

# School Canteen Regulations

## Fresh & Tasty

### *Lycée Français de Prague*

#### **Preamble**

1. The SCHOOL has a vital interest in providing professional and quality school catering for its pupils, staff, visitors, and guests.
2. The SUPPLIER is a business entity that carries out its business activities around providing catering services, and especially in the field of corporate catering. The SUPPLIER hereby expressly declares that it is entitled to engage in catering activities within the scope of its business, especially around catering, and that it has all the professional, technical, economic and personnel knowhow for the proper and timely fulfillment of its obligations and the authorizations for the aforementioned activities and other official authorizations, licenses, consents, opinions required to provide catering services.
3. At the same time, the SUPPLIER declares that all activities and services rendered will be performed with all necessary professional care and that the employees who will participate in the provision of said performance under this contract have all necessary qualifications and professional experience in the field.

#### **Operation and internal system of the school canteen**

1. Pupils are admitted to the school canteen from 11.00 to 13:30.
2. Lunch time:
  - children in kindergarten (dispensing on own premises) 11:30 to 12:30.
  - pupils and staff 11:30 to 13:30
3. Any operational changes to these dining periods shall always be announced in due time.

#### **Regulations for registering for and unsubscribing from the service**

1. Registration for lunches is carried out only electronically by using the registration form available via the REGISTRATION button on the website  
<https://lyceum.freshandtasty.cz/en/registrace/>.

2. Based on the registration form, the system automatically registers the student for lunch on the specified days. If "vegetarian" is the dietary choice, the vegetarian menu no. 2, will be ordered automatically; otherwise, menu no. 1, containing animal protein, will be ordered automatically.
3. After registration, a confirmation e-mail will be sent to the specified address, with login details for web account administration available via the LOGIN button on the website <https://lfp.freshandtasty.cz/login>. Each student has an individual account, so the parent (or guardian) receives the login information for each student separately. In addition to the login information, the confirmation email will also include payment instructions.
4. Lunches can be changed or canceled online at least 2 working days in advance. Only in exceptional cases (such as sudden illness of the child), cancellations can be made even the day before, but no later than 12:00, and only by phone or email to the floor manager at [lfp@zatisigroup.cz](mailto:lfp@zatisigroup.cz). Please note that if lunch is not canceled on time, the price of the lunch will automatically be charged to the account.
5. It is equally necessary to cancel lunch individually when the student is away on school events (trips, excursions etc.). The school is not obliged to cancel lunch for students in case of a planned school trip.
6. The operator will issue a bill based on an individual request by the legal representative, always for the completed trimester or at the end of the school year.
7. The student (or his/her guardian) can track the movement and balance of the account via Web Account Management.
8. The ordered lunch will be charged even if it is not picked up. If the parent/guardian does not cancel the student's order and the meal is not consumed, the system will automatically charge the service payment according to the currently valid fee.
9. Meals are pre-ordered automatically for the following week (Mon. - Fri.), for the days the student is registered for meals, always no later than 12:00 of the preceding Thursday.
10. Changes in or checks of the registered days for the lunch is carried out by the school canteen Floor Manager.

### **Meal prices**

1. The prices of currently served meals is shown below.  
Any changes in meal prices are defined by a contract between Fresh & Tasty and LFP.

#### **Lunch Prices / payment per trimester / day:**

Kindergarten - 101 CZK

Elementary school (1st - 5th year) - 127) CZK

All others - 130 CZK

Teachers and employees - 130 CZK

2. If the student does not have a sufficient balance on his/her account, lunch will not be issued.

### **Meal payment methods**

Lunches must be paid for in advance. The price is calculated according to the number of days of the week your child will be eating at the canteen. You can pay for all your child's meals at once or in two 50% installments.

A detailed schedule of payments for the trimesters will be emailed to you before they begin.

**a) VISA / MASTERCARD online payment card via payment**

**gateway.** The link to the payment gateway is sent to you by email after registration; it is also available after logging in to Account Management. In this form of payment, the amount is credited to the student's account the same day. You will receive a confirmation email.

**b) By bank transfer or deposit to the provider's account.** If you use this method, the amount will be credited to the student's account according to the speed of the interbank system and the billing system, typically within a few days. Information for bank transfer to the account of the Zátíší Catering Group:

Domestic:

Account Number: 6136662/0800

Variable Symbol: Student's ID (in the top right-hand corner of Account Management)

Note for Recipient: Student's first and last names

International:

IBAN: CZ58 0800 0000 0000 0613 6662

BIC: GIBA CZ PX

Currency: CZK

Please include your child's first and last names and LFP in the "Message for Recipient" field.

