

Dear Parents,

Welcome to Sodexo! As an experienced and reliable partner of catering schools, we are delighted to provide food for your child at ISF International School Frankfurt Rhein-Main.

Our choice of products provides a well-balanced, healthy and delicious diet, which is an important foundation for the students' healthy development and performance. A selection of three meals is offered daily on the basis of a fresh food system.

We also offer salad and a lunchbox. The meals include soup, main course, dessert or fruit and a drink. In addition you can choose salad and vegetable sticks from the salad bar. We also offer a daily meal including the above supplements for Kindergarten children.

### **HOW TO REGISTER YOUR CHILD**

**Please complete and return to the Kiosk to our Service Team one**

**„Application for lunch“ per child!**

**The contract will be automatically renewed for another school year, as long as you do not cancel**

Of course, you can register your child at anytime during the current school year.

Current registration forms (if not supplied) are available in school, at the food counter or directly from our Site Manager Mr. S. Völker (see contact).

### **HOW TO ORDER YOUR FOOD**

The prerequisite is a current valid SEPA direct debit mandate or an existing SEPA credit transfer (see payments and food prices)

#### **Lunches:**

Please order lunch for the children from kindergarten till grade 4 for the entire month in advance.

The food planners are distributed in your homerooms and can be handed in at Reception.

From grade 5 up, the students can choose their food themselves without pre-ordering.

#### **Kiosk:**

All students from grade 1 have the opportunity to shop with their student card at the kiosk.

Therefore the student card must be charged with cash at the kiosk. The opening times depend on the break times of the students. Additional the kiosk is daily open for parents from 08.00 – 09.00am and from 03.15 – 05.00pm.

## **PAYMENTS AND FOOD PRICES**

For all flat rate participants the lunch money is debited by SEPA Direct Debit

Procedure of the SEPA Direct Debit:

Please provide us with a unique SEPA direct debit mandate. We will charge the amount due at the beginning of the month for the current month from your account. According to the SEPA regulations, you will receive preliminary information about the amount and the debit date per email basically 5 days in advance. Please give us your email address on the application for food supply. If your mandate data changes, then please provide us according to the current SEPA regulations with a new SEPA- mandate.

A prepaid method is used for all single lunch eaters.

The card must be recharged with a minimum amount of 10€. When used for a meal, the individual amount is deducted from your card. If the card is lost, please inform please the Site Manager, Mr. Völker, that your card is lost. A new card with your old credit will be issued by the school for a fee.

The food prices include the statutory value-added tax:

**\*Kindergarten/Menu: 4,50 €   \*Grade 1 till 6/Menu: 4,50 €   \*Grade 7 till 12/Menu: 5,00 €**

With an annual use for of 180 school days, you will receive a monthly saving:

Kindergarten/Pre-School	= 70,00 €	corresponds to 3,89 €/meal
Grade 1 till 6	= 75,00 €	corresponds to 4,16 €/meal
Grade 7 till 12	= 75,00 €	corresponds to 4,16 €/meal

The debiting will take place on the 15th of the month starting September until June including the school holidays. Please tick the appropriate box on the Application for lunch.

## **CONTACT, ADVICE & INFORMATION**

► **If you have questions about registration and billing our service center is happy to help:**

Address: Sodexo Services GmbH, Servicecenter, Strasse.zur Internationalen Schule 33  
Telephone: 069 / 37 56 85 75  
Fax: 069 / 37 56 85 76  
E-Mail: isf.1189@sodexo.com  
Business hours: Monday – Friday from 8.30 – 10am and 2.30 – 3pm.

We look forward to your application and thank you for your confidence in Sodexo.

Enjoy your food

**Sincerely Your Sodexo-Team**

*\* Information about our catering systems can be found on our website.*

Please print, tick boxes as appropriate.

