

## Information on School meals

Ladies and Gentlemen,

To order school meals, register your child on our website

[www.eisenberg-mittag.de](http://www.eisenberg-mittag.de) under **Neukunden Registrierung**.

Online you have the complete overview of menu plans and your order.

**After** a successful sign up you can use your access data for our App  „Mittagstisch Eisenberg“ and there you can easily order and cancel meals for your child. (Do not forget to always submit your shopping cart!)

- **To ensure a smooth start to school, please register your child on time, no later than the end of July 2022!**
- **Students who are already registered, do not have to be registered again. Please let us know if there is an upcoming school change. We can be reached by phone or in writing.**
- **The processing can take up to a few days. Do not wait till the first school day!**
- **Each student needs a personal customer number (also siblings).**
- **After graduation the student's data will be deleted automatically. No need for a cancellation.**
- **Parents whose children have allergies or intolerances, please contact us in advance per phone.**

Orders or cancellations will be accepted per phone or online till 8:15 am on the cooking day.

**We will not accept registrations or orders per e-mail.**

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*Every student will receive a personal transponder at the food distribution for identification reasons. The transponder is a free loan. If lost pls contact us immediately per phone. After finishing school, please give the transponder back at the food distribution. If lost or not returned, we will charge 10€ per transponder. If there is a change of school, the chip can still be used in a facility supplied by us but therefore we must be notified about the change.*  
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The currently set price for a school meal is **3,60 €**. We will collect the money monthly backdated on the third working day via direct debit withdrawal. Please make sure that your bank account is covered so that there is no problem collecting the payment. Chargebacks are very cost intensive and will be charged with **5,00 €** at your expense. If payment problems occur, you will automatically be switched to prepayment. You then must obtain a cash balance, which is then automatically offset. Invoicing is only possible via email.

**If there are any discrepancies with the invoice or order, please contact us by phone. Unfortunately, emails cannot be answered!**

Kind regards

Eisenberger Gastronomie Service GmbH

(If there are any questions left please read it again and contact us per phone afterwards. Thank you)