### **Cancellation policy**

Lunches can be changed or canceled online at least 2 working days in advance. Only in exceptional cases (such as sudden illness of the child), cancellations can be made even the day before, but no later than 12:00, and only by phone or email to the floor manager at [lfp@zatisigroup.cz](mailto:lfp@zatisigroup.cz).

If your child is absent from school, you will not be able to pick up his/her lunch in the canteen in person, because school

rules prohibit this option.

Meals prepared for LFP can only be consumed in the school canteen; takeout or delivery of food for consumption outside of LFP is prohibited.

Keep in mind that if you don't cancel your lunch in time, the full price will be deducted automatically from your account.

Canceling lunches is the responsibility of the student's legal guardian; the school is not responsible for canceling lunches.

### **Floor Manager Availability**

**Weekdays from 9:00 to 10:00 and 14:00 to 15:00**

### **Daily menu**

1. The menu is drawn up by the canteen chef, and the head of the school canteen is responsible for its quality based on binding rules and the contract between the LFP and the canteen operator.
2. The menu is created according to the principles of rational nutrition. The variety of meals is ensured not only during the day, but also during the week and for the entire month. Fresh fruit and vegetables are part of the daily menu.
3. The menu for the following 5 days is always posted no later than Friday in the school canteen and on the Supplier's website.

### **Rights and duties of diners – pupils, their legal representatives and school employees**

1. Pupils and school staff, visitors, and guests of LFP have the right to eat in the school canteen while they are at the school.
2. Pupils and their guardians as well as school staff have the right to comment on the meals directly to the Floor Manager.
3. All diners are obliged to abide by the School Canteen Regulations.
4. Lunch in the school canteen is served from 11:40 to 13:30.
5. When taking lunch, diners must prove their entitlement to the meal by means of a chip card. Without sufficient credit on the diner's account (at least equal to the cost of at least 1 lunch), no meal will be issued.
6. The chip card is not transferable!
7. Diners take lunches on trays stored in the dining room; water is provided in pitchers on the tables.

8. While lunch is being served, pupils must follow the instructions of the pedagogical supervisor in the school canteen, behave decently, remain quiet, not linger at the table for too long after eating and not disturb the smooth running of the canteen.
9. It is not allowed to take food and fruit out of the canteen, except for prepacked food; the served meal must be consumed in the school canteen.
10. After eating lunch, the diner is obliged to take away the used dishes and place them in the designated areas. Dishes and utensils must not be removed from the school canteen.

### **Surveillance in the canteen**

Pedagogic supervision of pupils in the school canteen is provided by school staff and persons authorized by the LFP according to an agreed schedule.

### **Regulations for ensuring the safety and health of pupils**

1. Smoking and drinking alcoholic beverages are prohibited in all areas of the school canteen, adjacent rooms, and surroundings.
2. Pedagogic supervision is provided during the meal service to ensure maximum safety and health protection for the students.
3. Students must follow the internal rules of the school canteen, the instructions of teachers, the school canteen manager and the cooks.
4. Before being served food, all students are obliged to observe basic hygienic rules.
5. Students are obliged to report any injury or illness to the pedagogic supervisor.
6. All diners must leave school bags and personal effects in the designated areas of the dining room.
7. Persons not intending to eat there are not allowed into the school canteen.
8. The school canteen is cleaned daily before meals are served. Extraordinary cleaning during dining hours (broken dishes, spilled drinks etc.) is provided by the canteen staff in cooperation with the pedagogic supervisor.
9. It is forbidden to move tables and chairs in the canteen.

