

ALLGEMEINE GESCHÄFTSBEDINGUNGEN GENERAL TERMS

an der | at Munich International School



Pay as you eat

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 (grade 3 till 12th) 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

The registration will automatically continue to the next semester unless a written note of cancellation or amendment is sent to us.

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.

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.

Ordering/Cancelling a meal

There is no pre-ordering or cancellation of hot lunch in the „Pay As You Eat“ program necessary.

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 up until 11pm on Friday of the previous week.

How to pay

In connection with registration you agree to an auto-debit transfer system which allows us to withdraw the amount from your bank account. In connection with the registration you give us a signed SEPA mandate for direct debit on the 5th and 25th of a month. Each meal will be charged to your virtual account. On the 5th and 25th of a month we will balance your account through withdrawal. 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.

Kiosk limit

You can limit purchases at the Kiosk. Without a setting unlimited shopping is allowed.

Cancellation

Cancellation is possible at the end of a Semester and needs to be done in writing. Also per email to mis@ilcielo.de. If you cancel the contract in the running semester, we will charge a fee of 5,00 € per each reimbursement. The period of processing amounts between 6 and 8 week 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).

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 officer.

