



**PARENTS' ASSOCIATION
(APEEE IXELLES)**

EUROPEAN SCHOOL BRUSSELS III

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CANTEEN (HORECA) REGULATION
www.apeeeb3.be**

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1. INTRODUCTION

This APEEE IXELLES Canteen Regulation (hereinafter, "the Regulation") sets out the rules and procedures that underpin the Canteen services and their operation. These rules establish the general context for all day-to-day and other operational decisions taken by the Parents' Association of the European School Brussels III (hereafter, "the APEEE") bodies, and are compulsory for all users of this service, notably the canteen staff employed by the APEEE, the enrolled students and their parents (persons exercising parental authorities or their representatives).

2. GENERAL PROVISIONS

2.1. APEEE IXELLES Role - Bodies

The APEEE has exclusive competence over the organisation and management of the school canteen service. The Convention signed with the European School Brussels III (hereafter, “the School”) on 14 April 2015 sets out the rights and obligations of the APEEE, *inter alia*, in terms of maintaining the School premises and material in good shape and conditions in conformity with an appropriate use. The Convention signed with OIB sets out the respective rights and obligations for the provision of meals for students enrolled in OIB Ixelles Garderie.

The responsibility for running the school Canteen services is assumed by the **APEEE Management Board** (hereafter, “the Board”). The Board adopts, *inter alia*, all policy decisions, approves the draft budget and the draft consolidated accounts of the sector. It delegates the oversight of the service to a specific operational Working Group (hereinafter, “the Canteen WG”) and appoints - among its members - a sector head in charge of the Canteen service. The operational modalities of the Canteen WG are defined in the Board’s rules of procedure.

The **Canteen WG** meets regularly with representatives of the school management, teachers and Secondary students as the Canteen Committee (hereafter, “the Committee”), a consultative body for the coordination and exchange about the general functioning of the Canteen service.

The **Canteen Office** (hereafter, “the Office”) ensures the daily operation of the services and is run by the APEEE staff members (the Canteen Office manager, his/her deputy and the canteen administrator).

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2.2. Canteen Services

The Canteen services of the APEEE include:

- Canteen service for students (Nursery, Primary and Secondary)
- Canteen service for teachers, school staff and visitors
- Cafeteria service for Secondary students and teachers
- Snacks for after-school childcare (“garderie”) and extracurricular activities (“périscolaire”)
- Other catering services for the school community (cold lunches for school excursions, drinks and meals for school events and meetings of the school management, Springfest, etc.)

2.3. Canteen Office

The Canteen Office is open between 10:30 and 14:00 for purchasing occasional lunch tickets or for any information or concern of the student canteen users.

The Canteen Office is located on the first floor of the Athena Building, in front of the main refectory.

3. ENROLMENT

3.1. General Rules

Enrolment for the canteen service for students is done separately for each student and exclusively via [MyAPEEE](#). Existing enrolments need to be renewed for each new school year, during the annual enrolment period (the exact periods, usually in May/June of the previous school year, are communicated to parents by email). New enrolments are accepted anytime.

Enrolment and use of the canteen service are subject to agreement to the Regulation. Enrolment to the canteen service for a given day commits the canteen service to the preparation of a meal for that day and so the payment of this meal by the parent, irrelevant to the student's presence to consume this meal.

Parents can enrol students in the canteen for any number of days per week (1-5) according to their school timetable.

The timely payment of the family APEEE annual subscription fee and any outstanding payments is a prerequisite for the enrolment and the continuation of all APEEE services (canteen, transport and extracurricular activities). The APEEE may refuse the use of canteen services to families in this situation.

