

# 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 in the area of 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 in the area of 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.
2. 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 14:00.
2. Lunch time:
  - children in kindergarten (dispensing on in own premises) 11:00 to 12:30.
  - pupils and staff 11:40 to 14:00
3. Any operational changes in the 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://www.freshandtastv.cz/lfp>.
2. On the basis of 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, with animal protein, will be ordered automatically.
3. After registration, a confirmation e-mail will be sent to the specified address with login details to the web account administration accessible via the LOGIN button on the website <https://www.freshandtastv.cz/lfp>. Each student has an individual account, so the parent (or guardian) receives the login information for each student separately. The confirmation email will include payment instructions along with your login information.
4. You may change or cancel your lunch order online through your personal account at least two working days in advance or by telephone, no later than 24 hours 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.
5. It is equally necessary to cancel lunch individually when the student is away on school events (trips, excursions, courses, etc.). The school is not obliged to cancel lunch for students in case of a planned school trip.
6. The operator shall carry out the billing on the basis of 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 in Web Account Management.
8. The ordered lunch will be charged even if it is not picked up. If the guardian does not cancel the diner's order and the diner does not take the meal, the system will automatically charge the service payment according to the currently valid fee.
9. Meals are pre-negotiated automatically for the following week (Mon.-Fri.), according to the registered days 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 manager.

## **Meal prices**

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

Lunch Prices / trimestrial payment / day:

Kindergarten - 90 CZK; Elementary school (1st - 5th year) - 116) CZK; Youth and adults (6th and higher year) - 116 CZK; Teachers and employees – 116 CZK

You can also pay CZK 129 (48 hours in advance) for a single lunch.

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 prepaid for the entire semester in advance, depending on 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 following 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 by email after registration, and is also available after logging into Account Management. In this form of payment, the amount is credited to the student's account that day. You will receive a confirmation email.

**b) By bank transfer or deposit to the provider's account.** By paying by 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 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:

You may cancel your lunch:

- online or by e-mail [lfp@zatisigroup.cz](mailto:lfp@zatisigroup.cz), no later than 48 hours in advance
- by telephone, no later than 24 hours in advance

If your child will miss a lunch, you also have the following options. You can:

- pick up the lunch in the canteen
- have lunch delivered to your home at an additional cost

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

### **Hours to see the floor manager**

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

### **Daily menu**

1. The menu shall be drawn up under the responsibility of the school canteen manager on the basis of binding rules and a contract between the LFP and the canteen operator.
2. The menu shall be drawn up according to the principles of rational nutrition. Variety of food on offer is ensured not only for the day, but also the week and the entire month. Fresh vegetables and fruits are offered daily.
3. The menu for the following 14 days is always posted no later than the preceding Friday in the school canteen and on the Provider's website.

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

1. The right to eat in the school canteen applies to the time of the pupil's stay at the school; this applies as well to the staff, visitors and guests of the LFP.
2. Pupils and their guardians or staff have the right to comment on meals directly to the school canteen manager.
3. All diners are obliged to abide by the School Cafeteria 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 food 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; drinks (water) are available in pitchers on the tables.
8. During the dining period of delivery, the pupils must follow the instructions of the pedagogical supervision in the school canteen, behave decently, remain quiet, refrain from remaining at the table for too long and do 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 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 must not be removed from the school canteen.
11. The meals are delivered to the parents of ill children during the period lunches are served to pupils, and to external diners outside of this service period.

