

GENERAL TERMS AND CONDITIONS

Login/Registration

The order form for written registration can be found at www.ev-esm-booking.org/. Changes (e.g. changes to subscription days or cafeteria/kiosk daily limit) can be made here. The registration is valid for the entire school year. Subscription days can be adjusted each school year.

To confirm a new registration, you will receive your personal log-in details by email, which you can use to log into our system via the Internet at any time. Please change your password after your first registration. We reserve the right to charge a processing fee in the amount of € 10,00 in case of invoicing without being registered.

Virtual account

In this online ordering and billing system you can view the current menus (2 weeks in advance), your orders, costs for the current semester as well as your invoice.

Data processing/data protection

The data disclosed within the context of this contractual relationship shall be processed and stored manually and electronically in a program of EDP company Schaupp, Bietigheim-Bissingen. The data shall be used exclusively in accordance with the purpose of the contract and shall only be viewed by employees of customer administration, accounting, controlling and the management. Data will not be passed on to unauthorised third parties. After termination of the contract, your data will remain stored for a further 10 years before being deleted.

Changes

Changes in the profile are possible at any time, but only in written form and with a lead time of one week via the Parents Association portal at www.ev-esm-booking.org/. A free change can take place up to the first month of each half-year started. For changes during the half-year, we reserve the right to charge an administration fee in the amount of € 5,00.

Pandemic guidelines

In the event of a pandemic, the meal costs will be refunded from the 2nd week of a school closure. In the case of alternating classes, it is possible to cancel the meal via the ordering platform until 23:00 on Friday of the previous week.

Payment

Payment is made by direct debit. A direct debit notification is generated and stored in the corresponding profile area. The notification is automatically displayed the next time the customer logs in to the portal and the notification must be actively confirmed. Afterwards, the notification remains permanently stored in the customer profile and can be called up again at any time, just like old direct debit notifications. If it is not possible to honour the direct debit, we will debit your account with a processing fee in the amount of € 10,00.

*for subscription from Kindergarten to HS 7

The costs for the semester are calculated from the number of subscription days per semester, which we debit in advance. With the completion of your registration, you grant us a SEPA direct debit mandate to collect the costs per semester from your account. At the end of the school year, the account will be balanced.

*for spontaneous eaters - from HS 1:

With the completion of your registration, you grant us a SEPA direct debit mandate to collect €100,00, which we debit from your account in advance. The amount will be credited to your virtual account. If there is a remaining balance of € 15,00 the amount of € 100,00 will be debited from your account again.

Meal outside the booked subscription days – HS

It is possible to eat outside the subscription days at any time, even outside the booked subscription days. It is also possible to buy food in the cafeteria/kiosk. If your virtual account is in the red during the semester, the amount of € 100.00 will be debited from your bank account if you have a remaining credit of € 15.00. The remaining credit will be offset against the next semester's amount. Any remaining credit will be offset against the next half-yearly amount.

Identification at the checkout – HS

Your child identifies himself/herself with the student ID at the cash desk. Therefore, the ID card must be carried at all times.

Kiosk limit – HS only

Cafeteria/Kiosk payment is possible. Kiosk purchase must be activated in the system with an individual limit.

Illness / Absence

In the event of illness for up to 14 days, the cost of a meal ordered cannot be refunded. In case of longer illness (14 days or more), please contact us by email at aboesm.schools@organicgarden.de for further clarification. In the event of absence for a country school/ski camp etc., you can cancel your child's registration with at least 4 weeks' notice, also by email. The amount will then be credited to your virtual account and charged at the end of the school year.



Cancellation

Cancellation is possible at any time in written form at the end of the school year or by email to aboesm.schools@organicgarden.de. Any credit balance will be refunded free of charge upon cancellation at the end of the school year. The processing period for a refund is six to eight calendar weeks. If your child leaves school during the current semester, we will refund the unused amount free of charge. In this case, please send us a copy of the proof of withdrawal from the school. Unless notice is given, the contract is automatically renewed for the next school year.

Termination by Organic Garden School Nutrition GmbH

Organic Garden School Nutrition GmbH reserves the right to terminate the contract for good cause. An important reason exists in particular if the direct debit procedure has been unsuccessful several times (also across semesters) and the contractual partner is in arrears with the payment despite a request for payment. In the case of several registrations by the contractual partner, the termination can be made for all participants, even if not all accounts are negatively debited. Another important reason is the non-observance of the house rules of the refectory.

Organic Garden School Nutrition GmbH

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Geschäftsführung

Martin Seitle

Sitz der Gesellschaft

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Bank

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