Please sign and return both sides including the SEPA direct debit authorisation and a copy of the approved additional payment (if existing) to:

Sodexo Services GmbH  
c/o ISF International School Frankfurt Rhein-Main  
Verwaltungs-GmbH  
Straße zur Internationalen Schule 33  
65931 Frankfurt

**Your contact address:**

**Sodexo Services GmbH**  
c/o ISF International School  
Frankfurt Rhein-Main  
Verwaltungs-GmbH  
Straße zur Internationalen Schule 33  
65931 Frankfurt  
Telefon +49 (0) 69 37 56 85 75  
Telefax +49 (0) 69 37 56 85 76  
E-Mail isf.1189@sodexo.com

**REGISTRATION FOR MEAL SUPPLY**

I already have a Sodexo customer number: Customer No: 1189 - \_ \_ \_ \_ \_

**1. FACILITY**

**ISF – International School Frankfurt Rhein-Main Verwaltungs-GmbH**  
**Company No: 1189**

Class: .....

**2. PARTICIPANT'S PARTICULARS:**

Name: ..... First Name: .....

Date of Birth: ..... Requested commencement date: .....

**3. MEALS FOR:**

permanent-registration Kiga  permanent-registration from Grade 1 - 6

permanent-registration from Grade 7

**4. LEGAL REPRESENTATIVE:** (please fill out no. 7 if other than legal representative)

Name: ..... First Name: ..... Date of Birth: .....

Street/house no.: .....

Postal code: ..... Place: .....

Telephone: ..... E-Mail adress: .....

**5. MONTHLY INVOICE SETTLEMENT:**

**SEPA direct debit under SEPA direct debit authorisation** at the beginning of the subsequent month

by Sodexo Services GmbH pursuant to the regulations of the European Payments Council (EPC). For this purpose please fill out the enclosed SEPA direct debit mandate and return it to the above service center together with this registration form. Pursuant to SEPA regulations you will be informed in advance of the amount and the date of the debit entry by e-mail as a rule 5 days in advance. Please provide us with your e-mail address (see box) for the purpose and notify us of any changes to your e-mail address sufficient time in advance.

**6. DISPLAY OF YOUR INVOICE**

Please send me/us an additional monthly bill by E-Mail.

**7. DIVERGENT INVOICE ADDRESS (to be filled out only if not identical with that of legal representative):**

Name: ..... First Name: ..... born on:.....  
Street/house no .....  
Postal code:..... Place:.....  
Telephone..... E-Mail adress: .....  
(please indicate for dispatch of SEPA advance information)  
.....  
Place/date ..... Signature of invoice recipient

**8. CONTRACTING OF THE MEALS PROVIDER**

The facility named in section 1) and/or its legal entity has/have contracted with **Sodexo Services GmbH, Eisenstrasse 9a, 65428 Rüsselsheim** (hereinafter referred to as meals provider and accounting company) for the provision of the meals identified in section 3) on the days indicated there. On the basis of the contracts entered into with the above facility and/or its legal entity I hereby confirm that a contract has been concluded for the provision of meals to the child/participant named in section 2.

As we are committed to high quality standards you are requested to notify the applicable meals provider of any shortcomings. The prices of the menus on offer can be gathered before the given order is placed from our information for parents. These prices are fixed in the licences agreed between the meals providers and/or service providers of the one part and the facility's legal entity of the other part by way of consideration based on the number of menus taken plus a service charge. The facility's legal entity has contracted with the meals provider to collect the consideration directly.

**9. Order**

The food order is made in accordance with the above desired variant. The exact order and billing modalities and priced can be read in the information for parents.

**10. DURATION OF CONTRACT**

The present agreement is being concluded for an indefinite period and may be terminated in writing subject to four weeks' notice to the end of a calendar month. The SEPA-direct debit mandate expires upon the settlement of accounts. Credit balances, if any, are refunded. The provision of meals ends upon the orderly termination of the agreement between the facility and/or the legal entity. As long as we do not receive a written notice, the contract is automatically renewed for the next school year, if your child do not leave the school.

