

ALLGEMEINE GESCHÄFTSBEDINGUNGEN GENERAL TERMS

an der | at Munich international School



SUBSCRIPTION

Application / Registration

All forms for written registration by postal, fax or email can be found on our website www.ilcielo.de/en/customer/private-schools/munich-international-school. A one-time registration is necessary (all grade levels) for at least one semester. The registration prolongs automatically to the next school year without further notice. For changes for the new semester please send the appropriate amendment form to mis@ilcielo.de.

Once you have registered, you will receive an email confirmation with your personal log-in codes to log on to your personal account. For security reasons please change your password after your first log-in. We reserve the right to charge a handling fee of 10,00 € per each invoice if a registration is missing.

The Price for the Abonnement you will find at <https://www.ilcielo.de/en/customer/private-schools/munich-international-school/subscriptionprices>

Changes

Any changes need to be submitted in writing even by email to mis@ilcielo.de. Please use the form "Amendment" which can be found on our website. Please note that at the beginning of a semester one change, free of charge (e.g. changing from 3 lunches to 2 lunches per week), will be accepted for the first month. We reserve the right to charge a fee of 5,00 € per each changing. Please allow a processing time of one week for changes to be effective.

Verbal changes **cannot** be taken into consideration.

Pandemic Guidelines

During the pandemic, meals will be refunded from the 2nd week of a school closure. In the case of alternate classes, meal cancellations may be made through the ordering platform

How to pay

In connection with registration you agree to an auto-debit transfer system which allows us to pre-withdraw the amount from your bank account. The cost per semester depends on how many days you have registered to eat.

In connection with the registration you give us a signed SEPA mandate for direct debit of the fully amount per semester. At the end of a school year a positive balance will be carried forward to the new school year. If your existing balance is used up before the end of a semester to € 15 an automatic booking of € 100 will take place on the 5th and 25th of a month. If the bank account is blocked for debit transfer, we charge a handling fee of 10,00 € per each attempt. A debit notification is generated and is lodged in the corresponding profile sector. The notification appears automatically when logged into the online portal the next time and the participant has to confirm this message actively. Thereafter the message is permanently saved in the customer profile and can be accessed at any time as all the previous messages are.

Identification in the Cafeteria

The school card must be brought to the cafeteria at any time for identification purpose. We reserve the right to charge a fee of 0,50 € per each booking for not having a card with you or not pre-ordering a meal in the relevant registration programs.

Illness / absence

Cancellation of lunch is generally not possible. In case of illness and school absences, the meal can be canceled from the second week.

Cancellation

Cancellation is possible at the end of a Semester and needs to be done in writing. Also per email to mis@ilcielo.de. The period of processing amounts between 6 and 8 week per each reimbursement.

Cancellation by IL CIELO

We reserve the right to rescind an agreement for important reason. Important reason would be:

- if the payment made by direct debit is repeatedly not possible (even semester-overlapping) and the contracting partner is in spite of payment reminder in default with payment. The cancellation might affect all registrations done by contracting partner even if not all accounts are in debit.

- if cafeteria rules are not followed.

Personal Account

This platform enables you to see the costs for the current semester, you can check your bill as well as the menu choices (two weeks in advance). Also you are able to follow every single charge. The chosen days for lunch will be marked in green.

Data processing / data protection:

The data known as part of the business relationship are processed and stored manually and electronically in a program from EDV Service Schaupp, Bietigheim-Bissingen. The data will not be used for any purpose other than the purpose of the contract and will be viewed exclusively by employees in the customer administration and accounting, as well as controlling and company management. A disclosure to a third party does not occur. After termination of the contract the data will be stored for 10 years before being deleted. If you have any questions please contact our data protection.