– Special arrangements for Wednesdays

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Parents should be aware of the following modalities:

1. If the student is enrolled in the Commission's afterschool childcare service ("garderie"), the price of the lunch is already **included in the payment for the "garderie"** service. Parents do not need to enrol the child in the canteen on Wednesday via [MyAPEEE](#), even if for Nursery students.
2. If the child is not enrolled in the Commission's afterschool childcare service ("garderie"), parents may enrol the student in the canteen on Wednesdays via [MyAPEEE](#). After lunch, the canteen staff accompanies students to the designated extracurricular activity or to the assembly place to be picked up by parents.
3. **Only for Nursery students:** on Wednesdays, Nursery students have lunch in the canteen at 11:55 accompanied by their school teacher. When school ends, teachers accompany the students to the school bus, to the garderie, to the assembly place to be picked-up by parents or to the designated places for extracurricular activities. Nursery students should not be registered to the canteen service if they are registered to the garderie on Wednesdays.
4. **For all other students** not attending the Commission's garderies or extracurricular activities organized by the APEEE: Parents should be aware that there is a single departure of buses at 13:00, and it is therefore not possible for students to have lunch in the canteen and take the bus.

– **Friday arrangements**

1. Parents of students in P3 to S7 need to indicate in [MyAPEEE](#) the option "continue with school".
2. Parents of students in Nursery or P1/P2 need to indicate in [MyAPEEE](#) where the child will go after lunch. Lunch is not included in the garderie package that day.

3.2. Changes in Enrolment

Any request for a change in the enrolment needs to be submitted via [MyAPEEE](#).

Given the frequent changes in the school timetable at the beginning of the school year, the Canteen Office accepts all requests for change with immediate effect for the whole month of September. Parents can thus enrol students for the canteen, even if their definitive timetable is not known.

From October onwards and for the rest of the school year, all requests for a change in enrolment will be taken into account as of the 1st day of the following month. Exceptionally, change requests resulting from a permanent long-term change in the school timetable will be taken into account with immediate effect, provided that they are submitted at least 5 working days before the requested change (to allow the Canteen Office to process the request).

- 6 Changes are possible only for fixed days of the week and/or for a determined period of time (e.g. educational support during lunchtime).

Any voluntary change in the provision of an APEEE service entails the payment of an administrative fee.

The administrative fee must not be paid in the following cases:

- a) Changes imposed by a change in the timetable of school courses. Parents must signal and present written proof to the Canteen Office if a change is due to a School obligation, as the APEEE is not informed of such decisions.
- b) Any technical changes and corrections made by APEEE in MyAPEEE as necessary, for example, in case of a technical failure of the systems for online enrolments and payments.

For punctual changes in the school timetable, which prevent them from using the canteen service, Secondary students can request a cold lunch for the relevant day, provided the Canteen Office is informed in time (see section 5.4 [Cold Lunches](#)).

For more information, see also sections 4.5 [Reimbursement](#) and 5.4 [Cold Lunches](#).



3.3. Access

– Students' canteen

The students' canteen is located on the first floor of the Athena building.

Access to the students' canteen is reserved for students, accompanying teachers and supervisors, as well as for visiting parents.

Nursery and P1 to P5 students eat together with their class in the refectory (with the particular case on Wednesdays as explained in section 3.1 [General Rules](#)), including students with packed lunches ("tartinists"), under supervision of their teachers or school supervisors.

For Secondary students, access to the canteen service is possible only if properly enrolled in the canteen service, namely in possession of an electronic badge or an occasional ticket. Any Secondary student using the school canteen without a valid authorization (regular enrolment or occasional ticket) may be refused access or may be subject to the payment of the full daily tariff due for the given term. In case of non-payment in a timely manner, section 4.4. [Late Payments](#) applies.

Parents wishing to share a lunch with their student in the students' canteen are invited to send a request by e-mail to the Canteen Office at least 48 hours in advance. Provided that their child is properly enrolled, parents are welcome to visit the canteen and have a lunch for free once per term, i.e. up to three (3) times per school year.

Please note:

Each family is only allowed to have lunch at the canteen once per term, and only on Tuesdays or Thursdays. The school allows a maximum of 5 parents per day.

– Cafeteria

The access to the cafeteria is reserved for Secondary students. Payment is possible only by [electronic badge](#). The badge is only available for purchase on [MyAPEEE](#) once [the APEEE annual membership fee](#) has been paid. Adults may access the cafeteria in order to buy food and drinks but are not allowed to stay.

