	<b>AFNORTH International School</b>	
	<b>Student Services</b>	
		4090.001-Pro-Sodexo Lunch Accounts
	Date approved	5 Nov 2019
	replaces	

## **Introduction**

Full lunches are available daily in our recently refurbished cafeteria which is used by students from Grade 1 upwards. The cafeteria is located in the main building and is buffet style offering a wide variety of nutritious and delicious meals and snacks throughout each school day. Our youngest children (PreK, KG, Sunbeams) have their meals delivered to their classroom areas.

Sodexo is our catering service provider who ensure menus are rotated on a four-weekly basis for variety. Students, teachers and staff can all eat together in the cafeteria. On special occasions parents can enjoy joining students and staff for lunch.

The lunch prices are Euro 3,20 (grade PK – grade 5) and Euro 3,70 (grade 6 and up) and the lunch includes a meal (2 choices), a small drink and a piece of fruit/yoghurt. For PreK, Kindergarten and Sunbeams they will be served option 1 on: Tuesday and Thursday and option 2 on: Monday, Wednesday and Friday. Sodexo also offers a la carte items, these are only available to grades 6 and up or if parents give their written agreement at the Business Office. The menu provides for a selection of international dishes with vegetarian option always available. Snacks are available to purchase for the older students during mid-morning breaks.


All meals and snacks are prepared freshly each day in accordance with the school's healthy eating objectives in our kitchen on site. Staff work hard to ensure that every student eats a healthy balanced diet during school day. We ask that parents support this healthy eating approach.

Parents are asked to familiarize themselves with the Sodexo system **before** your child starts school. Please take the time to read the 'Sodexo Lunch Card Guidelines' to ensure your child is equipped with both the knowledge of the system and how to obtain and use his/her top up lunch card.

Please talk to your children about the use of the lunch cards and make sure to check the lunch account weekly.

## **Procedures**

1. Fill in a Sodexo lunch card registration form for their child(ren) at the Business Office. Please make sure to mention any allergies/diet restrictions your child may have.
2. You will receive a registration code and will sign up child 1 for a lunch account at [qpay.quarto.nl/portal](http://qpay.quarto.nl/portal) at the Business Office.
3. Parents will receive an email at the email address they have used to sign up for the lunch account with a link from Quarto (please check the spam folder as well). They can click on the link to go to the Quarto website and set a password. They will now be able to access the lunch account using their email address and password whenever they want to.
4. On the right hand top of the page the language can be changed.
5. Once they have accessed the lunch account, they can click on "Register new card" to register multiple child(ren) with the registration code(s) that they have received from the Business Office.
6. Parents can click on "change" and add the name of the child on the lunch card so they can distinguish between their children.
7. Parents can click on "charge" and put money on each individual lunch card (see payment instructions you received during sign up). You can put money on the cards in increments of 25 Euros using a Dutch or German bank account or a credit card.

	<b>AFNORTH International School</b>	
	<b>Student Services</b>	
		4090.001-Pro-Sodexo Lunch Accounts
	Date approved	5 Nov 2019
	replaces	

8. If you use a Dutch bank account, you can opt for the “auto reload” to automatically charge the lunch card when your balance falls a certain amount.
9. Parents are responsible to maintain a positive balance on the lunch account, no reminders will be sent out to remind parents that there is a low balance on the card. We suggest you keep a balance of at least Euro 5 so your child will always be able to purchase a lunch.
10. If the balance on the lunch card is not sufficient for your child to buy lunch, Sodexo will send them to their National Office.
11. Parents are encouraged to check the lunch account on a weekly basis. Once they have logged on to their lunch account, they can click on “Details” for each transaction to see what their child ordered on any given day.
12. If you have any concerns regarding the AIS Sodexo lunch payments and charges, please send an email to: [814700.afnorth.nl@sodexo.com](mailto:814700.afnorth.nl@sodexo.com)
13. If you have any other questions regarding the lunch program please contact the Business Office at: [business.office@afnorth-is.com](mailto:business.office@afnorth-is.com)
14. If a child loses/breaks the lunch card, they can go to the Business Office to receive a new lunch card. The Business Office will notify Sodexo and they will add the new lunch card to the existing lunch account. The parents will receive instructions on how to transfer the balance from the old lunch card to the new card. Please be aware that this process will take at least 1 day and your child should bring a packed lunch meanwhile.
15. If a child loses or breaks a lunch card there will be a charge of 5 Euro for each new card to be paid to the Business Office in cash. The first 2 lunch cards will be free of charge to a student. The student will receive a new card from the Business Office and Sodexo will add the new card to the lunch account. The parents will be notified through their National Office and will be asked to transfer the balance from the old lunch card to the new lunch card and to block the old lunch card.
16. The lunch cards for the elementary school children will be kept in the classroom.
17. You will be able to find the Sodexo menu on the school website: [www.afnorth-is.com](http://www.afnorth-is.com) under Info Center, Catering by Sodexo. The menu will change every week, in a 4 week cycle.
18. Parents will notify Sodexo and the Business Office about any allergies/dietary restrictions.
19. Please notify the Business Office when you want to close your Sodexo AIS lunch account.