



APEEE HORECA REGULATION

CA 20/2019 REV 2

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June 2019



**PARENTS' ASSOCIATION
(APEEE IXELLES)**

EUROPEAN SCHOOL BRUSSELS III

HORECA REGULATION

www.apeeeb3.be



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1. INTRODUCTION

The Parents' Association of European School Brussels III (hereinafter "APEEE") HORECA 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 pupils 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 on 30 August 2018 sets out the respective rights and obligations for the provision of meals for pupils enrolled in OIB Ixelles Garderie.

4 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 pupils 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** headed by its manager, Mr. Didier DELHOUX, 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).

2.2. Canteen Services

The Canteen services of the APEEE include:

- canteen service for pupils (nursery, primary and secondary),



- canteen service for teachers, school staff and visitors,
- cafeteria service for secondary pupils and teachers,
- snacks for after-school childcare ("garderie") and extracurricular activities ("périscolaire"),
- other catering services for the school community (cold lunch/picnic 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 10:30-11:00 and 12:45-13:30 for purchasing occasional lunch tickets or for any information or concern of the canteen users.

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

3. ENROLMENT

3.1. General Rules

Enrolment for the canteen service for pupils is done separately for each pupil and exclusively via the E-enrolment platform (<https://enrolment.apeeeb3.be/>). 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.

Parents can enrol pupils 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 the pupils concerned.

– Special arrangements for Wednesday

Parents should be aware of the following modalities:

1. If the pupil is enrolled in the Commission's afterschool childminding service ("garderie"), the price of the lunch is already **included in the payment for the "garderie"** service. Parents do not need to enroll the child in the canteen on Wednesday via the APEEE E-enrolment platform.
2. If the child is not enrolled in the Commission's afterschool childminding service ("garderie"), parents may enroll the pupil in the canteen on Wednesdays via the APEEE E-enrolment platform.



After lunch, the canteen staff accompanies pupils to the designated extracurricular activity or to the assembly place to be picked up by parents.

3. **Only for Nursery pupils:** on Wednesdays, nursery pupils have lunch in the canteen at 11:55 accompanied by their school teachers. When school ends, teachers accompany the pupils 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.
4. **For all other pupils** 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 pupils to have lunch in the canteen and take the bus. Secondary pupils may opt for the "take-away lunch bag" option on Wednesday (by selecting the appropriate option in the Wednesday drop-down menu in the e-enrolment online platform).

– Friday arrangements

1. Parents of pupils in P3 to S7 need to indicate in the E-enrolment platform the option "continue with school".
2. Parents of pupils in nursery or P1/P2 need to indicate in the APEEE E-enrolment platform where the child will go after lunch. Lunch is not included in the garderie package that day.

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3.2. Changes in enrolment

Any request for a change in the enrolment needs to be submitted via the E-enrolment platform.

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 pupils for the canteen, even if their definitive timetable is not known.

For the rest of the school year (from October onwards), all requests for change in enrolment 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). Any other change will be taken into account from the 1st day of the following month. Changes are possible only for fixed days of the week and/or for a determined period of time (e.g. learning support).

The administrative fee is not to be paid if the change results from a change in the school's timetable. Parents must signal and present a proof to the Canteen Office if a change is due to a School obligation, as the APEEE is not informed of such decisions.



For punctual changes in the school timetable, which prevent them from using the canteen service, secondary pupils can ask at the Canteen Office for a replacement ticket for a cold lunch (available in the cafeteria). Replacement tickets can be issued only for the same day as the original canteen enrolment. More information on the use of replacement tickets are available from the Canteen Office.

Any voluntary change in the provision of an APEEE service entails the payment of a 15 EUR administrative fee.

For more information, see also sections 4.5. Reimbursement and 5.4. Cold lunch.

3.3. Access

– Students' canteen

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

Nursery and P1-P5 pupils eat together with their class in the refectory (with the particular case on Wednesdays as explained above), including pupils with packed lunches ("tartinists"), under supervision of their teachers or school supervisors.

7 For secondary pupils, 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 pupil 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 pupil in the students' canteen are kindly invited to send a request by e-mail to the Canteen Office at least 24 hours in advance. Provided that the pupil is properly enrolled, parents are welcome to visit the canteen and have a lunch with each of their pupils for free once per trimester, i.e. up to three (3) times per school year and pupil.

– Cafeteria

The access to the cafeteria is reserved for secondary pupils. Payment is possible only by electronic badge. Adults (including parents) 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 (including parents) have the possibility to eat in a separate self-service teachers' canteen. Payment is made by electronic badge. Exceptionally, visitors may pay cash or by bank card.

