

Dear Parents,

first of all we would like to apologize for the bumpy start of our latest option (cashless payments in the cafeteria and canteen) and please find here additional and exhaustive information.

Your children (from the 3rd GS class) are now allowed to pay with their canteen card also at the cafeteria.

Why will the canteen and the cafeteria be cash-free?

In the past we have often faced the problem where the children, for example, have spent at the cafeteria their money for books. Moreover, cash money was lent at high interest rates or children were pushed to buy goods at the cafeteria for other children.

By switching to a full cash-free payment, we can likely exclude the above mentioned problems for the canteen and the cafeteria, not only because there will be no need to bring cash money to school to buy food, but also because parents have a better overview on the good purchased by the children.

Do I have an overview of the goods purchased by my child?

Yes, you can always check the history on your online account under

<https://www.schulcatering.net/ESM/vorbesteller/Default.aspx>

and there you will see, for the selected period, which goods have been purchased by your child. In case you would need any help please do not hesitate to contact Ms. Gravagno.

Can my child receive cash money?

No! The idea behind the canteen card payment is to have a cash-free school.

When will cash money no longer accepted at the canteen and at the cafeteria?

In principle, from the school year 2015/16, i.e. after the summer holiday 2015, cash money will be no longer accepted at the canteen and at the cafeteria. In case you have further questions please do not hesitate to contact Il Cielo (AboESM@ilcielo.de) directly.

What happens if the child loses her/his card?

If your child has lost/misplaced the canteen card, it should be reported immediately to Il Cielo. This can be reported in person, by phone or by e-mail. The card will be blocked immediately.

My child is not yet enrolled in the canteen (not even with Spontanessen) How do I get a canteen card?

Please register your child at Il Cielo (being a member of the Parents' Association is necessary).

Can I set a limit to the amount to be spent?

Yes!

Until next fall 2015 simply send an e-mail to AboESM@ilcielo.de, by clearly reporting the name of your child(ren), the daily limits (one for the canteen and one for the cafeteria), and a callback number where you can be reached by phone for inquiries.

From next fall 2015 it is foreseen that you will be able to update the limits on your personal account at Il Cielo web portal.

Please note that there are two different limits, which are applied on a daily basis:

1) the canteen limit, valid for the lunch at the canteen and not usable at the cafeteria

2) the cafeteria limit, valid for the goods purchased at the cafeteria and not usable at the canteen

Please find here below some possible scenarios:

- a) is your child enrolled at Il Cielo with a regular subscription (Aboessen - 4.60 €/lunch)?

Then your child can have her/his lunch at the canteen at those days booked in your subscription. You do not need to set the limit for the canteen.

If you want to let your child purchase additional goods at the cafeteria, then you have to set a daily limit for the cafeteria as well. The limit for the cafeteria may be also set to 0.00 €, i.e. your child cannot purchase any goods at the cafeteria.

- b) is your child enrolled at Il Cielo with a 20 meals option (Spontanessen – 4.80 €/lunch)?

Then you have to set two days limits for your child.

The first limit is valid only for the lunch at the canteen, while the second one applies only at the cafeteria.

In case your child will have her/his lunch at the canteen, then you can set the daily limit for the canteen at 4,80 €; the limit of 0,00 € is also possible, and it means that your child is not allowed to have her/his lunch at the canteen.

In case your child is allowed to purchase goods at the cafeteria, then feel free to decide on the daily limit to set; the limit of 0,00 € is also possible, and it means that your child is not allowed to purchase goods at the cafeteria.

What does it mean in terms of costs to you?

Please find here below some examples.

Example N. 1: let's assume that your child is enrolled as Spontanessen, i.e. limit for the canteen of 4.80 €, and has a limit for the cafeteria of 5.00€.

- a. Your child does not have her/his lunch at the canteen, but purchases goods at the cafeteria for 4.52 €.
Your account will be debited on that day with 4.52 €.
- b. Your child has her/his lunch at the canteen and purchases additional goods at the cafeteria for 2.85 €.
Your account will be debited on that day with 7.65 €.

Example N. 2: let's assume that your child is enrolled as Spontanessen, i.e. limit for the canteen of 0.00 €, and has a limit for the cafeteria of 6.00€.

- a. Your child does not have her/his lunch at the canteen, but purchases goods at the cafeteria for 5.26 €.
Your account will be debited on that day with 5.26 €.
- b. Your child does not have her/his lunch at the canteen, and purchases no goods at the cafeteria.
Your account will not be debited on that day.

Example N. 3: let's assume that your child is enrolled as Aboessen, i.e. limit for the canteen of 4.60 €, and has a limit for the cafeteria of 0.00€.

- a. Your child has her/his lunch at the canteen and is not allowed to purchase goods at the cafeteria.
Your account will be debited on that day with 4.60 €.
- b. Your child has no lunch at the canteen (on a booked Abotag) and purchases no goods at the cafeteria.
Your account will be debited on that day with 4.60 €.

Example N. 4: let's assume that your child is enrolled as Aboessen, i.e. limit for the canteen of 4.60 €, and has a limit for the cafeteria of 3.00€.

- a. Your child has her/his lunch at the canteen and purchases goods at the cafeteria for 1,52 €.
Your account will be debited on that day with 6.12 €.
- b. Your child has her/his lunch at the canteen and purchases no goods at the cafeteria.
Your account will be debited on that day with 4.60 €.
- c. Your child has no lunch at the canteen (on a booked Abotag) and purchases no goods at the cafeteria.
Your account will be debited on that day with 4.60 €.

Due to the two different limits set for your child, the amount debited can vary day by day. On the other hand, your child may not spend per day more than the sum of the two limits.

Shall I take any action?

Yes!!!

The cash-free system will enter into force next May 26th, 2015, with all canteen card limits set to 0.00 €, except the limit for the canteen for the Aboessen. Please note that until the end of the current school year 2015-16 payments with cash money is still possible.

Can I get a monthly statement?

It is important to remind you that the Parents' Association was able to keep the price as cheap as possible thanks to the low level of bureaucracy involved. Nevertheless, you can access, download and print all the daily/weekly/monthly debits of your child(ren) at the following web page

<https://www.schulcatering.net/ESM/vorbesteller/Default.aspx>

In case you would need any help please do not hesitate to contact Ms. Gravagno.

We hope now to have largely answered all your questions. In case you still have questions, please do not hesitate to contact us or Il Cielo.

Best regards
Kerstin Arenz