

CANTEEN

RULES OF PROCEDURE

School Year 2024-2025



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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. The APEEE is an international non-profit association with no external subsidies or financial support.

The APEEE offers three services: transport, canteen, and extracurricular activities. The APEEE is managed by an Administrative Board and an Executive Committee composed of volunteer parents. The day-to-day management and operations are administered by a team of qualified people available to parents for questions relating to enrolment and any other request concerning the services. The APEEE aims to offer a professional service, adapted to the needs and attentions of the whole school community of the European School Brussels IV-Laeken.

The present rules define the administrative procedures and the code of conduct for all users of the APEEE services – pupils, persons exercising parental authority, as well as their legal representatives, teachers and administrative staff of the school, persons working for the APEEE services. These persons are also required to comply with the charters of the APEEE service available on the association's website.

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 children are enrolled in one of the APEEE services, the parents/persons exercising parental authority accept that the management of the service concerned and of the APEEE together with the responsible member of the APEEE Board, can impose sanctions on pupils, persons exercising parental authority or their representatives, who are likely to cause damage or provoke incidents that put the security of other pupils or any other person in danger.

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

As part of its tasks, the APEEE 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 to preserve the physical and logical security of this data and 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.

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.



2. Membership fee

To use an APEEE service, 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. Each household must subscribe to an annual APEEE membership fee. In the case of shared custody, the parents will have to create two separate APEEE orders and thus each subscribe to a membership fee. The membership fee is valid for a whole school year and must be renewed for each new school year.

Parents or persons exercising parental authority, who have not paid their annual membership fee, will not be able to register to our services.

It may take up to two weeks for payment to be processed. It can take a few days for the payment to be visible and identifiable by our services, depending on the location of the bank account.

Once you have completed this registration, you will be able to proceed to the registration for each service.

The details of the account numbers for each service are to be found on the APEEE website: www.bru4.eu

Parents or persons exercising parental authority are responsible for ensuring that their personal information is updated in their profile.

3. Enrolment

1. 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. Please contact via canteen@bru4.eu

Each child must be registered separately. An order must therefore be created for each pupil, regardless of whether the pupils are members of the same family.

Users must provide a valid email address, phone number and a bank account. It is their responsibility to ensure that they can be reached in case of emergency.

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



The start date of the enrolment period and the conditions are available via the APEEE website, under the Canteen section: <https://www.bru4.eu/en/canteen/>

Like the membership fee, registrations must be renewed for each new school year and cover 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.

2. Subscription formulas

The fees communicated at the time of registration are indicative. After an audit of the annual accounts, a reevaluation of the amounts may be necessary. The final fees for the current year will be confirmed when the budget is approved during the annual General Assembly of the association (in December or January of the current school year). The validated fee will be published later on the website.

Enrolment for the school canteen is an annual subscription with the possibility of cancelling or of changing the days of the subscription formula, by informing the service two weeks before the requested change. To do so, please send an email to the canteen office: canteen@bru4.eu

- For nursery and primary pupils, it is mandatory to register for 3 or 4 days per week (Monday, Tuesday, Thursday, Friday).
- For secondary students, it is mandatory to register for a minimum of 2 days per week (Monday, Tuesday, Wednesday, Thursday, 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 canteen service 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 sent by email to the canteen service (canteen@bru4.eu). Responsible teacher needs to



contact canteen service at least 7 days in advance.

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.

A 10% reduction is granted for the 3rd registration of a child from the same family in the canteen. System is automatically calculating the amount. In case of an error, please send an email to the canteen office: canteen@bru4.eu

You can find all our subscription formulas and our prices on our website.

3. Students with packed lunches

Due to the instructions of the fire department, the refectory has limited seat. Priority is given to students with subscriptions.

4. Tickets

Pupils can pre-order a ticket for an occasional meal via the 'APEEE BRU IV' application, at the latest the day ofits use before 9.00 am. They must present their student card when they come to the canteen. For more information, [please check our website](#).

Prices for occasional meals for students and external visitors can be found on our website. External visitors must contact the canteen office to buy a ticket.

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

5. Access to the canteen

Only pupils registered with the canteen service or those with a ticket as well as accompanying teachers and/or teachers wishing to go to the staff restaurant as well as administrative staff and canteen staff are allowed to go to the canteen, under the conditions indicated below. Parents or any other person not included in these categories are not allowed in the canteen building. Exceptional situations entitle the Canteen Office to admit a person other than those stated above. It would be provided for a fair fee, to be determined by the Canteen Committee and on a case-by-case basis. Such cases would include, for example, the assistant of a pupil with special needs or a parent who has made a request to the Canteen Service in advance.

Students need to bring their token at the canteen or other means of identification 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 balls are not accepted in the canteen.

For valid reasons, pupils may come to eat on a different day, provided they have a ticket.



6. 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 try 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. Cancellation

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 by email (canteen@bru4.eu) at least two weeks before the student leaves the school. A proof of departure from the school must then be sent to the canteen office. If this is not the case, the user will not be reimbursed and remains liable for the outstanding balance.

Notwithstanding the above paragraph, no further registration will be granted until users have paid for the different services used.

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.

4. 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: <https://www.bru4.eu/menu/>

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.



5. Prices and payment

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 at the latest 15 days after receipt of the payment request. The due periods are listed on our website.
- Using structured communication contained in the payment request received and on the online registration system.

Important: Please make sure to use the correct structured communication that you will find on the quarterly payment notice and the specific bank account of the service concerned.

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. Refused period till the payment is settled won't be deducted from the total amount.

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.

1. Fraud

A pupil eating at the canteen without having a valid subscription or a ticket is subject to a fine.

The parents will be informed of the fraud by registered mail or email with acknowledgement of receipt. The amount of the fine must be paid within 15 days of receiving the fine. You can either pay the amount due or register your child for the canteen service.

Should your child continue eating in our canteen without subscription, the information will be passed on to his or her educational adviser and it will be handed over to the school disciplinary council.

2. Reimbursement

Reimbursement may only take place in the cases mentioned in the "Cancellation" section.

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 on provision of a medical certificate in French or English from a Doctor practicing in the Kingdom of Belgium, provided that the certificate is sent within the period of absence. 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 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.

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

6. Safety and code of conduct

1. Safety

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.

2. Code of conduct and discipline

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.

3. 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.

4. 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.

5. Lost objects

For any lost item, you are invited to 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.

7. 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.
Secondary students subscribed on Wednesdays will exceptionally use staff's restaurant for their meal.



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. For timetables, [please consult the website](#).

All purchases must be paid using the token which will be linked to a Cafeterias account via the app. A badge can only be linked to one account.

1. Access

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 in the school premises. 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.

Payments by bank cards can only be made to the canteen's office.

2. Create an account

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

- Name, first name, class and date of birth of the child
- 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 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

1. Activation

The child or the user of the badge must go to the office of the Canteen service (building D, 1st floor) 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.

2. Loss

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

- 1) Contact Canteen service to block the 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'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.
Any amount used, till blockage is requested, is not refundable.



3. 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 service 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.



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.
