



CANTEEN INTERNAL REGULATION

Academic Year 2019-2020

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1. General Provisions

The parents' association of pupils of the European School Brussels IV (APEEE) is an international association set up with educational objectives and to provide a range of services for students attending the school.

The APEEE office is responsible for organising and managing the canteen. The canteen manager is available to answer parents' enquiries both about enrolment and any other matters concerning the canteen.

This document sets out the administrative procedures and code of conduct to be followed by students, parents and guardians, and their representatives.

Once students are enrolled to use canteen services, parents and guardians have accepted that canteen management and APEEE staff may have to enforce these rules, and where necessary impose sanctions, to ensure the good functioning of the canteen and student safety.

For all matters concerning cafeterias, please refer to the cafeteria rules.

2. Membership fee

Before any student can access APEEE services, the annual APEEE membership fee must be paid. The fee must be paid to the APEEE account. Further details regarding the current fees and the account number are available on the APEEE website (www.bru4.eu).

3. Enrolment

Enrolment requests are for the entire school year.

Please note that non-payment of one or more instalments will block further enrolment to this and other services. The APEEE reserves the right to suspend or cancel enrolments due to non-payment and to take legal action in order to recover its costs. By registering with the APEEE, you agree to receive newsletters and emailings from our communication department, to which it is always possible to unsubscribe.



The first round of canteen enrolment must be completed on-line via the [online registration system](#) that you can also find on the APEEE website by 30 June at the latest for each school year. Entries received after this date cannot be guaranteed to be taken into consideration.

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.

Please make your enrolment request on-line, directly to the APEEE. Unfortunately we cannot accept requests via teachers, teaching assistants or other school staff.

The Parents Association does not have any information about pupils other than that communicated to them by the parents when registering.

3.1. Students with packed lunches

The school is responsible for looking after primary and secondary school students with packed lunches. The school provides separate rooms for those students to eat their lunch.

Nursery students with packed lunches have space in the canteen.

3.2. Subscription options

We are able to offer students the choice of 3 or 4 meals a week. We do not cater for students on a Wednesday. Only students enrolled with the European Commission garderie are catered for on a Wednesday. The meal is included in the garderie fee and is therefore not charged to parents by the APEEE.

3.3. 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. This is why students need to bring their student card at the canteen so that the canteen team can control identities.

Any student who does not have a means of identification will be side-lined 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.



3.4. Occasional meals

Any student may purchase a meal voucher from the APEEE secretariat at the latest the day before it is required and before noon. Secretariat opening times are published on the APEEE website. The voucher must be given to the canteen staff before the meal.

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

Anyone using the canteen service who is not enrolled and who does not have a meal voucher will be charged for the meals eaten (7,50€ per meal) as well as 20€ management fees and payable upon notification sent to parents.

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

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 revised rate may be published later.

The charges vary as following:

- Subscription for 3 meals a week
- Subscription for 4 meals a week
- 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 vouchers for occasional meals
- Vouchers for visitors exterior 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.

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

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



No enrolment request will be accepted if there are outstanding charges payable from a previous year.

Any subscription will be suspended if one term is not paid. The suspension will not be lifted until the outstanding payment has been made. In this case you should contact the accounts department without delay: accounting@bru4.eu.

5. Payments

Lump-sum advance payments must be made each term. Payment dates are 1st October, 1st January and 1st April. The current charges are published on the APEEE website. Only the latest charges published on the site are valid.

Payments should be made by bank transfer to the APEEE Canteen account communicated on our website. Please be sure to note the structured communication you will find in our enrolment system when you create your(s) order(s).

Important: Please make sure to use the number of the structured communication that you will find on the quarterly payment notice. For all transactions coming from an account outside Belgium, please indicate the same reference in communication and inform us by email (canteen@bru4.eu).

5.1. 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. Enrolment).

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.

No invoice will be sent.



5.2. Non-payment

1. A first reminder will be kindly sent out to you should you have forgotten;
2. The second reminder will be charged at an administration fee;
3. If no payment has been received within the given timeline juridical steps will be taken with equivalent costs.

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.

After a second reminder, the APEEE will take legal action, at the debtor's expense. In addition, the APEEE reserves the right to limit your family access to all its services, until reception of full payment of the sums due for all services subscribed.

In the case of a delay of two payments during a school year, the APEEE might take the right to bill in advance the total for the following school year.

Fraud - For those children caught eating without registration

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 (7,50€ per meal) as well as 50€ 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.

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.

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

6.1. 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.

7. Student behaviour

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 of the meal must be eaten inside the canteen
- for health and safety reasons no food or drink may be taken out of the canteen

μThe educational assistants, monitors, security staff, teaching and administrative staff are all responsible for applying school rules.

School rules apply also to APEEE services.



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.

9. Regulation change

This document may be amended during the course of 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.