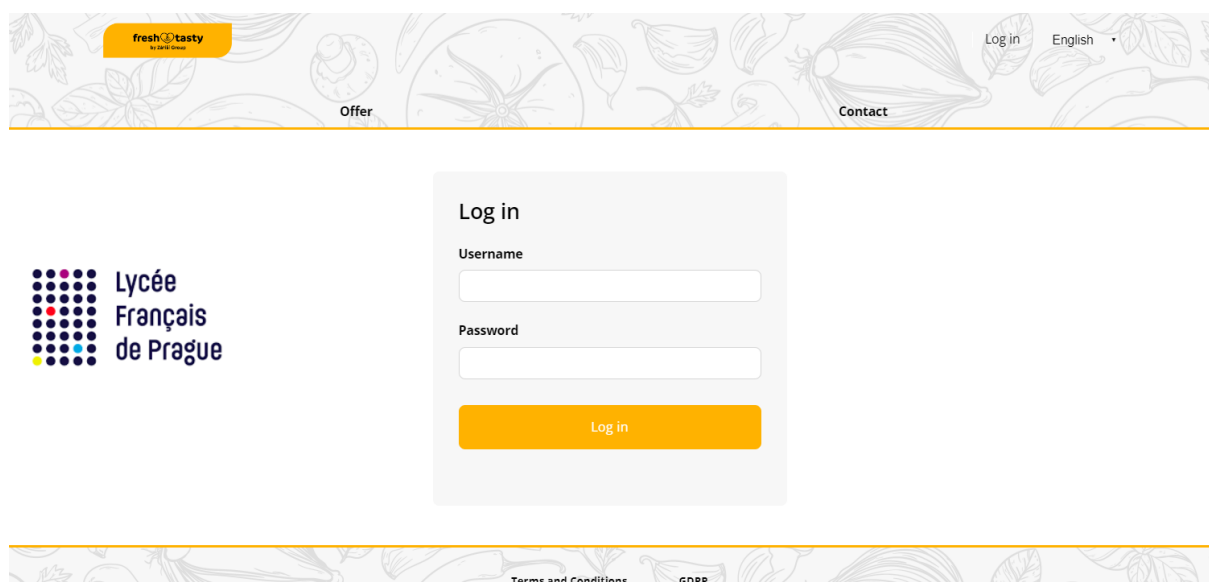
## **Final provisions**

1. All comments concerning the menu, the quality of the food, technical and hygienic defects in the operation of the school canteen shall be addressed by the canteen Floor Manager.
2. The internal regulations are accessible to the public in the elementary school, kindergarten and school canteen. Pupils are informed of the internal rules of the school canteen by teachers at the beginning of the school year and, in of any changes, also during the school year. Their legal guardians are informed about the publication and content of the internal rules via the website and at class meetings.
3. Diners are obliged to follow the instructions given in these internal rules, as well as instructions given by the Floor Manager and the pedagogic supervisors.

## Instructions for web account management (Webcare)

### Instructions – Web Account Management (Webcare)

- At <https://lfp.freshandtasty.cz/login>  
You will find the login link
- To log in, fill in the username and password you received by email after registering

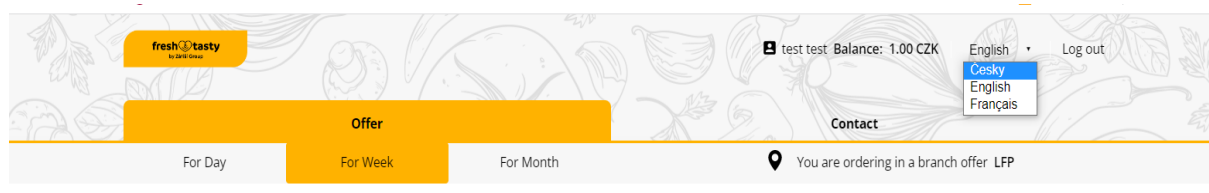


The screenshot shows the login interface for 'freshD tasty'. At the top, there is a navigation bar with the 'freshD tasty' logo, an 'Offer' link, a 'Log in' link, a language dropdown set to 'English', and a 'Contact' link. The main content area features the 'Lycée Français de Prague' logo on the left and a 'Log in' form on the right. The form includes fields for 'Username' and 'Password', and a yellow 'Log in' button. At the bottom, there are links for 'Terms and Conditions' and 'GDPR'.

### After logging in

The upper right-hand corner shows:

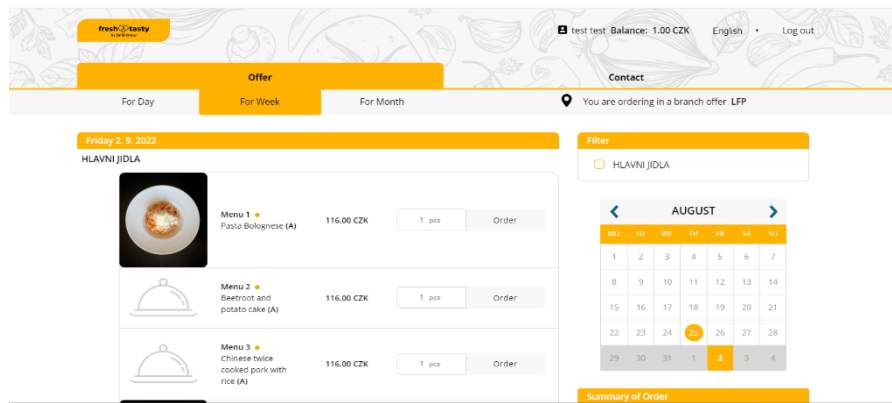
- Your name
- Current financial status of your account
- Change preferred language