– Teachers' canteen

School staff (pedagogical and administrative) and visitors have the possibility to eat in a separate self-service teachers' canteen. Payment is made by electronic badge ([please contact the Canteen office](#)).

3.4. Prices

The price of the canteen service is fixed by decision of the Board on a proposal of the Canteen WG¹ for each school year. The Canteen price is a subscription for the school year, based on the school calendar for each cycle (Nursery, Primary, and Secondary). The total price varies depending on the number of days (per week) a student is enrolled for. No discounts are applicable.

Parents may consult the [prices applicable for the current school year on the APEEE website](#).

3.5. Daily Tickets

Students not enrolled on a regular basis to the Canteen may use occasional lunch tickets.

An occasional ticket (or daily ticket) allows for one Canteen meal. Each ticket is only valid on the date and for the student specified at the time of purchase. Tickets cannot be exchanged or refunded.

Tickets must be retrieved by the student from the Canteen Office before the requested meal (with help from their teacher if necessary).

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Tickets can be purchased from [the MyAPEEE platform](#) or, in the case of Secondary students, using their badge (to be recharged using [myNetpay](#)).

¹ In updating the prices, the following are taken into account: the increase of the Belgian consumer price index for primary foodstuffs, as well as staff costs and investment needs for the canteen/cafeteria.



4. PAYMENT INFORMATION

4.1. Payment Schedule for Canteen Registration

Payments for the canteen service are due as follows:

1st term – September to December:	15 th of October
2 nd term – January to April:	15 th of December
3 rd term – May to July:	15 th of April

Parents will receive a notification by e-mail 15 days before the payment due date.

4.2. Payment Methods

The canteen fee is paid directly by parents.

Payment of the canteen fee can be made in the following ways:

- Online payment via [MyAPEEE](#)
- By [bank transfer](#)
- By setting up a direct debit for the school year

If using direct debit, parents must pay attention to the following rules:

- One mandate per student
- The original documents signed by hand must be brought to the office or sent by post to the Canteen Office. For legal reasons, scanned copies will not be accepted.

More information as well as the mandate for direct debit to be filled out can be found on [our website](#), or by contacting the [Canteen Office](#).

4.3. Electronic Badges

Secondary students using the canteen and/or the cafeteria must be in possession of an [electronic badge](#), available for purchase via [MyAPEEE](#). The badge is only available for purchase on [MyAPEEE](#) once [the APEEE annual membership fee](#) has been paid.

In order to receive the badge a refundable deposit will have to be paid. The badge is to be collected from the Canteen Office next to the refectory.

Badges for new students will be prepared on the first day of the school.

Any fraudulent use of the badge is forbidden and will lead to the blocking of the badge. In case of frequent



violation, the student may be refused access to the canteen or will be asked to pay the full tariff for the given term.

Badges can be recharged online at <https://apeeeb3.mynetpay.be>. Parents must contact the Canteen Office to obtain an access login to the online badge management system.

An overview of past transactions with the badge is available online at [MyNetpay](#).

Lost or forgotten badge:

Users, who lose their badge, need to inform the Canteen Office. The lost badge will be deactivated and the student must purchase a new badge in order to have access to the canteen services. It is advisable to wait a few days (3) in case the badge is found.

In the case of a forgotten badge, Secondary students enrolled in the canteen must request a free replacement ticket for the given day or generate a QR code with the [MyNetpay](#) application and present themselves at terminal 4. A student can receive up to 3 free replacement tickets per term. Students must purchase a new badge on the 4th request.

4.4. Late Payments

- 10 Standard deadlines for payment for canteen services are the following: 15/10, 15/12, and 15/03, for their respective term.

Within 3, 7, and 10 days after the payment deadline, parents receive a further automatic reminder to pay, including information about consequences of non-payment, namely exclusion of their child from APEEE services as of the 1st day of the following month, i.e. 01/11, 01/01 and 01/04 respectively.

