



fresh & tasty  
by Zátíší Group

# CAFETERIA INFORMATION

International School of Prague

**WELCOME**

## **DEAR PARENTS,**

**We want to introduce you to the school cafeteria, which is run by Fresh & Tasty, a member of the Zátíší Group.**

Our mission is to teach children to make healthy food choices. We trust the suppliers from whom we purchase the best local ingredients for our meals. All our meals are cooked either on the day they are served or overnight. We invite and encourage you to come and see for yourself.



### **BASIC INFORMATION ABOUT THE CAFETERIA ORGANIZATION AND THE ISP ID CARD**

- All students receive an ISP ID card that is automatically registered in the cafeteria system and activates their cafeteria account. No further registration is required
- Simply deposit money into your account. The ISP ID card acts like a debit card.
- The ISP ID card is used for identification to enable students to purchase lunches or other food or drinks.
- Please ensure that your child brings the card to school every day.

# CARD REGISTRATION

**All students are automatically registered in our cafeteria system.**

## 1 HOW YOU CAN MANAGE YOUR CAFETERIA ACCOUNT

Simply log in to  
<https://isp.freshandtasty.cz/login>

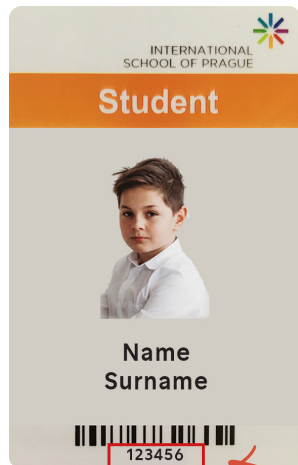
The ISP ID card number (displayed on the front of the card) is a username.  
You will receive your **NEW PASSWORD** by e-mail at beginning of the school year.

## 2 WHAT TO DO WHEN A STUDENT LOSES THE CARD

If a pupil loses their ISP ID card, they are obliged to notify the school reception immediately so that the original card can be blocked and a new card issued.

## 3 WHAT TO DO WHEN A STUDENT FORGETS THE CARD

Any student who has forgotten to bring their ISP ID card will have to wait until all the students with cards are served. Only then will we manually look for it in the checkout database.



Here is the ISP ID CARD

## WHAT YOU CAN SEE AND MANAGE ON YOUR CAFETERIA ACCOUNT

- You can check your child's latest meal choices
- You can make food orders and cancelations (only for ECF5, Grade 1 + 2)
- You can verify your account balance and transaction history
- You can top up your account with an online payment card

## APPLYING FOR LUNCHES

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#### ECF3 + ECF4

All the youngest students don't need to apply for lunches. Their lunches are secured automatically by the school. There is no need to deposit money in their account.

#### ECF5, Grade 1 + 2 \*

Click on the link you will receive by email from the cafeteria. Fill in the application form even if you don't want lunches on a daily basis. That ensures that you will be able to order lunches in the future.

#### Grade 3-12

Starting from the 3rd grade, students don't need to apply. They simply choose their lunches in the cafeteria from the daily menu.

### How am I informed if my account balance is too low?

If your account reaches CZK 500 or less, you will be notified by e-mail. You can check your balance by logging in at <https://isp.freshandtasty.cz/login>

### How can I get my money back when I leave ISP?

If your child is no longer attending ISP and you want to be reimbursed for the balance on your account, contact our Floor Manager. Please note that the accounts stay in our system no longer than 6 months after studies are terminated.

\*

ECF5, Grade 1 + 2

As the students eat in their classrooms they need to apply for lunches.

## PAYMENTS FOR LUNCHES (ECF5 – GRADE 12)

#### ● PAYMENT ONLINE BY CARD

You will find the link to the payment gateway after login to your student account at <https://isp.freshandtasty.cz/login>

#### ● IN-PERSON PAYMENT BY CASH OR CARD

Please visit us in the ISP cafeteria.

#### IMPORTANT:

Fill in the variable symbol to identify the student: Enter your child's name in the field "message for recipient."