3.4. Prices

The price of the canteen service is fixed by decision of the Management Board in May for the following school year based on a proposal of the Canteen WG¹. The price is based on the school calendar (number of school days) and takes into account school holidays and the Springfest. The total price varies depending on the number of days (per week) a pupil enrolls for. No discounts are applicable.

Pupils not enrolled on a regular basis may buy an occasional lunch ticket for a given day. Tickets are available in the Canteen Office for 6 EUR per lunch. Secondary pupils wishing to buy an occasional ticket must be in the possession of an electronic badge, available from the Canteen Office (see section 4.3).

Parents may consult the prices applicable for the current school year on the APEEE website: https://apeeeb3.be/files/pdf/tarifs_cantine_prices_2018-2019.pdf

Note: Packed cold lunches for school outings as well as for pupils benefitting from learning support are included in the price. For the 3rd trimester, the price differentiation for secondary pupils is due to the fact that their school year ends earlier in June.

4. PAYMENT INFORMATION

4.1. Payment Schedule for pupils enrolled in the canteen service

Payments for the canteen service are due as follows:

1st trimester – September - December:	15 October
2 nd trimester – January - April:	15 December
3rd trimester – May - July:	15 April

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

4.2. Payment Methods

Payment of fees is possible via a bank transfer, by credit card as well as via direct debit (domiciliation) to:

¹ In updating the prices, it takes into account the increase of the Belgian consumer price index for primary stuff as well as staff costs and investment needs in the canteen/cafeteria.



Account name: AISBL APEEE Bruxelles III - Cantine
 Boulevard du Triomphe 135
 B-1050 BRUXELLES

Account number: BE28 3101 5132 3120 BIC : BBRUBEBB

Canteen	Direct debit (manual)	ING	ING
	Bank transfer (manual)		
	Credit card (automatic)	Viva Wallet	Enrolment
	Bancontact (automatic)		
	Bank transfer (automatic)	Mollie	
	Badges(charge online)		Xafax MyNetPay

The preferred payment method of the APEEE, especially for regular users on fixed dates, is by direct debit. Parents wishing to establish a payment by direct debit are invited to send to the Canteen Office the document "Mandate of banking domiciliation" duly completed and signed ([https://www.apeeeb3.be/images/Cantine/Mandat Europeen Cantine European Mandate 2016 2017.pdf](https://www.apeeeb3.be/images/Cantine/Mandat_Europeen_Cantine_European_Mandate_2016_2017.pdf)).

Parents must pay attention to the following rules:

- one mandate per pupil
- Scanned copy of the original documents signed by hand needs to be sent via e-mail to the Canteen Office. Alternatively, you can bring the original documents signed by hand to the Canteen Office or send them by post.

4.3. Electronic badges

Secondary pupils need to be in possession of an electronic badge, available for purchase from the Canteen Office next to the refectory (subject to a EUR 4 refundable deposit).

Parents wishing to purchase food or drinks in the cafeteria or in the teachers' canteen may request a badge for themselves.

Badges for new pupils 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 pupil may be refused access 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;
- with cash at the cafeteria (both coins and notes);
- at the machine next to the Canteen Office (notes only).

An overview of past transactions with the badge is available online at <https://apeeeb3.mynetpay.be>

Lost or forgotten badge:

Users, who lose their badge, need to inform the Canteen Office. The lost badge will be deactivated and the pupil must purchase a new badge (for EUR 4) in order to have access to the canteen services. Typically, badges are found within 2 days, so there is always a small delay before issuing a new one.

In case of forgotten badge, secondary pupils enrolled in the canteen are obliged to request a free replacement ticket for the given day. A pupil can receive up to 4 free replacement tickets over a 4-month period. As of the 5th time, pupils must purchase a new badge.

10 **4.4. Late Payments**

In case of difficulties regarding payment, parents have to contact the Canteen Office.

In case of delayed payment or refusal by the bank, access to the canteen will be blocked, unless the situation is solved by the 11th day following the payment due date or if a special arrangement was made with the Canteen Office.

Where payment is overdue, the APEEE reserves the right to claim payment of administrative costs of EUR 15 with the first registered letter. 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 € per pupil.

4.5. Reimbursement

Any voluntary change in the provision of any APEEE service entails the payment of a fixed administrative fee of €15. This amount covers any extra administrative costs.

The administrative fee will not be paid for:

- a) Changes imposed by a change in the timetable of school courses;



- b) Any technical changes and corrections made by APEEE in the E-enrolment platform as necessary, for example, in case of a technical failure of the systems for online enrolments and payments.

