

## Senior High

The lunch is served as a buffet.

Hot lunch:

Students pay 24 CZK per 100g/ surcharge

22 CZK for a meat or 32 CZK for a fresh fish.

Salad: 72 CZK, sandwich: 69 CZK/piece,

fruit: 15 CZK/piece.

Additional assortment:

prices based on the current offer.

Yogurts, cakes – price based on the

current offer.

The lunch is served in the dining rooms in each school with Junior High having their lunch in Senior High, Jordan building.

## How am I informed in the case of a low account balance?

You will be informed by email once your account balance reaches CZK 500. You

can also check your balance regularly on our website.

**Lunch can not be ordered without sufficient plus balance on your account.**

## How can I get my money back when I leave Riverside?

If your child will no longer be attending Riverside School, or you will not want to register for lunches anymore, you can send an e-mail to

[eva.kulhankova@zatisigroup.cz](mailto:eva.kulhankova@zatisigroup.cz)

and reclaim the money. It will be sent back to your account immediately.

## Canteen Committee & Giving Feedback

The purpose of Canteen Committee is to give guidance to the School and the Canteen on achieving and maintaining a high quality level of service and customer satisfaction.

The Committee is comprised of representatives of Canteen, parent & student & school representatives. Meetings are chaired by the Business and Operations Manager.

The Committee regularly meets three to four times. Meetings are open to the public and minutes are published.

Individuals may submit any ideas to any member of this Committee for consideration.

Please feel free to contact us anytime in person or via contacts stated below.

[www.freshandtasty.cz/riverside](http://www.freshandtasty.cz/riverside)

### Contact details:

**Eva Kulhánková**

Floor Manager

Mobile: 603 912 598

E-mail: [eva.kulhankova@zatisigroup.cz](mailto:eva.kulhankova@zatisigroup.cz)



# Caterer Information

fresh & tasty

WE LOVE YOUR SMILE



Slow Food\*Prague



# Dear Parents,

The purpose of this leaflet is to familiarize you with the Riverside Canteen and the way it works under the management of Fresh and Tasty, part of the Zátíší Group.

Our mission is to listen to and learn from our families and students while we teach them how to make healthy choices.

All of our food is made exclusively from fresh ingredients; we make everything the very same day it is served (or, in some cases, the night before).

We are absolutely confident in the quality of our ingredients, and we invite you to come, see and taste our food, or visit our canteen anytime to see for yourselves!

## Initial information for registration

If you would like us to provide nutritious and delicious lunches for your child, please register for our system. We would like to kindly ask you to provide us also a signed agreement to the processing of your personal data. You can do so by:

- Visiting us in person in the dining room and collecting the registration form and agreement (available from the cashier or the floor manager).
- Sending an email request to [eva.kulhankova@zatisigroup.cz](mailto:eva.kulhankova@zatisigroup.cz); the registration form and agreement will then be sent to you.

## What should I expect from the registration process?

You will complete a registration card where you enter your and your child's details plus any special dietary requirements

that she or he may have. To make sure your child will receive lunch every school day, Menu 1 is set up by default.

The registration allows you to administer your account very easily by logging into our website [www.freshandtasty.cz/riverside](http://www.freshandtasty.cz/riverside).

After registration, Primary and Junior High students only will obtain a chip with a unique number which is then used for identification to collect lunch or to purchase any food and drinks we may serve in the dining room. Please make sure that your child brings the chip to school every day the lunch is ordered for them.

In case you lose your chip, we will charge CZK 50 to issue a new one.

In the event a student forgets the chip, they will be required to wait patiently until those students in queue with chips are served before a manual trace of the student's name may be done in the cashier database.

## How can I pay for lunches?

You can deposit money into your account by:

1. **Paying in cash at the dining room in the morning hours**
2. **Bank transfer to:**
  - Zátíší Catering Group a. s., Novotného lávka 5, 110 00 Praha 1
  - VAT ID: CZ15269574
  - Bank: Česká Spořitelna
  - Account No. 6136312/0800
  - Currency: CZK
  - BAN:CZ02 0800 0000 0000 0613 6312
  - BIC:GIBA CZ PX

**Important information:**  
**Please do not forget to enter the 'Message for Recipient' which will be the child's name. Without it we will not be able to identify the payment and change your account's balance.**

Please note that the bank transfer could take up to one week.

Senior High Students do not have to register as and they pay for their food with cash.

For each cash payment or deposit, you will receive a receipt (which can be used for tax purposes).

## What is on offer for my child?

### Early Years & Primary School & Junior High

Lunch offer consists of multiple items that can be purchased separately. Filtered water is available in the dining room anytime.

The exact menu offer will be available online for the following two weeks. Menu will also be available at school notice board.

**Additional assortment:** Fresh and Tasty homemade products focused particularly on morning snacks selection are available in the Riverside canteen from 10.00 a.m. until the lunch time. The process of purchasing is transparent (lunch account history report available online), cashless (all plus balance lunch accounts can be used) and convenient (all products are of homemade quality).

Additional assortment: prices based on the current offer

**Deadlines:** You may change or cancel your lunch order online through your account until 12 a.m. two working days ahead. We accept cancellations one day ahead. The cancellation deadline is 12 a.m. of the previous day. In case of cancellation one day ahead, it is only possible by contacting our Floor Manager.

**Please note that if you do not cancel lunch on time, the price of the lunch will automatically be charged to your account.**

Price table		Early Years	Primary School & Junior High
		soup 100ml	soup 250ml
	main course 170g	main course 300g	
1	Main course with side	65	75
2	Soup	12	16
3	Fruit by piece	12	15
5	Salad	72	72
6	Sandwich	69	69

## What if I forget to order?

To make the ordering process easier for you, Menu 1 is set up as daily lunch by default. You may change the meal online.

