

Enrolment letter for the catering service School year 2017/2018



Pupils attending nursery or primary classes and school children attending the Interinstitutional children's centre (CPE)

Dear Parents,

With 30 years of worldwide experience in catering, its innovative solutions and cultural adaptability to its guests, Eurest will offer a full catering service to your school and to your Interinstitutional children's Centre (CPE Bertange/Mamer).

"Our vocation is to participate in the education project and to integrate ourselves to your establishments' way of life. We accomplish this by providing your child with an adapted meal plan. Presently, our vision for the school restaurant is to encourage nutritional education, to provide a moment of pleasure and to make children want to eat in a real restaurant."

Jean-Marc DEMERDJIAN – CEO



"Pooky at the restaurant"

The children's restaurant creates a link between nutritional balance and respect of the planet.

To learn that eating healthy is varying your diet for your pleasure while preserving your health. Moreover, our restaurant encourages children to take care of the planet every day

Throughout the school year, our mascot figure Pooky will help your child in the discovery of food, tastes and vegetables.

This concept was specially designed by Eurest for the youngest children with the aim of teaching them good eating habits, while raising awareness of eco-citizenship.

Pooky gives new generations the good nutritional habits and learning bases of healthy food in a fun and playful way.





Eat, Learn, Live ...

We know it's not just the food on the plate that is important but a real understanding of health and nutrition too. Our simple set of commitments - Eat, Learn, Live - helps us to educate young people about how to have a happy, safe and healthy lifestyle while contributing to a sustainable world.

With this baseline, we take our responsibility of catering for today's children and young adults seriously. We guarantee you strong commitments:

- Meals will be regularly underlined by events around nutritional balance, tastes and flavours discovery (tasting week, veggie party, world cuisines, ...)
- Meals prioritise organic products, "label rouge" meats and salmon and promoting local products.
- To answer to the specific needs of allergic children, we suggest menus made with hypoallergenic products from the Natama Brand – www.natama.fr
- It's important to teach children how to eat well. But, it's even better to make them open-minded about the way of eating while respecting the planet! Our mascot figure Pooky will raise awareness of eco-citizenship.



PRICES

	Payment by bank transfer	Payment by direct debit ⁽¹⁾
Price of standard meal	€ 5,05	€ 5,00
Nursery classes and CPE Garderie		
Price of standard meal	€ 5,60	€ 5,55
Primary classes and CPE Study and recreation centre		
Price of "tartiniste" meal ⁽²⁾	€ 0,15	€ 0,15
CPE: Summer holidays / exceptional temporary arrangements	Per week	
- Garderie	€ 25,25	-
- Study and recreation centre	€ 28,00	

Meal package pricing takes into consideration the number of meal days per semester, whereas public holidays and school trip period are deducted.

CPE: Meals taken during school holidays (except summer holiday) are included in the package price for children attending the CPE during the school year.

⁽¹⁾ Please note that direct debit offers you an easier manageability. Also if you choose this means of payment, we grant you a 1% discount on the invoiced amount.

⁽²⁾ "A tartiniste is a pupil who brings his own sandwich or cold meal in school restaurant. This tartiniste meal cannot be reheated on microwave." This amount is decided by the Board of the European School and the Canteen Committee. This is a mandatory contribution for tap water, napkins and cups available for the primary "tartiniste". This amount is part of the contract between the European School and Eurest. **The "tartiniste" package is only possible at the European School.**

We would like to draw your attention to the mandatory registration for standard meals and/or "tartiniste" meals.



On our website <https://eel2.eurest.lu>

Username : [Send a email to contact.eel2@eurest.lu](mailto:contact.eel2@eurest.lu)
Password : [Send a email to contact.eel2@eurest.lu](mailto:contact.eel2@eurest.lu)

The username is a unique to one parent. Several children can be register with the same parent username.

For a new enrolment at the school, it would be possible that you receive several usernames. Please be so kind to use only one username for all your children!

IMPORTANT : One login per parent for one or several children.

1. Please check your username and password in the box above.
2. Log on our website: <https://eel2.eurest.lu>
3. Now you can access to your personal user interface.
4. Enter your personal information :

- **SECTION « MON COMPTE »**
 - a. Enter your details.
 - b. Choice the method of payment (if you choice the direct debit payment, please enter your banking details).
 - c. Click valide for your email to received informations and invoices.

- **SECTION « MES ENFANTS »**
 - a. Surname, first name, class.
 - b. Choice the attendance for the coming year.



!!! Registration for the school canteen is compulsory and determines the school enrolment for children in nursery and primary school !!!





Enrolment

Enrolment to the catering service is compulsory for all pupils of the nursery or primary cycle attending school and/or the CPE. Enrolment is on done for a school year and renewable by tacit agreement. The online enrolment form for the school year 2017-2018 must be completed in full and validated by the 15th of August at latest. Registration at the beginning of the school year is compulsory in order to attend the school restaurant.

Invoicing and payment

Invoicing is semi-annual. Invoices will be available directly on your user interface (<https://eel2.eurest.lu>) at the end of October for meals concerning the first semester and at the beginning of March for meals concerning the second semester.

Invoices will be paid either by direct debit or by bank transfer.

In case of direct debit payment, a discount of 1% will be granted. The new online SEPA Direct Debit form is fillable online. As soon as parents have validated the S2D form, EUREST is hereby authorized to proceed to debit the both invoices of October and March and that without revocation notification, modification and / or school leaving, the mandate is valid repeatedly.

An invoice must be disputed in writing to the company within a maximum of thirty (30) days from the issuance date of the said invoice. Any late complaint shall be considered as unacceptable by the company.

Furthermore, any invoice unpaid on its due date shall be automatically and without prior formal notice be increased by an additional fixed indemnity of the sums dues, without prejudice to the right of the seller to claim additional damages. The names of the enrolled children will be communicated to EUREST by the CPE administration.

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. Those meals are included in the price of the "CPE package". For the secondary children and troubleshooting register, an invoice will be sent separately to the parents.

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.

Modification of package

A modification of the package can be requested until the end of the previous semester via your user interface (<https://eel2.eurest.lu>). Only one change is allowed per school year.

First semester: 5th of September – 31st of January

Second semester: 1st of February – 6th of July

Reimbursement

A reimbursement request may be made at the latest before the end of the semester via the form relating to the catering service of European School Luxembourg II (available online <https://eel2.eurest.lu>). Only in the following cases:

- In case of a consecutive absence, starting from the sixth consecutive working day, the document must be accompanied by proof of absence established by the European School and/or a medical certificate for the CPE.
- If your child leaves the school and/or the CPE, a reimbursement amount will be calculated, based on the number of meals not consumed during the trimester.
- In case of a change of the attendance during the summer holiday period, provided that the justified absence lasts at least 5 consecutive working days and notification was given via "E-KidReg" to the CPE Administration at least 10 working days in advance. The refund request must be made at the end of the summer holiday period.

Confidentiality of data

EUREST uses any data received exclusively for the purposes for which it is intended: the invoicing and collection of catering fees concerning the European School Luxembourg II and CPE. Eurest ensures that the data shall under no circumstances be transmitted to third parties. The data will be destroyed at the end of the legal period.