Refunds 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 pupil 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 (e.g., as of the 6th consecutive working day of absence, provided that the pupil is enrolled with the canteen service at least 3 days per week). Parents must inform the Canteen Office from the onset of the absence period and send the justification no more than one week after the end of the absence.

All requests for reimbursement must be addressed to the Canteen Office. All requests for changes resulting from the change of the student's timetable by the school must be submitted at least 5 working days before the requested change. Reimbursement shall be calculated pro rata temporis.

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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 14h). There are three (3) services of 30 minutes:

1st service	Nursery	11:25
	P1+P2	11:35
2nd service	P3+P4+P5	12:15
3rd service	S1+S2+S3+S4	12:50
	S5+S6+S7	13:05

On Wednesdays, lunch starts at 11:50 for nursery pupils and at 13:00 for all other pupils.



Nursery and P1-P3 pupils eat together with their classmates in the refectory, including the pupils with packed lunches ("tartinists"), supervised by their class teacher. There are designated seating areas for each class.

P4-P5 pupils eat together with their classmates in the refectory, including pupils with packed lunches ("tartinists"), supervised by the class teacher or a school supervisor. There are designated seating areas for each class.

Enrolled **secondary pupils** enter the refectory on their own in free flow, separated into 2 main groups (S1-S4 and S5-S7). At the access control terminal ("bornes d'entrée") pupils must scan their electronic badge or produce an occasional ticket. There are reserved seating areas for each year but not fixed tables or seats in those areas ("free seating"). Supervision in the refectory is ensured by two school supervisors.

Secondary pupils with packed lunches ("tartinists") may eat in the dedicated area in front of the refectory or in the cafeteria. A microwave oven is available in this area for pupils to use if they wish.

Before leaving the table, pupils are required to clean their table. Different arrangements apply for nursery/primary and secondary pupils (see Section 6.2.). In general, pupils 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.

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

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 (https://apeeeb3.be/sites/default/files/APEEE_food_policy.pdf). In general, 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. Once a month, under the heading "I taste & I discover", the canteen offers a traditional menu from one of the language sections represented in the School or other European cuisines.

The menu is elaborated by the Canteen Office. A professional nutritionist, Mrs Catherine Wauters, reviews its composition and portion-sizes are adapted for the different age-groups. A team of five persons prepares every day 95% of the food served in the canteen. 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 (<https://apeeeb3.be/canteen-menu>).

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

5.3. Table service

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

For nursery and P1/P2 pupils, fresh vegetables or a soup are proposed as a starter at the table.

From P-3 onwards, pupils may serve themselves with soup or fresh vegetables from four self-service bars.

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

A microwave oven is available for all services should pupils wish to reheat packed lunches brought from home.

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– Nursery, P1-P2

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

– P3-P5, S1-S7

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

Cold lunch/ pic-nic is provided in case of one-day class excursions, sport days, cross run, learning support lessons etc. Cold lunch consists of a sandwich, a piece of fruit, a dessert and water. For sanitary reasons it is not possible to include a dairy produce in the lunch bag (interrupted cold chain).

In addition, 1,5l water bottles are provided for the pic-nics. On the day of the "cross" run, individual 33cl bottles are provided for each pupil.



The canteen service respects the European standards of hygiene concerning the preservation of foodstuff. 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-

- **Pupils receiving learning support or other supplementary courses ("rattrapage")**

Primary pupils having to attend supplementary courses during their regular lunch break (rattrapages, logi-group, etc.), receive a cold lunch on that day. To that end, the teachers communicate regularly to the canteen an updated list of pupils receiving learning support through-out the school year.

Secondary pupils who are unable to go to the canteen because of a change in their school timetable can ask at the Canteen Office for a replacement ticket for a cold lunch, to be collected in the cafeteria (see also Section 3.2.). Detailed information on the use of replacement tickets is available from the Canteen Office.

- **School trips and special events**

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

In certain exceptional circumstances, subject to approval by the School, it is necessary to replace the hot lunch with a cold lunch for sizable groups of pupils, for example: on the day of the "cross" run in October, the Springfest in May, an exam during lunch hour.

5.5. Cafeteria

The cafeteria is located beneath the bridge connecting Secondary Buildings B and C, next to the sports area.

The pricelist for the cafeteria is available on https://apeeeb3.be/sites/default/files/Tarifs%20Cafeteria-010918_0.pdf.

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

The cafeteria is open from 7.30 to 15.30 on school days. On Wednesdays, the cafeteria is open from 7.30 to 13.00.

