

**Association des Parents d'Elèves de l'Ecole Européenne de Bruxelles IV Aisbl**  
Parents Association of the European School Brussels IV Aisbl  
Elternvereinigung der Europäischen Schule Brüssel IV Aisbl  
Associazione dei genitori della Scuola Europea di Bruxelles IV Aisbl  
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



# **FOOD & BEVERAGES**

## **RULES OF PROCEDURE**

**School Year 2021-2022**



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# CANTEEN

## 1. General Provisions

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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.

As part of its tasks, the canteen service needs to have access to personal data. The service hereby declares that it recognises the confidentiality of the said data and consequently undertakes to take all precautions as part of its remit in order to protect the confidentiality of the information to which it has access, and in particular to prevent it from being communicated to persons not expressly authorised to receive this information, thus avoiding the misuse or fraudulent use of this data. The service undertakes to take all precautions to preserve the physical and logical security of this data. 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-protectionofficer@bru4.eu](mailto:data-protectionofficer@bru4.eu).



## 2. Membership fee

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To use an APEEE service, including the food & beverages one with canteen and cafeterias, 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 use the cafeterias.

The details of our different account numbers are to be found on the APEEE website: [www.bru4.eu](http://www.bru4.eu).

## 3. Enrolment

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### 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](http://www.bru4.eu).

### **Enrolment must be renewed each new 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.

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 for the school canteen is an annual subscription with the possibility of cancelling each coming term or of changing the days of the subscription formula, on the following dates:

- 1 December for the 2nd term
- 1st March for the 3rd term

To do so, please send an email to the canteen office: [canteen@bru4.eu](mailto:canteen@bru4.eu)

- 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).

It is possible to subscribe during a term. Please note that the full term will be charged (the subscription price cannot be changed prorata temporis of the days used).

Any request for non-renewal not made within the above-mentioned time limits will be considered invalid and the APEEE BRU IV will be entitled to claim the full amount due for the period.

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

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.

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 included in the fees charged directly to parents by the garderie and extracurricular activities.

10% discount (large family discount) will be applied for a registration of 3 or more children from the same family in the canteen.

You may not cancel an enrolment other than for medical reasons or because the student will leave the school.

Notice of cancellation must be given in writing at least three weeks before the student leaves the school. A proof of departure from the school must then be sent to the APEEE.

Cancellation with immediate effect is not possible other than for medical reasons. This must be supported by a doctor's certificate issued in Belgium.

Please note that a food allergy will not be considered as a reason for cancellation or reimbursement.



### **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 a seat in the canteen.

### **Tickets**

Pupils can buy a ticket for an occasional meal via the 'APEEE BRU IV' application, at the latest the day of its use before 9.00 am. They must present their badge when they come to the canteen.

The price of an occasional meal is €9.00 for students and €9.50 for external visitors.

External visitors must contact the Canteen Manager to buy a ticket.

Anyone using the canteen service who is not enrolled / who has not informed the person in charge of the service / who does not have a ticket will be charged the ticket price as well as 20€ management fees.

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](mailto: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 or a child who does not have a ticket 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/token at the canteen or other means of identification with their photo so that the canteen team can check identities.

Any student who does not have a means of identification will be sidelined and will have to wait until all the students present in the queue have passed and will then be accompanied to the Canteen Manager's office.

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. Prices and payment

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The prices and payment deadlines for the current year can be consulted on our website.

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](mailto:canteen@bru4.eu)).

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 non-payment, the APEEE reserves the right to block access to the service(s), after sending two reminders, until full payment has been made for all the services subscribed to. Parents remain liable for the payment of the balance for the rest of the year.

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

In cases where the student has missed at least two 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. A notice period of 2 weeks will then apply. Withdrawal must be notified by email at [canteen@bru4.eu](mailto: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.

If the regular conditions of the service are changed by a third party, no reimbursement will be made.

## 5. Menus

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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](mailto: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.



## 6. Safety and code of conduct

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### 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.

Bullying is in no case tolerated. Any incident implying bullying 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.) into the canteen, 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**

For any lost item, you are invited to contact the Eureka Service: [eureka@bru4.eu](mailto: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.

## **7. Staff restaurant**

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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 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 using the school badge/token which will be linked to a Cafeterias account via the app. A badge can only be linked to one account.

## 1. Access

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Access to Cafeterias is reserved for P4 and P5 pupils, secondary students, teachers, EEB4 staff and third-party visitors.

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

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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](mailto:canteen@bru4.eu)) with the following information:

- Name, first name, class 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

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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

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The account can be credited in several ways:

- Via the application with the payment method of your choice
- On site at the D building via Credit/Debit Card (Maestro, Mastercard, Visa, Visa Pay, American Express, Apple Pay & Android Pay).

Cash top up will not be accepted.

### 5. Badge

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#### **Activation**

The child or the user of the badge must go to the office of the canteen manager to have his/her 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) Notify the school's IT department and at the same time ask them 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**

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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**

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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**

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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.



## 9. Regulation change

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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.

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