion of the user from the service for a period



ranging from a minimum of 3 days to permanent exclusion. In addition, exclusion may result from:

- Of a non-payment.
- Repetitive late payment.
- Repeated insults to members of the team of the service(s).
- Failure to take the rules of discipline into consideration.
- Failure to comply with safety instructions.
- Physical violence towards a third party.
- Damage to the equipment provided by the school and/or the APEEE.

Complaints

In case of problems or remarks, parents shall address the Canteen Office which will verify the information and take the necessary measures within a reasonable time limit. If no reply is given within reasonable time, parents can contact the APEEE Canteen manager, afterwards the Director of the APEEE and finally the administrative Board.

Lost objects

Forgotten items are collected by Eureka Service volunteers every Friday morning and are kept and made available in the Eureka! room. Please contact the Eureka Service: eureka@bru4.eu.

Students are responsible for their own property, especially any valuables they bring with them. The APEEE is not responsible for lost or stolen objects.

8. Staff restaurant

These rules also apply to any person accessing the staff restaurant.

Students are not allowed at the staff restaurant except in specific cases authorized by the APEEE.



CAFETERIAS

The canteen service offers students the opportunity to eat in various places other than the canteen. Two cafeterias " Building R Cafeteria" and the "Snack Shack" are open and are coupled with a pre-order service via the APEEE BRU IV app and a delivery service called the "Cargo Bike". For timetables, [please consult the website](#).

All purchases must be paid with the app or with a school badge that will be linked to a Cafeteria account. A badge can only be linked to one account.

1. Access

Access to Cafeterias is reserved for secondary school students, teachers, EEB4 staff etc.

Seats are reserved primarily for people who are consuming.

Food purchased in cafeterias can be consumed locally or taken away for consumption elsewhere. The rules of respect for the environment and the general regulations of the school remain applicable.

If a person does not have a school badge or their badge is not valid, they will not be able to buy food in the cafeterias.

2. Create an account

Anyone exercising parental authority over a child who wishes to use the cafeterias services must send an e-mail to the Canteen Manager (canteen@bru4.eu) with the following information:

- Name, first name and date of birth of the child
- A recent electronic copy of the child's photo ID
- Name (s), first name (s) and e-mail address (es) of one or two parents

An email will be sent to you within 24 to 48 hours with a username and password to allow you to access your profile on the application.

Warning: All data must be communicated for the badge to be activated.



3. "APEEE BRU IV" App

The 'APEEE BRU IV' application can be used in several ways:

- Administrator: This profile allows you to manage the account (limit of daily expenses, reloading of the account, consult the history ...), to create child profiles, to pass pre-orders for yourself or your child and to receive notifications in case insufficient balance.
- User: Allows you to place pre-orders and view the account balance.

4. Account Top up

The account can be credited in several ways: - Via the application with a Paypal account - On site via Credit/Debit Card (Maestro, Mastercard, Visa, Visa Pay, American Express, Apple Pay & Android Pay).

Cash account refill will not be accepted.

5. Badge

Activation

The child or the user of the badge must go to the office of the canteen manager to have his badge activated.

Activation of the badge will be made only if all the information necessary to create the profile is met. Under no circumstances can the badge be activated to an account other than the badge holder's account.

Loss

In case of loss of the badge, its holder must:

- 1) Go to the canteen manager urgently to block his card; a temporary card could be made available against a deposit of € 5. (Temporary cards are subject to availability)
- 2) Ask the school to issue a new card
- 3) Go to Canteen Manager's office to activate this card

The school may charge a fee to replace a lost card.

The APEEE declines any responsibility in case of loss or theft.



Non-functioning

If the badge does not work, and if the balance is enough, the holder will have to ask the manager of the canteen to check if there is not a technical problem with the badge.

6. Responsibility

This badge is provided by the school and activated by the Canteen Manager of the APEEE.

The school badge is strictly personal; it cannot be used by anyone other than its owner.

The person in charge of parental authority is responsible for supplying the child's payment badge with enough of money to allow purchases.

The money deposited on the badge will not be refunded but is carried forward to the next academic year or transferred to the account of another family member.

Attention: At the beginning of each school year, students may be forced to use the badge of the previous year pending the issue of badges of the current year

7. Pre order

A pre-order is an order made in advance of a product (sandwich, drink, etc. ...) for a withdrawal of the order at a date, a time and a specific place.

The pre-order is prepaid and is not refundable.

The withdrawal of the pre-order must be withdrawn by the person for whom the order was placed and only upon presentation of his badge.

8. Deposits

Deposits for the use of reusable plastic containers will be returned to the Cafeteria account of the person who brings the container back.

Deposits will not be exchanged for cash under any circumstances.

Association des Parents d'Elèves de l'Ecole Européenne de Bruxelles IV Aisbl

Parents Association of the European School Brussels IV Aisbl

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Oudervereniging van de Europese School Brussel IV Aisbl

Асоциация на родителите на учениците от Европейско училище Брюксел IV Aisbl

Asociația de părinți a elevilor de la Școala Europeană din Bruxelles IV Aisbl

Euroopa Kool Brüssel IV Vanematekogu Aisbl



9. Regulation change

This document may be amended during the school year.

In case of disputes, this regulation is exclusively governed by the Belgian law and only subject to the courts of Brussels.

Only the French version of these rules will serve as a reference in a court of law.