The screenshot shows the user dashboard after logging in. The top navigation bar now displays the user's name 'test test', their balance 'Balance: 1.00 CZK', a language dropdown menu with options 'English', 'Cesky', 'English', and 'Français', and a 'Log out' link. Below the navigation bar, there is a yellow 'Offer' button and a 'Contact' link. At the bottom, there are three tabs: 'For Day', 'For Week' (which is selected), and 'For Month'. A location pin icon indicates 'You are ordering in a branch offer LFP'.

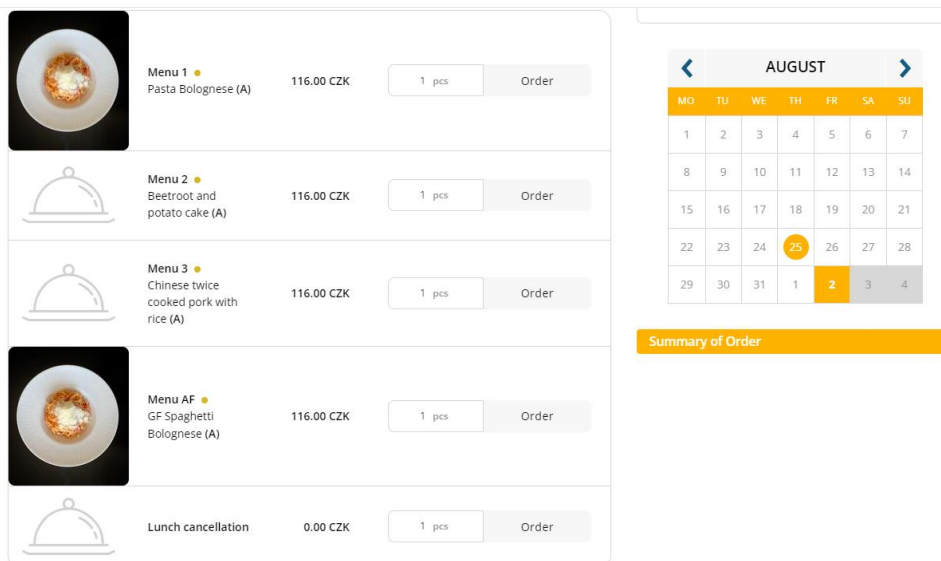
## Menu „Offer“

- per day
- per week



## Menu „Button“

- Displays the menu of meals for the selected period
- Here you can order lunch, change the ordered lunch, or cancel it





## Menu "Edit profile " - **click on the name in the upper right corner**

- Here you can change your phone number
- Under "Change Password" you can change your password

fresh@tasty

test test Balance: 1.00 CZK English Log out

Offer Contact

Edit Profile Transactions Consumption Top up account

### Contact information

\* Name  
test

\* Surname  
test

\* Username  
test

Mobile

Save

### My profile

TT test test

## Menu "Transaction List"

- Here you will find the history of meal consumption, deposit and payments

fresh@tasty

test test Balance: 1.00 CZK English Log out

Offer Contact

Edit Profile Transactions Consumption Top up account

### Transaction list

Balance: 1.00 CZK

Current month  
Current month  
Last month  
All time

	Date	Amount
Platba z konta	23. 8. 2022 15:08	10.00 CZK
Platba z konta	23. 8. 2022 15:08	-10.00 CZK

## Menu "Consumption"

fresh tasty  
by S&P Group

test test Balance: 1.00 CZK English Log out

OfferContact

Edit ProfileTransactionsConsumptionTop up account

### Consumption

Current month

Current month

Last month

Last 365 days

All time

own

Date	Cost Center	Canteen	Register	Recipe	Tax Rate	Tax Subsidy	Non Tax Subsidy	Price
<div>No ref isplay</div>								
Total:					0.00 CZK	0.00 CZK	0.00 CZK	

## Menu "Top up account"

fresh tasty  
by S&P Group

test test Balance: 1.00 CZK English Log out

OfferContact

Edit ProfileTransactionsConsumptionTop up account

### Account Deposit

You can use your credit card to top up the amount

Deposit amount CZK

☐ Pay with debit / credit card

Top Up

### My profile

test test

Terms and Conditions

GDPR