**11. CHANGES TO CUSTOMER PARTICULARS**

Changes to names, addresses and banking connections need to be immediately reported to the meals provider in writing along with the customer's number. Any costs incurred by delayed reporting shall be borne by the customer.

**12. FEES**

Fees incurred e.g. for the reversal of direct debit entries shall be borne by the account holder unless the meals provider is answerable. A payment shall not be deemed to have effectively been made until paid into the meals provider's account. Meal prices need to be carefully checked for accuracy on the basis of the number of meals ordered for the given accounting period irrespective of the number actually taken. Objections to charges billed need to be raised in writing vis-à-vis the meals provider within 12 weeks of the pertinent settlement of accounts. A party culpably failing to object on time to the given settlement of accounts shall be deemed to have accepted it.

**13. DELAY IN PAYMENT/TRANSFER OF DATA**

Where the customer is in default of payment, the meals provider is entitled to bill dunning charges by way of compensation for the damage sustained by it on account of the delay with the express proviso that the customer is free to prove that a lesser damage or no damage at all has occurred. Following a delay in payment (failure to pay an invoice by the agreed deadline) the meals provider is entitled to discontinue the provision of meals to your child and inform the management of the pertinent facility accordingly.

**14. SPECIAL DIETS**

Certain diets such as gluten-free dishes may be applied for through the Servicecenter.

**15. DISCOUNTS**

Copies of entitlements to discounts on meal prices shall be submitted along with this registration form. Such entitlement is forfeited if no pertinent supporting records are submitted or found to be no longer valid. Likewise, any extensions of time limits need to be submitted to the meals provider on time and unsolicited.

**16. DATA PROTECTION**

Personal data is stored for the purpose of electronic data processing and is subject to the applicable data protection regulations. The data processing takes place exclusively for the purpose of the fulfillment of the contract, for billing purposes and for the personal information of the user and possibly his legal representative. A transfer of the data to third parties, except for the aforementioned purpose or due to a statutory provision, does not occur.

Herewith I register the person identified in section 2) for the above meal programme with the written conditions.

.....  
Place/date ..... Signature of the legal representative/contracting partner

**SEPA Direct Debit Mandate**

valid from: \_\_\_\_\_

Please return to: Sodexo Services GmbH, Str. zur Internationalen Schule 33, 65931 Frankfurt

KST: 1189

**Payment recipient:**

Name: **Sodexo Services GmbH**

Street and number: Eisenstr. 9a

Postal code and city/town: 65428 Rüsselsheim

Creditor Identifier: DE35ZZZ00000028342

Mandate reference: will be notified separately

**NOTE**  
SEPA Direct Debit  
Mandate is valid only in  
the original by post!

**Payer (account holder):**

Name of meal participant:

First name(s) and surname:

Street and number:

Name of the school/facility:

Postal code and city/town:

**Direct debit authorisation:**

I hereby irrevocably authorise the aforementioned payment recipient to collect the payments I owe when due by direct debit from my bank account.

**SEPA Direct Debit Mandate:**

I hereby authorise the aforementioned payment recipient to collect payments from my bank account by direct debit. At the same time, I instruct my bank to honour direct debits charged by the aforementioned payment recipient to my bank account.

**Note:** I can demand reimbursement of the debited amount within eight weeks commencing with the debit date. The terms and conditions agreed with my bank shall apply.

**IBAN of the payer:**

\_\_\_\_\_

**BIC (8 or 11 characters):****Name of the bank:**

\_\_\_\_\_

If different from the account holder issuing this SEPA direct debit mandate, the following information must also be provided:

Name, first name(s) of the parent/guardian:

Street, post code, city/town of the parent/guardian:

**City/town****Date (DD/MM/YYYY):****Signature(s) of the payer (account holder):****Mandate is only valid with city/town, date and signature!**