### **Instructions for web account management (Webcare)**

## Signing in to your web account management (Webcare)

- At <https://www.freshandtasty.cz/lfp> find the login link

Menu

O nás

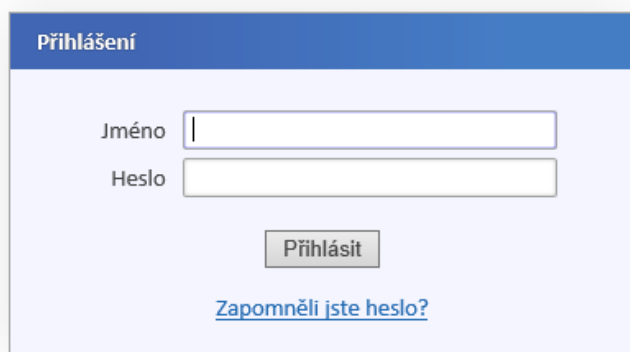
Kontakt

Přihlášení

Registrace

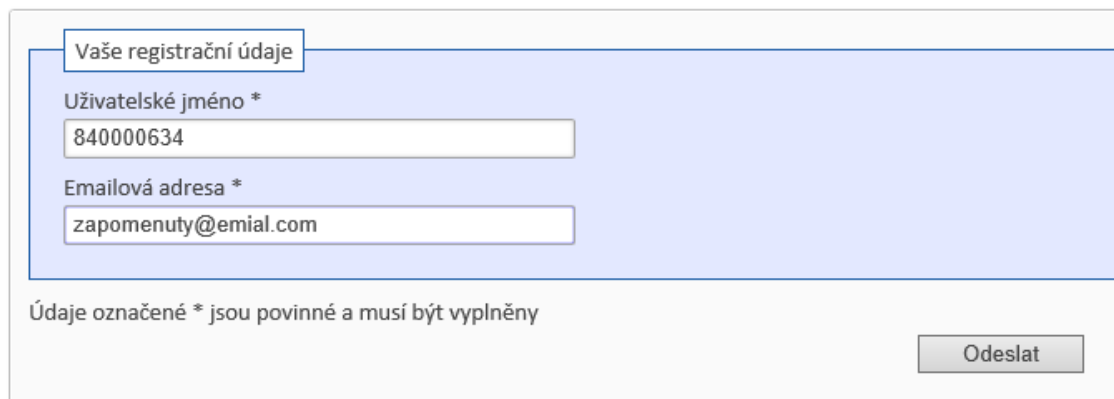
## Description of the window and its functions

- Login screen
- To log in, fill in the username and password you received after registering by email



The screenshot shows a login form with a blue header bar containing the title "Přihlášení". Below the header, there are two input fields: "Jméno" (Username) and "Heslo" (Password). Below these fields is a button labeled "Přihlásit" (Login). At the bottom of the form, there is a blue hyperlink that reads "Zapomněli jste heslo?" (Forgot your password?).

- If you have forgotten your password, click on "Forgot your password?" and fill in the username (came via email after registration) and the email address entered during registration and send it



The screenshot shows a form titled "Vaše registrační údaje" (Your registration data). It contains two input fields: "Uživatelské jméno \*" (Username) with the value "840000634" and "Emailová adresa \*" (Email address) with the value "zapomenuty@emial.com". Below the fields, there is a note: "Údaje označené \* jsou povinné a musí být vyplněny" (Data marked with \* are mandatory and must be filled). At the bottom right, there is a button labeled "Odeslat" (Send).

## Information after login

The upper right-hand corner shows:

- Name and personal number
- Current financial status of the account
- Variable symbol for bank transfer
- Link to payment gateway for online card payments

 Test Katka 84000634 | 19.11.2019 | [Odhlásit](#)

Zůstatek vkladu: 0,00 Kč | Počet objednávek: 0 za cenu: 0.00,- Kč

Variabilní symbol (osobní číslo): 84000634

[Online platba kartou](#)

## Menus in the upper left-hand corner



### „Menu“ Button

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



### „Personal data“ button

- Here you can change the contact phone, address and preferred language  
Under "Change Password" you can change the password according to your wishes

The screenshot shows a web application interface with a top navigation bar containing buttons for 'Menu', 'Reporty', 'Osobní údaje' (highlighted), and 'Platba'. Below this, there are two buttons: 'Změnit údaje' and 'Změnit heslo'. The main content area is titled 'Základní data' and contains a form with the following fields:

Osobní číslo 84000634	PSČ 
Jméno Kačka	Město Praha
Příjmení Test	Váš preferovaný jazyk Český jazyk
Mobilní telefon 420731518880	Váš preferovaný jazyk pro web Čeština
Ulice 	

Below the form, a note states: 'Údaje označené \* jsou povinné a musí být vyplněny'. At the bottom right, there is a button labeled 'Uložit'.