If the payment is still outstanding 15 days after the payment deadline, despite the 3 reminders sent after the deadline (see above), the student will have to be excluded from APEEE services. Prior to the exclusion and in parallel to the 3rd reminder, parents will be informed thereof (by phone or note in the child's agenda) and be invited to a final settlement. In the event of lack of response or of a compliance, the exclusion will take effect and an administrative fee will be charged on top of the outstanding amount.

If the payment is still not received the file will be transferred to a lawyer for collection which will result in additional costs of at least 150 EUR per student.

The exclusion will cease as soon as the payment is made.

Parents experiencing difficulties with the payment for any APEEE service may apply for a contribution from the APEEE Social Fund or for a monthly settlement of the due amount, which must be approved by the Treasurer and the Vice-President for Administration. In such case, they must contact the sector office or APEEE office as soon as possible to ask for assistance and seek an arrangement. In case of difficulties regarding payment, parents must contact the Canteen Office.

4.5. Reimbursement

Refunds for a canteen subscription may be made in the following exceptional cases:

- a) **Force majeure relating to School organisation:** reimbursement is made to all parents in cases of unforeseen closure of the school for at least five consecutive school days.
- b) **Definitive early departure:** students leaving the school can obtain a refund as from the first full calendar month starting no fewer than fifteen days after the notification by the parent(s) to the APEEE.
- c) **Changes:** if the APEEE changes or cancels the services for which a student is enrolled, or if the school changes the student's timetable and thereby prevents the child from using the service.
- d) **Justified absence:** a refund is made for all canteen services in cases of justified absence of a student, as of the 6th consecutive working day of absence, provided that the student is enrolled with the canteen service at least 3 days per week. Parents must inform the Canteen Office as of the first day of the absence period and send the justification no more than one week after the end of the absence.

Please note:

- Only the food cost will be reimbursed.
- Parents will not be entitled to any refunds for errors that occurred in the enrolment process for which they are responsible (e.g. forgetting to cancel an enrolment).
- Lack of use of the service by a student does not entitle the parents to any reimbursement, even in the case of a school trip.
- Reimbursements are only possible for the current year (until the 30th of June of the current year).
- Following changes approved by the Canteen Office, reimbursements shall be calculated *pro rata temporis*.

This information is in line with [the APEEE's reimbursement policy and its annex](#).

Occasional tickets are not refunded.

5. DAILY OPERATION OF THE SERVICE

5.1. Timetable and Organisation

With the exception of Wednesdays, the canteen service prepares and serves around 2.000 meals per day.

The canteen is open from 11:20 to 13:45 (the premises close at 14:00). There are three (3) services of 30 minutes²:

1st service	Nursery	11:20
	P1 to P2	11:35
2nd service	P3 to P5	12:10
3rd service	S1 to S3	12:50
	S4 & S6	13:15
	S5 & S7	13:50

On **Wednesdays**, lunch starts at 11:50 for Nursery students and at 12:50 for all other students.

Nursery and Primary students eat together with their classmates in the refectory, including students with packed lunches ("tartinists"), supervised by the class teacher or a school supervisor. There are designated seating areas for each class.

Enrolled **Secondary students** enter the refectory on their own in free flow, separated into three groups, following their school timetable (S1-S3 and S4/S6 in 6th period and S5/S7 in 7th period). At the access control terminals ("bornes d'entrée"), students must scan their electronic badge or produce an occasional ticket. There are no fixed tables nor seats ("free seating"). Supervision in the refectory is ensured by two (2) school supervisors.

Secondary students with packed lunches ("tartinists") may eat in the dedicated areas within the school. Two microwave ovens are available for the students' use in front of the Canteen refectory and in the cafeteria.

Before leaving the table, students are required to clean their table. Different arrangements apply for Nursery/Primary and Secondary students (see Section 6.2 [Responsibilities of Users and Supervisors](#)). Students should dispose of the various items (organic waste / disposable waste / cutlery) in the appropriate bins, stack and group the plates and glasses, and slide their chairs under the table.

