



Binding registration for lunch at ISR NEUSS

Dear parents,

there is an update for the coming school year. We will only allow registration for lunch online.

Below is a description of how you can register for lunch for your child(ren).

You can access the "Registration" page via the following link:

<https://webapp.broichcatering.com/neuanmeldung>

The registration code is: **ISR2024**

For the English version of the online application, please use the translation function of the used browser.

Now you can enter the required data:

Credentials:

Please assign a password, which you will use in the future to log in to the portal, for example, to be able to view your bill or your child's meals.

User = Child's data

Please enter your child's data. All fields marked with * are mandatory.

If you don't yet know exactly which class your child will join, select "a" first. This can also be adjusted afterwards.

If you want to register additional children, they must be registered individually with separate registration data.

Contact person

Please enter your data.

Bank details

Enter a current bank account, which we will use to collect the cost of lunch by direct debit. All amounts due will be debited from your account on a monthly basis in the future. (Security is given, see under "Privacy Policy")

Configure standard/standing order

Please note that the pre-selected 5-day booking is left unchanged. It is not possible to cancel individual days by default.



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Pre-ordered columns / Desired menu

Here you can also keep the pre-selection. This has no effect on the offer in the cafeteria, the students will be able to choose the menu spontaneously on site and will also be able to help themselves freely at the dessert and salad counter.

The menu for the ISR NEUSS cafeteria can be found on our homepage:

<https://www.bio-logisch.de/assets/Speiseplaene/duesseldorf/Speiseplan-aktueller-Monat-ISR.pdf>

Note

Use this field to inform us if there is a special request, e.g. your child needs an allergy menu. Then you will receive a separate e-mail from us with further information.

General Terms and Conditions, Privacy Policy and Imprint

These fields must be ticked (all information can be viewed). Click on the underlined fields and you will be redirected to our homepage. In addition, you will find the individual terms and conditions of the contract for lunch at the International School on the Rhine in your documents in a separate cover letter.

Don't forget to **save**.

You will receive an automatic confirmation email that the registration has been received. As soon as the contract has been checked and approved by us in the system, you will receive a notification by e-mail with the card number, which you will need for further login.

With the card number and your password assigned at the beginning, you can log in online at any time, call up the statements and see whether your child has obtained lunch in the cafeteria (this only applies from grade 5 onwards, if the chip was used for collection).

If you would like to revise the order for lunch in general, e.g. adjust the account details, please send us an e-mail to isr@broichcatering.com.

We wish you a good start to the new school year!

Your Biologisch by Broich Team



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Contractual conditions of lunch catering

In the first step, you register your child to our order and billing system via the link <https://webapp.broichcatering.com/login>. You can find the guide to this at the top of the document.

After successful registration, you will receive an automatically created e-mail. As soon as the registration is approved by us, you will receive an email with your login data. This allows you to log in at any time after we have activated your contract and view and manage your data (orders, invoices).

Meal days and registration

Please note to leave the pre-selected 5-day booking unchanged. It is not possible to cancel individual days by default.

Menu selection

Every day there are at least two dishes to choose from: one menu consists of a meat or fish dish, the second dish is always vegetarian. All dishes are offered to the children every day and they can decide on site what dish they like to eat. This means that the booking is made automatically, and you do not need to select in advance.

A salad bar with a changing selection and a dessert (fruit, yoghurt, quark or pudding) is offered daily.

Allergy menu

If your child needs a lactose-free or gluten-free menu, please indicate this under the "Remark" field when registering. We will then contact you regarding further consultation and selection.



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Costs

NEW: From the new school year 2024-2025, we will bill the ordered lunches per month and no longer collect lump sums.

The cost of lunch includes a warm main course, a salad bar and a dessert and is currently €6.40 gross including VAT for students from grades 1 to 12 of ISR NEUSS. For children of the kindergarten, the price also includes the breakfast and afternoon snack and is calculated with 6.00€ gross per day. These prices may increase if ISR and BROICH CATERING agree accordingly, due to any increase in raw material prices and/or wages.

Example: September 2024 – 21 opening days → 21x lunch (ordered) x €6.40 = €134.40.

Invoicing/payment via SEPA direct debit

Payment for lunch is made by direct debit. For this purpose, you give us a corresponding direct debit authorization. Invoicing always takes place at the end of the month, direct debit takes place in the middle of the following month, and the amount due is debited from your account. Cash payment is not provided. Any credits or additional payments will be charged by separate and individual arrangement.

If the direct debit authorization is revoked or there is a delay in payment, the child may be excluded from lunch. If your account does not have the required funds, there is no obligation on the part of the account-holding bank to redeem it. Partial redemptions are not made in the direct debit procedure.

In the event of an account that is not covered (return debit), you will be charged the fees incurred, including a processing fee of €8.00. The amount due must then be transferred to BHG. BROICHCATERING GMBH including the fees. If there are no funds in the account, future order performance can generally be refused or discontinued.

Notice

This agreement can be terminated monthly with a notice period of two weeks to the end of the month. This must be done in writing by post or e-mail. If we have not received a notice, the contract will be automatically extended for the new school year. Please note this especially if your child leaves school, we as the caterer will not be informed about this.



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Food distribution

To receive lunch in the cafeteria, your child from grade 5 onwards identifies himself or herself by means of his or her cafeteria ID card (chip). By scanning the chip, the collection of lunch by your child is clearly registered and booked.

Please understand that a debit will also be made if your child does not pick up the pre-ordered food. However, you can check in your account at any time whether and when your child has picked up the pre-ordered lunch.

The first chip is free of charge, each additional chip (e.g. in case of loss or damage) costs 6.00 €; these are collected by direct debit. When registering for the first time, students will receive the chips in the cafeteria on the first day of school.

Illness/absence

If your child is unable to use the pre-ordered meal due to illness, please let us know as soon as possible at the e-mail address isr@broichcatering.com. The costs for lunch can then be reimbursed from the third day of absence. If you can plan an absence in advance, we ask you to notify us in writing and cancel the meal up to one week in advance.

Particularities

If classes and thus also the school cafeteria are cancelled at short notice for reasons for which we are not responsible (e.g. heat, snow chaos), we will unfortunately have to charge for the meals pre-ordered for this period.

Contact

BHG. BROICHCATERING GMBH

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