The cafeteria is closed on specific days, such as 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 10:45-13:45 on all school days and on Wednesdays between 10:45-11:45. Moreover, a school supervisor passes by regularly, and the cafeteria staff may contact a supervisor or educational advisor, if necessary.

The cafeteria follows the Food Policy adopted by the Management Board of the APEEE. There is a wide choice of products varying from healthy breakfast options to quick snacks: drinks, pastries, fresh orange juice, yoghurts, large choice of hot and cold sandwiches (including vegan), 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.

A micro-wave is available for pupils to use if they wish.

5.6. Sandwich-eating area

The sandwich-eating area or corner for pupils with packed lunches ("tartinistes") is located in front of the students' canteen. A micro-wave oven is available for pupils to use if they wish.

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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 for proposing 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. It should be noted furthermore that school teachers and the canteen staff do not have access to the pupils' medical records, including allergies or illnesses. Parents are 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.

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.



Parents can sign up for a mailing list kept by the Canteen Office, where they receive a notification immediately if and when an allergy change occurs in a menu.

6.2. Responsibilities of users and supervisors

Nursery and primary

<p>Responsibility of canteen staff and table service staff</p>	<p>Respect the timetable. Put on the table different elements (cutlery, plates, glasses etc.) and plates with raw vegetables. Serve the main meal in sufficient quantity on pupil's plate. Handle the water jugs and breadbaskets on the table. Clean the tables between individual services.</p>
<p>Responsibility of the class supervisor</p>	<p>Respect the timetable when accompanying pupils to the refectory. Make sure that pupils arrive calmly and take seats at the table per class. Ensure pupils' hygiene, encourage pupils to wash their hands before lunch. Encourage pupils to taste all meals without forcing them. Teach pupils not to waste food. Verify that pupils eat enough. Ask the table service staff for more food, if necessary. Respect the time available to eat. Prevent any agitation and restore calm, if necessary. Report all incidents to the EEB3 direction. Verify that the pupils put the leftovers and cutlery into dedicated containers for this purpose, stack and group together the plates and glasses, and push their chair back under the table before leaving the refectory.</p>
<p>Responsibility of the pupils</p>	<p>Respect the timetable. Treat with respect the eating utensils as well as the food. Not to serve on their plate more food than they can consume in order to prevent food waste (P3-P5). Behave reasonably at the table; avoid shouting or talking too loudly. Make sure to leave their place clean for the next user. After the lunch, put away different elements (organic waste / disposable waste / cutlery) into dedicated containers for this purpose, stack and group together the plates and glasses, and push their chair back under the table before leaving the refectory.</p>

Secondary

<p>Responsibility of canteen staff and table service staff</p>	<p>Supervise pupils at the access control points (entry turnstiles for secondary students). Respect the timetable. Put on the table different elements (cutlery, plates, glasses etc.), as well as the trays with components of the main meal. Handle the water jugs and breadbaskets on the table. Clean the tables between individual services.</p>
<p>Responsibility of the school supervisors</p>	<p>Make sure that pupils arrive calmly and take seats at the table. Prevent any agitation and restore calm, if necessary. Report all incidents to the EEB3 direction. Remind the pupils of their responsibilities, if necessary, in particular to leave their place clean and to put their chair back under the table before leaving the refectory.</p>
<p>Responsibility of the pupils</p>	<p>Respect the timetable. Treat with respect the eating utensils as well as the food. Not to serve on their plate more food than they can consume in order to prevent food waste. Behave reasonably 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 dedicated cleaning zones and put them into dedicated containers for this purpose (waste) or stack and group them together (plates, glasses), and push their chair back under the table before leaving the refectory.</p>

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7. COMMUNICATION – FEEDBACK - COMPLAINTS

Postal address
AISBL APEEE Bruxelles III - Canteen
Triomflaan 135
1050 Brussels
Belgium



Parents may contact the Canteen Office by e-mail (cantine@apeeeb3.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 IT manager via e-mail: enrolment@apeeeb3.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 am 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 4:00 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 the APEEE website: “contact APEEE Board” (<https://secure.apeeeb3.be/en/support>). Submissions via this system are brought to the attention of the Office as well as the Working Group. Submissions may include;
 - complaints about the functioning or the quality of the service;
 - reports on specific incidents, deficiencies or failures of the service;
 - challenges to decisions taken by the Office.

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

Suggestions to improve the service are always welcome.

18 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 upcoming strikes and events that are expected to have an impact on the Canteen services.

8. FINAL PROVISIONS

The APEEE HORECA Canteen Regulation is adopted by decision of the Board and is applicable with immediate effect. It can be amended or otherwise revised by a new decision of the Board.