#### ● PAYMENT BY BANK TRANSFER

Zátiší Catering Group a. s.,  
Novotného lávka 5, 110 00 Prague 1  
VAT number: 15269574  
Bank: Česká spořitelna  
Account number 6136152/0800  
Variable symbol: ISP ID card number  
(the number shown on the front of the card)  
IBAN: CZ54 0800 0000 0000 0613 6152  
BIC: GIBA CZ PX

## LUNCH OFFER AND PRICES

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#### ECF, Grade 1+2

##### What does lunch include?

Lunch is served as a menu. The menu is variable and includes a main course every day and, in addition, soup, fresh fruit and vegetables, vegetable or fruit salad, homemade dessert, yogurt or cheese, milk, smoothies, etc., so that it is well- balanced. The menu can only be altered if the student has special dietary needs.

##### How much does lunch cost?

The menu for ECF5, Grade 1+2, costs CZK 89. In case of an insufficient account balance, lunch cannot be ordered.

**Lunches for ECF3 and ECF4 are paid for by the school.**



##### How can I order, cancel or change lunch?

#### ECF5, Grade 1+2

We publish menus on Thursdays for the following 2 weeks. You will find the menu on the Fresh & Tasty website.

Lunch for ECF5, Grade 1+2, is set as the default menu with one alternative (vegetarian) option. If you register a child for lunches, the system orders automatically on Thursday for the entire following week.

Changes or cancelations can be made by logging in to <https://isp.freshandtasty.cz/login> or by e-mail to [isp@zatisigroup.cz](mailto:isp@zatisigroup.cz).

We accept cancelations one day in advance (until midnight). Lunch can be canceled on the lunch day only in exceptional cases (e.g., a sudden illness), but no later than 8:00 a.m. and only by phone or e-mail to our Floor Manager at [isp@zatisigroup.cz](mailto:isp@zatisigroup.cz).

#### Grade 3-12

##### What food is available for my child?

Children can choose from four main courses (including vegetarian and pasta), soup, salad bar, a selection of sandwiches, baguettes, sushi etc. The menu is featured weekly on our website [www.freshandtasty.cz/isp](http://www.freshandtasty.cz/isp).



## ADDITIONAL INFO

### What if a normal lunch for my child is not enough?

There will always be at least one dish that will be served as a supplementary meal at no additional cost. Double portions of meat or fish (e.g., hamburger, salmon fillet, schnitzel...) will be billed as a surcharge.

### Our nutritional therapists

We are very serious about serving balanced meals to your children. That's why we teamed up with the nutritional therapists at nehladu.cz. They are helping us revise our school menus and inspire and educate us to provide healthy nutrition in every meal.

### What is the “sweets” policy for elementary school students?

Sweet snacks, ice cream, pastries, smoothies, etc. are allowed only as special treats on Fridays. In addition to the daily menus, students are able to purchase fresh fruit or fruit salad, fresh vegetables or vegetable salad, drinks without sugar (water, milk, fresh juice, homemade iced tea or lemonade without sugar, etc.)

### OPENING HOURS

**Monday - Friday 8:00 a.m. - 4:45 p.m.**

[www.freshandtasty.cz](http://www.freshandtasty.cz)

## FEEDBACK

**Any feedback is greatly appreciated. You can:**

- Post it on one of our bulletin boards in the hallway or drop it into the feedback box at the checkout
- Send it by e-mail to [isp@zatisigroup.cz](mailto:isp@zatisigroup.cz)
- Or communicate it to us in person.



# Fill up your **FRIDGE** with our food even at home

Meals are chilled and ready  
to warm up.  
They keep 2-5 days in the fridge.

We deliver to Prague and the surrounding  
area.

We will also be happy to prepare cakes  
and refreshments for your celebrations  
and parties.



order at

[www.rozvoz.zatisigroup.cz](http://www.rozvoz.zatisigroup.cz)

**FRESH & TASTY  
HOME**



# Thank you.

## We hope to delight your children with our meals!

If you want to see  
what we do:

Watch us!  
freshandtasty.cz



Or follow us  
at isp\_cafeteria.



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