## „Payment“ button

- Here you will find information regarding payment by card and bank transfer
- Below is a link to the catering regulations

Menu	Reporty	Osobní údaje	<b>Platba</b>
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**PLATBA KARTOU**

Pro platbu kartou Visa či Maestro online klikněte na odkaz "Platební brána" v pravém horním rohu této obrazovky

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**PLATBA PŘEVODEM**

Zaplatit můžete i bankovním příkazem

Číslo účtu:	6136662 / 0800
Variabilní symbol:	Osobní číslo (nejdete jej v pravém horním rohu)
Zpráva pro příjemce:	Jméno a příjmení zákazníka

**Zadání osobního čísla a jména dítěte je nutné pro identifikaci platby.**

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Upozorňujeme, že odhlášení objednaného obědu musí proběhnout alespoň dva dny předem. Kompletní [Stravovací řád si můžete přečíst zde](#).

## „Reports“ button

- Consumption, deposit and payment history are displayed here

Menu	<b>Reporty</b>	Osobní údaje	Platba
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Zvolte požadovaný report z nabídky	
<a href="#">Přehled konzumace</a>	( <a href="#">aktuální měsíc</a> , <a href="#">minulý měsíc</a> )
<a href="#">Historie zákaznického konta</a>	( <a href="#">aktuální měsíc</a> , <a href="#">minulý měsíc</a> )
<a href="#">Seznam uzavřených účtů</a>	( <a href="#">aktuální měsíc</a> , <a href="#">minulý měsíc</a> )



Menu Reports Personal data Payment

Account history by period: Jan 6, 2020 - Feb 6, 2020

Date range  
Sep 4, 2019 Feb 6, 2020

Operation type  
Platba z konta  
Storno zálohy za objednávku  
Storno zálohy za rezervaci  
Vklad na konto

Payment type  
Hotovostí  
Trasou peněz  
Z konta

OK

## **Surveillance in the canteen**

Pedagogical supervision of pupils in the school canteen is provided by school staff and persons authorized by the LFP according to the 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. To ensure maximum safety and health protection during meals, pedagogical supervision is provided in the canteen during the meal service.
3. Students follow the internal rules of the school canteen, the instructions of teachers, the school canteen manager and rules of hygiene.
4. Before taking food, the diner is obliged to observe basic hygiene rules.
5. In the event of injury or nausea, the diner shall report to the educational supervisor.
6. School bags and personal effects are to be stored in the designated areas of the dining room; access to the canteen without **shoes [CORRECT?]** is forbidden.
7. Persons not eating there are not allowed into the school canteen.
8. The school canteen is cleaned every day prior to the start of food service. Extraordinary cleaning during the dining period (because of broken dishes, spilled drinks, etc.) is provided by the canteen staff in cooperation with the pedagogical supervisor or diners.
9. It is forbidden to move tables and chairs in the canteen.

During the Covid-19 pandemic, the cafeteria will be operated according to a modified schedule to keep your children safe.

What we do to protect your children:

- we use masks
- we monitor our health
- we regularly wash and disinfect our hands, we use gloves
- we pack all the products
- at regular intervals, we disinfect tables and chairs with professional products
- we have provided hand disinfection at the entry points

## **Final provisions**

1. All comments concerning the menu, quality of food, technical and hygienic defects in the operation of the school canteen shall be addressed by the school canteen manager.
2. The internal regulations are accessible to the public in the elementary school, kindergarten and school canteen. Pupils are acquainted with the internal rules of the school canteen by teachers at the beginning of the school year and, in the case 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 the instructions of the school canteen manager and the pedagogical supervision.

4. With regard to Covid-19, the canteen will always be operated according to the latest plan, so that the correct hygienic measures are implemented and everyone will be safe.