The table service staff made available through an external service provider, Atalian Global Services, is responsible for cleaning the tables between each service.

² The times indicated here are based on the timetable established by the school. Should this timetable come to change, the information found in this table would not be applicable.

5.2. Menu

The general principles for establishing the menu, as well as for the preparation of meals in the school canteen, are set out in the [APEEE Food Policy](#).

As a general rule, the canteen aims to propose simple, non-sophisticated meals, with separation of components (meat/side-dish/vegetables), with very limited presence of deep fried and pre-processed food, and limited amount of salt.

Traditional foods and recipes from the sections represented in the School are available on a regular basis.

The menu is elaborated by the Canteen Office. A professional nutritionist reviews its composition and portion sizes are adapted for the different age-groups. Every day, the canteen kitchen team prepares the food to be served in the canteen using the kitchens of the school. No dish is provided by an external supplier.

The menu of the month and pictures of the main course of the day are available on the [APEEE website](#)

A "home-made" ("fait maison") label in the menu indicates that the meal is entirely prepared in the kitchen using raw ingredients (e.g. lasagna or sauces "béchamel"- or "bolognaise"-style).

The canteen reserves the right to adapt the menu in case of unforeseen events such as power cuts, interruptions of water supply, disruptions in the supply chain, etc.

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5.3. Table Service

Canteen lunch includes a soup or fresh vegetables, a warm main course and a dessert. Bread and water are also available.

For Nursery and Primary students, fresh vegetables or a soup are proposed as a starter at the table.

The main course is served at the beginning of the service; the dessert is served 10 minutes before the end of the service.

– Nursery, P1-P2

The table service staff lay the tables with cutlery, plates, napkins, glasses and water jugs, which are replaced for each service. The table service staff serve the food on the plate for each student.



– **P3 to P5**

The table service staff lay the tables with cutlery, plates, napkins, glasses, baskets with bread (pre-cut baguettes) and fresh water jugs. Students serve themselves from service dishes available on the tables.

– **Secondary**

The table service staff lay the tables with cutlery, plates, napkins, glasses, baskets with bread (pre-cut baguettes) and fresh water jugs. Students serve themselves from service dishes available on the tables. Students wishing a second helping of the hot meal have the possibility to receive more food at dedicated stations ("bain-marie") in the refectory.

5.4. Cold Lunches

Cold lunches are provided to students registered to the canteen but unable to attend due to an exceptional change to their school timetable.

The cold lunch consists of a sandwich, some fruit, a dessert, and a juice box.

- 14 The canteen service respects the European standards of hygiene concerning the preservation of food. The canteen ensures that cold lunches are kept at a maximum temperature of 4°C. The canteen cannot be held responsible from the moment the food is taken out of the kitchen.

A request for a cold lunch must be made at least 2 working days before the day of the event. For bigger groups (> 20 students) the advance notice must be at least 1 week. The same one-week deadline applies to events non-listed in the regular school calendar. Any request not respecting the deadline will be refused.

A replacement cold lunch can be issued for events organised by the school or a teacher, such as the Belgian Olympiades, Eurosport, Mini-Enterprise, Students' Parliament, S7 presentation of universities, students' "cross", Springfest, exams and other collective tests, etc.

Any request under this point must be accompanied by a confirmation (in writing) of the responsible teacher or the school administration. To keep things simple, the teacher should send directly to the Canteen Office a list of students participating in the event.

In case of regular activities (e.g. Mini-Enterprise, educational support), the request must be made only once for the whole period and must indicate all the dates of the activity.



A cold lunch can be issued also for the following activities not organised by the school or a teacher:

- Meetings for the Springfest
- Charity events
- Meetings of the Students' Committee
- Individual music lessons/theatre class

5.5. Cafeteria

The cafeteria is located on the ground floor of the O (Etude) building, beneath the bridge connecting Secondary buildings Beckett and Curie.

