

# Information letter Secondary cycle Catering Service Year 2017/2018



Dear parents,

With 30 years of worldwide experience in catering, using innovative solutions and addressing the issue of cultural adaptability to our guests, Eurest offers a full catering service to your school.

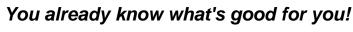
"PARTICIPER AU PROJET EDUCATIF, NOUS INTEGRER A LA VIE DE L'ETABLISSEMENT EST NOTRE VOCATION EN OFFRANT A VOS ENFANTS UNE RESTAURATION ADAPTEE. AUJOURD'HUI, NOTRE VISION DU RESTAURANT SCOLAIRE C'EST: ENCOURAGER L'EDUCATION MUTRITIONNELLE, OFFRIR UN MOMENT DE PLAISIR, ACCUEILLIR DANS UN VRAI RESTAURANT."

Jean-Marc DEMERDJIAN - Managing Director

Eurest innovates and reinvents school catering for children through a new concept adapted to the well-being of each individual:



TU SAIS TRÈS BIEN CE QUI TE FAIT DU BIEN!





EQUILIBRE & CO is a concept specially designed by Eurest for young people with the goal of changing their eating habits in the long-term.

Equilibre & Co gives the new generations all the flavour and benefits of a healthy, balanced, varied diet thus meeting their nutritional needs and overall, teaching them the concept of "healthy eating".

With Equilibre & Co, the children are directly and completely involved in their meal choices thanks to educational, eye-catching signs, guiding your child to choose good meal combinations based on their needs.









Each day, we offer 3 different meal combinations based on many culinary themes:



Your child's meals are as important to us as they are to you; therefore we guarantee strong commitments in addition to these meal combinations:

- Provision of soup, vegetables and a 100% BIO dairy product (yogurt) for the children.
- In order to meet the specific needs of children with allergies, we offer hypoallergenic meals prepared with products from the NATAMA range - www.natama.fr



Thanks to EQUILIBRE & CO your child can invent and create a complete, balanced meal comprising:





A cafeteria open from 8am to 4pm offering an alternative catering service. The menu is based on healthy, trendy products. We favour home-made products and beverages such as home-made croissants, Bio tisane and greedy sandwiches.









# How do you top up your electronic payment key?

On our website: <a href="http://eel2-eurest.moneweb.lu">http://eel2-eurest.moneweb.lu</a>

**IMPORTANT:** Payment at the tills is done using an electronic payment key.

For S1 students or students who are new to the school, this key will be provided by the teacher at the beginning of the year. As username and password be provided when the first cash top-up is made on their key.

Returning students will have kept their key from the previous year. The Moneweb connection username and password will not change.

Cash top-ups will be authorised at the beginning of the school term only, from the 4th to the15th of September.

- 1. Please make sure you have your username and password. If you forget your connection username or password, your child may request these when they go through the till.
- 2. Identify yourself website on our http://eel2eurest.moneweb.lu
  - a. Enter your username
  - b. Enter your password
  - c. Click validate

You will have an account for each of your children.

- You do not need to carry out prior registration. You just need to top up your child's account using a credit card:
  - a. Click on the "Top-ups" menu, then click "Top up"
  - b. Choose the amount you would like to add then click "make payment"
  - c. A window will appear, click "Access secure portal"
  - d. Fill in the type of bank card, your card number, the expiry date and the security code (last 3 digits on the back of your card)
  - e. Click "Validate"
  - f. You will now be redirected to a secure page belonging to your bank where you will be asked to authenticate your personal information. Follow the instructions provided on the webpage
  - g. Once the operation is complete you can check your top-up history straight away under the "Your account - Top-ups" tab













# General conditions



## Electronic payment key

Payment at the tills is carried out using an electronic payment key.

For S1 students or students who are new to the school, this key will be provided by the teacher at the beginning of the year. Returning students will have kept their key from the previous year.

The first key is provided to the child free of charge for their whole time at the European School of Luxembourg II.

In case of loss or theft, new keys are charged at 15 €.

#### Topping up

The minimum top-up amount of the key is set at 20 €.

Payment must be made by credit card on the Website http://eel2-eurest.moneweb.lu using your username and password.

Cash top-ups will be authorised for the first week of the school term only, from the 4th to the 15th of September.

### School holiday period (only for children enrolled in the CPE)

The enrolment for meals during the school holidays (except summer holidays) is done with the enrolment via the site "E-KidReg" of the CPE. Payment must be made upon reception of the invoice by bank transfer.

The names of the enrolled children will be communicated to EUREST by the CPE administration.

## Summer holiday period (only for children enrolled in the CPE)

The enrolment for meals during the summer holidays is done with the enrolment via the site "E-KidReg" of the CPE. In addition, parents have to register on-line with Eurest\_(the link will be sent by the CPE administration to all parents) respecting the enrolment limit communicated by the CPE. A package price per week is established. An invoice concerning this period, on the basis of the enrolment to the CPE, will be sent to the parents at the end of the summer holidays. Payment must be made upon reception of the invoice by bank transfer. The names of the enrolled children will be communicated to EUREST by the CPE administration.

#### Reimbursement

For students leaving the European School of Luxembourg II permanently, either during or at the end of the school year, a request for the reimbursement of the credit remaining on the key must be made using the corresponding form (available on cafeteria and on the website http://eel2eurest.moneweb.lu) before the 31st of July of the year in progress.



