# Cafeteria Information

American Academy Prague

Zátiší Canteens

# Welcome

**Dear parents,**

**We want to introduce you to the school cafeteria, which is run by Zátiší Canteens, a member of the Zátiší 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.

## We're evolving for you

Fresh & Tasty is becoming Zátiší Canteens, bringing us closer to Zátiší Group and the values we share. Our name is changing, but our approach and the care with which we prepare meals for your children every day remain the same. The changes will be introduced gradually, along with a range of new updates – from a new visual identity to further improvements that we will be sharing with you step by step.

HEALTHY BAR
YOUR PLATE
FULL OF HEALTH
CARBOHYDRATES
FATS
WATER
ACQUA
FRUIT SALAD BAR
BUFFET SALAD BAR
FROM OUR KITCHEN
EAT ALL DAY LONG
icetea

# Registration

## Initial information for registration

If you would like us to provide nutritious and delicious lunches for your child, please register for our system.

**Current students** who are already registered can reactivate their lunch account simply by clicking on the link they receive in the email from the canteen before the beginning of the new school year.

**New students** have to register for the school canteen online, using an electronic registration form. The prepayment of the lunches is as well required. Please make sure that you do so well in advance before the school begins.

**The registration form can be found at www.freshandtasty.cz/en/skoly/american-academy**
**If you have trouble, please write to aa@zatisigroup.cz**

## What should I expect from the registration process?

### Step 1

• You will complete an electronic registration form where you enter your and your child's details plus any special dietary requirements that she or he may have or any special catering régime that you may require. The registration allows you to administer your account very easily by logging into our ordering system.

**• Login and password will be issued and sent to you automatically after the registration completion.**

**• To make sure your child will receive lunch every school day, Menu 1 is set up as the default meal. By selecting „none - individual orders" in the catering regime section, the system will disable automatic meal ordering, and meals will need to be ordered individually as needed.**

### Step 2

• After registration, your child's ISIC card will be linked to their lunch account. The ISIC card will be used for identification when collecting lunch in the dining room.

**• Please ensure that your child brings their ISIC card to school on any day when lunch has been ordered, as it will be required for meal collection.**

• Loss of ISIC needs to be reported to a school office. In the event a student forgets the ISIC card, they will be required to wait patiently until those students in the queue with cards are served before a manual trace of the student´s name may be carried out in the cashier database.

# Lunch

## What is on offer for my child?

• During the registration process, **you can choose the days of the week when your child will eat in the canteen.** Children have a choice of 4 options. Every Monday, menu no.3 for vegetarians, menu no.4 for diet option and menu no. 1 for others will be automatically ordered for the upcoming week.

## How am I informed in the case of a low account balance?

• You will be informed by email once your account balance reaches CZK 500. You can also check your balance regularly on our website.

• **Please note that lunch can not be ordered without sufficient plus balance on your account. In case that you top up your account only after the automatic order has been made, you will have to order the lunches additionally, by yourself.**

## How can I get my money back when I leave American Academy?

• **If your child will no longer be attending American Academy, or you will not want to register for lunches anymore, please send an e-mail to aa@zatisigroup.cz** and reclaim the money. It will be sent back to your bank account.

**Please note that the accounts stay in our system no longer than 6 months after studies are terminated.**

CAFÉ
CAPPUCCINO 2,7-
BROWNIE 2,7-
CUPCAKE 4,5-
COOKIE 2,5-

# Price & payment

## How can i pay for lunches?

**You can deposit money into your account by:**

### Online Card Payment

You can pay online with your credit card. You can do so after logging into your lunch account by clicking on the balance button and by selecting top up account menu. You will then be redirected to the payment gate.

| Price Table | | 1. - 3. grade<br>soup 100 ml<br>main course 170 g | 4. - 12. grade<br>soup 200 ml<br>main course 300 g |
|---|---|---|---|
| 1 | Main course with side dish | 125 | 135 |
| 2 | Soup | 40 | 40 |
| 3 | Lunch salad | 105 | 105 |
| 4 | Sandwich | 95 | 95 |
| 5 | Packed lunch (sandwich +cookie + fruit) | 125 | 125 |

*prices in CZK, incl. VAT

## Deadlines

**You may change or cancel the lunch order online through your account until 12 noon one working day in advance.**

**Please note that if you do not cancel lunch on time, the price of the lunch will automatically be charged to your account.**

## How to pay online by credit card

You can find the link to the payment gate after logging into your student account at **www.freshandtasty.cz/cz/skoly/american-academy**

**Important information**
**Please do not forget to enter the 'Message for Recipient' which will be the child's name.**
Without it we will not be able to identify the payment and change your account's balance.

## How to pay by bank transfer

Fresh & Tasty by Zátiší s.r.o.
Novotného lávka 5, 110 00, Praha 1

VAT ID: CZ26154641

Bank: Ceská Sporitelna
Account No. 6136152/0800

Variable symbol: your child´s ID number

Currency: CZK

BAN: CZ54 0800 0000 0000 0613 6152

BIC: GIBA CZ PX

# Additional Information

## 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.

## Feedback

**We very much appreciate all feedback and offer the following ways for you to leave your comments:**

By contacting the Zátiší Canteens team anytime via email at **aa@zatisigroup.cz**

# Thank you. We hope to delight your children with our meals!

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https://www.freshandtasty.cz/cz/skoly/american-academy

**If you want to see what we do**
Watch us! freshandtasty.cz