[Consult the Cafeteria pricelist on our website.](#)

The cafeteria can only be used by Secondary students. Adults may access the cafeteria in order to buy food and drinks but are not allowed to stay.

The cafeteria is open from 8:00 to 15:30 on Secondary school days (8:00 to 14:30 on Wednesdays).

15 The cafeteria is closed on specific days, such as during the Springfest. It is definitively closed from the last day of Secondary school in June (date decided by the School Management each year).

A canteen supervisor is present between 10:45 and 13:45 on all school days, and on Wednesdays between 10:45 and 11:45. Moreover, a school supervisor passes by regularly throughout the day, and the cafeteria staff may contact a supervisor or an educational advisor if necessary.

The cafeteria follows the Food Policy adopted by the Administrative Board of the APEEE. There is a wide choice of products varying from healthy breakfast options to quick snacks: drinks, pastries, large choice of cold sandwiches (including vegetarian), pasta, pizzas, soup, fruits, etc. The baguettes for sandwiches are baked in the kitchen and all sandwiches are freshly made on-site.

Drinks and biscuits are available from vending machines.

Two microwave ovens are available for students to heat their meals.



5.6. Students Receiving Educational Support

Primary students having to attend supplementary courses during their regular lunch break (educational support, logi-group, etc.), receive a cold lunch on that day if they are registered to the canteen. To this end, the teachers communicate regularly and throughout the school year an updated list of students receiving educational support to the Canteen Office. Lunches are delivered directly to the educational support class.

Secondary students who are unable to go to the canteen due to educational support lessons are unsubscribed from the Canteen service on that day of the week – their Canteen fee is reduced accordingly. To this end, the Secondary cycle administration provides an updated list of students receiving educational support to the Canteen Office regularly and throughout the school year. The cafeteria is available during the day so that students may purchase food before their support class.

Once the educational support period has ended, parents wishing to update their child's registration for that day must contact the Canteen Office.

5.7. Excursions and School Trips

Teachers can request cold lunches for students enrolled in the canteen for single-day excursions. To that end, a request must be sent to the Canteen Office, at least 48 hours in advance, including a list of the students concerned. The Canteen Office verifies the number of students enrolled in the canteen on the day of the trip and, upon receiving the teacher's approval, submits the request to the kitchen.

For sanitary reasons, it is not possible to include a dairy product in these cold lunches (cold chain break).

The canteen does not provide lunches for school trips (excursions lasting more than one day at a time).

5.8. Corner for Students with Packed Lunches ("Tartinists")

The sandwich-eating area or corner for students with packed lunches ("tartinists") is located in front of the students' canteen, on the first floor of the Athena building. Two microwave ovens are available for students to heat their meal.



6. SAFETY AND DISCIPLINE

6.1. Allergies

The canteen cannot prepare any special meals to take account of allergies, illnesses, special diets, religious or other individual choices. Both the premises and the number of meals do not allow to offer an alternative menu.

The canteen cannot be held responsible for any incident in this regard. Parents of children with severe allergies are strongly advised not to register their children in the canteen. Parents should inform the school doctor on this matter. Neither the school teachers nor the canteen staff have access to the students' medical records, including allergies or illnesses. Parents are therefore responsible for notifying the Canteen office and the teachers of any allergies or problems as necessary.

The allergens of the ALBA list are indicated on the website for the [weekly menu](#). Details on allergens may change on the day of the meal depending on the ingredients received and used. Moreover, the list of allergens does not include cross allergies.

If an allergy change occurs in the menu, the modification is indicated on the website.

