

FAQ's

at the European School Munich

New school year

The registration is automatically renewed for the new school year unless you have handed in the "Amendment" form per Email to aboesm@ilcielo.de.

Cash terms

We are not offering cash payment.

Identification in the Cafeteria

If you are transferred to primary school 1st class, your child will receive a student ID card, issued by the school, which is valid up to the 7th grade HS. Your child must always present his/her ID at the checkout.

Student Identity card

The ID card will be activated after the registration by IL Cielo.

Please report a loss of student ID card immediately **at school**, as well as at IL CIELO via email to aboesm@ilcielo.de, so we can block it immediately.

Dietary needs/Allergies

Please contact IL CIELO directly in order to talk about an individualised menu plan. Call: 08153-90 99 78 0.

Packed lunch

For excursions, it is possible to order lunch packages. To be ordered at least a week before.

Illness/Absence

Missed meals due to illness cannot be refunded. If your child's illness prolongs for more than 14 days please contact us in written form for clarification at aboesm@ilcielo.de

Absences due to school trips meals must be cancelled latest 4 weeks before in written form on aboesm@ilcielo.de The meals will be credited to your account at the end of the semester.



Cancellation

Cancellation is possible at any time to the end of each semester and needs to be done in writing. Also per email to aboesm@ilcielo.de. If there is any balance existing on the user's account it will be reimburse free of charge by cancellation at the end of each semester. The period of processing can take between 6 and 8 weeks per each reimbursement. Should you be relocating during the semester, your credit will be reimbursed without charging a fee (please provide us with a copy of your school withdrawal form).

Transfer Primary School 2. to 3. grade

Transferring Primary School from 2. to 3. grade all children will be automatically registered for Monday lunch by IL CIELO. For amendment please use the EV Portal www.my-esm.org.

Water dispensers / Soft drinks

Water dispensers with and without gas and tea can be found at the mensa and provided for free. For little children water is filled into cups and served for lunch. Older children get their own drinks. We are enforcing students/parents and staff to re-use their drinking bottles.

Invoice/Receipt

You have the possibility to print your bill or receipt by using the button „bill“ at your personal account.

Debiting system

The debiting system will start at the beginning of each semester. Please note that the individual amount is according to the different General Terms. At your account you'll find the information as Mittagessen ESM, booking number and date of birth of your child. We do not offer any cash payment.

Extra meal or using the cafeteria

It is always possible to eat on days without „Subscription“ and as well as buying products in the cafeteria / kiosk. If your virtual account goes down to 15 Euro, we take a withdrawal of 100 Euro. Any remaining amount stays credited to your virtual account.