6.2. Responsibilities of Users and Supervisors

Nursery and Primary

Responsibility of the canteen and table service staff	Respect the timetable. Set the tables (cutlery, plates, glasses etc.) and place the dishes with raw vegetables on the tables. Serve the main meal in sufficient quantity on the plates. Manage the water jugs and breadbaskets on the tables. Clean the tables between individual services.
Responsibility of the class supervisor	Respect the timetable when accompanying students to the refectory. Make sure that students arrive calmly and take seats at the table per class. Ensure students' hygiene, encourage students to wash their hands before lunch. Encourage students to taste all meals without forcing them. Teach students not to waste food. Ensure that students eat enough. Ask the table service staff for more food, if necessary. Respect the time available to eat. Prevent any commotions and restore calm, if necessary. Report all incidents to the School's Direction. Verify that the students put the leftovers and cutlery into dedicated containers, stack and group together the plates and glasses, and push their chair back under the table before leaving the refectory.
Responsibility of the students	Respect the timetable. Treat the eating utensils as well as the food with respect. Not serve more food on their plate than they can consume in order to prevent food waste (P3-P5). Behave appropriately at the table; avoid shouting or talking too loudly. Make sure to leave their place clean for the next users. After the lunch, put away different elements (organic waste / disposable waste / cutlery) into the dedicated containers, stack and group together the plates and glasses, and push their chair back under the table before leaving the refectory.

Secondary

Responsibility of the canteen and table service staff	Supervise students at the access control points (entry turnstiles for Secondary students). Respect the timetable. Set the tables (cutlery, plates, glasses etc.), as well as place the trays with components of the main meal on the tables. Manage the water jugs and breadbaskets on the tables. Clean the tables between individual services.
Responsibility of the school supervisors	Make sure that students arrive calmly and take their seats. Prevent any commotions and restore calm, if necessary. Report all incidents to the EEB3 direction. Remind the students of their responsibilities, if necessary, in particular to leave their seat clean and to put their chair back under the table before leaving the refectory.
Responsibility of the students	Respect the timetable. Treat the eating utensils as well as the food with respect. Not serve on their plate more food than they can consume in order to prevent food waste. Behave appropriately at the table; avoid shouting or talking too loudly. Make sure to leave their place clean for the next user. After the lunch, bring the different elements (organic waste / disposable waste / cutlery, plate, glass) to the dedicated cleaning zones and place them into the dedicated containers (waste) or stack and group them together (plates, glasses), and push their chair back under the table before leaving the refectory.



7. COMMUNICATION – FEEDBACK – COMPLAINTS

Postal address

AISBL APEEE Bruxelles III - Canteen
Boulevard du Triomphe 135
1050 Brussels
Belgium

Parents may contact the Canteen Office by e-mail (cantine@apeeeixelles.be) or phone (02 211 40 05 or 02 211 40 06), depending on the urgency of the matter and the nature of request:

- For all matters relating to **enrolment process** they must contact the APEEE enrolment service via e-mail: enrolment@apeeeixelles.be.
- For general queries regarding the Canteen services, including all matters relating to enrolment, parents should contact the Canteen Office preferably by email or by phone only from 10 am to 12 pm daily.
- For urgent matters, parents can call the office at any time during opening hours. The Canteen Office is open daily from 8:30 am to 4 pm.
- For complaints and other concerns (see below), parents are requested to make contact in writing via the online complaints system (help desk for user support) through [MyAPEEE](#) ("Contact APEEE Board"). Submissions via this system are brought to the attention of the Canteen Office as well as the Canteen WG. Submissions may include:
 - Complaints about the operation or the quality of the service,
 - Reports on specific incidents, deficiencies or failures of the service,
 - Challenges to decisions taken by the Canteen Office.

All submissions will be registered and answered as soon as possible depending on their nature and urgency.

Suggestions to improve the service are always welcome.

The Canteen Office will contact parents:

- By e-mail for any issues that relate to individual enrolment,
- By phone for any individual emergencies.

The APEEE website provides accurate and updated information concerning the functioning of the canteen services, including news about events that are expected to have an impact on the Canteen services.



8. FINAL PROVISIONS

The APEEE Ixelles Canteen Regulation is adopted by decision of the Board and is applicable with immediate effect on 21 May 2019, revised on 29 September 2020 and January 2025. It can be amended or otherwise revised by a new decision of the Board.