



## FREQUENTLY ASKED QUESTIONS

Dear Parents,

We, SV Group (Austria) are proud and dedicated to provide the F&B catering at the American International School.

Following our general approach, frequently asked questions relating to our catering operations and the Pre-Paid Lunch Programs. We have summarized some FAQs for you in this document. We are happy to answer any questions regarding the school catering. Please feel free to contact us at any given time.

Yours sincerely,  
Sabine Frankl  
SV Restaurant Manager  
American International School

### **Is the offered food prepared on site or just reheated?**

We are producing the offered meals in the kitchen on site. We preparing exclusively and use mainly fresh ingredients.

### **Are SV Groups offers really healthy?**

We dedicate our experience and know-how in the selection of quality products from sustainable producers. We believe in staff training and staff education. Tasty diversified meals with quality ingredients, and careful preparation are a matter of course for us.

### **Our promise to you**

- We provide a well-balanced modern cuisine.
- We prepare everything with utmost care.
- We place great value on natural fats and oils.
- We use more herbs and spices and less salt.
- We are guided by what is in season.
- We offer meatless alternatives.
- We give preference to sustainable products.
- We address environmental issues.



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### What does the Pre-Paid payment system mean?

You can pay for your child's lunch menu in advance according to which payment period you choose (yearly / semesterly / quarterly). This entitles your child to have a daily lunch until the end of the payment period you choose.

### Why Pre-Paid payment?

The advantage is that your child doesn't have to bring lunch money to school every day, and you can be assured that the money is actually used for school food payment.

### Which benefits am I entitled to when I choose Pre-Paid system?

The Pre-Paid system entitles your child, according to the Grade, to benefit of a choice of 1 to 5 different menus, between 11:00 – 12:45 every school day. This menu consists of soup, a main course and salad. If you choose our Pre-Paid Program, we grant you a discount of up to -5% depending on which payment option you choose.

### The lunch menu costs (regular price without discount) are;

Pre Kindergarden	€ 6,95 - no choice – 1 set organic menu will be delivered to the classroom
& Kindergarden	(marked with a 🍌 on our weekly menu plan)
Grade 1	€ 6,95 is allowed to choose between the hot 🍌 menu (organic) & the cold organic menu (sandwich / yoghurt / fruit) – will be delivered to the cafeteria
Grade 2 – Grade 3	€ 6,95 - choice of 3 hot menus (the 3 menus from our weekly menu plan) & the cold menu (sandwich / yoghurt / fruit)
Grade 4 – Grade 5	€ 7,55 choice of 3 hot menus + pasta & special of the day + the cold menu (sandwich / yoghurt / fruit)
Grade 6 – Grade 12	€ 7,55 choice of 3 menus + pasta & special of the day + various other special offers (Fast Dish for High School students)

There is no Ice Cream and no Beverages included in the prepaid program except plain mineral water (with or without gas).

### Can my child make any other purchases other than the lunch menu if I pre-pay?

Eating lunch is a very important part of your child's development and performance.



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Our menus are adapted to your child's nutritional and physiological requirements and we strongly recommend that you advise your child to have the lunch menu.

The Pre-Paid participants have the possibility to use their daily Pre-Paid amount (i.e. "daily allowance" – equivalent to the cost of a regular menu) and choose any of the food offerings (except ice cream) instead. Beverages, except Mineral Water, are not included.

### **Do I have to register my child for Pre-Paid school lunch?**

If you want your child to participate in the prepaid program you need to register by filling the registration link on the webpage of AIS.

No, it is not mandatory to participate in our Pre-Paid school lunch program.

If you want your child to have lunch at AIS you have 3 options;

- Pre-Paid School Lunch      your child is provided with warm lunch every day.  
A deduction of up to -5% (depending on payment option) is granted
- Gold Card                      i.e. a "pay card" where you have to add funds in advance  
and with every purchase the amount is deducted from the amount  
left on the card. There is no overdraft possible on the Gold Card.
- Cash payment                 We accept cash payment as well. For 2 reasons we do not  
recommend this payment option;  
1/ you cannot keep track of cash payments – they are not booked to  
any card or account  
2/ cash payment slows down our speed of service

### **How do I add funds to my child's lunch card?**

- You can either use a bank transfer - see account on the "Payment Info of SV (Österreich) GmbH" Please notice that **paying via bank transfer takes at least two workdays** until the money shows at your child's account – depending how quickly the bank is working.
- or you can send money with your child and we immediately add these funds to your child's account.
- You can pay with credit card on one of our cash desks in the cafeteria
- Soon it will be possible to pay directly on the cash register system webpage via credit card. A special info will be send out



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**What happens if my child is purchasing more than lunch only? What happens if there is no Money on the Gold Card?**

Consumptions which are not covered by a prepaid program are anytime possible. They will be charged extra. You can pay cash or with the Gold Card. – Set ahead, that there is enough money on the Card.

If your Card Balance does not cover the purchase we are not able to sell you the goods.

Should your child have no funds on the Gold Card and come for lunch, we will not send him away. He will get a pasta dish and water as an “emergency meal” in such an exceptional case (not permanently). Any other goods, at that time, are not available.

**Can I “keep track” of my child's consumptions?**

There are two possibilities:

- 1/ via “AIS Webpage/parents/food service/cash register system login”
- 2/ contact Mrs. Frankl (ais@sv-group.at) and a pdf file will be sent immediately.

Please note that we only have records for transactions via your child's lunch card.

**Can I join the Pre-Paid school lunch program whenever I want?**

Yes you can join our program whenever you want. Contact Mrs. Frankl regarding possible discounts.

**Can I leave the program whenever I want?**

Yes, but a withdrawal needs to be in written form to Mrs. Frankl. In case of a withdrawal, we are not able to grant you any deduction of our set menu price. We will invoice you the regular menu price. The Program will end at the end of the month following the date of you giving notice.

**What happens if my child is sick or absent for any other reason?**

We know from experience that your child will not have lunch on certain days (illness or similar) and we have taken this into account in our price calculation. The Pre-Paid lunch system offer a discount of up to 5 % (please see the Pre-Paid price list 2023/2024)







### **Do remaining funds from the Pre-Paid system carry over to the following day?**

No, if your child doesn't use all of his/her "daily allowance", the remaining funds will NOT be carried over to the following day.

### **Can I cancel lunch for my child for a limited time?**

You can cancel the prepaid system for a minimum of one week. Simply notify us by E-mail at [ais@sv-group.at](mailto:ais@sv-group.at) five days in advance. The menu price for the cancellation period, minus the discount (see prepaid price list 2023 / 2024), will be credited to your child's account. You can decide yourself, if you wish to have the difference available for consumption booked on the Gold Card account or a refund on your bank account.

### **Can I get a confirmation of payment including VAT?**

For the Prepaid Program you will receive an invitation of payment at the beginning of the paying period without VAT. Upon request we send you a confirmation of your payment incl. the paid VAT at the end of the paying period (quarterly, semesterly or yearly) or when you leave school during the school year.

For the Gold Card Consumptions of your child you can see and print each singular transaction receipt on the webpage of AIS / parents/ food service/ Cash register System Log in. These receipts show the VAT. Out of Austrian legal tax regulations, we are not able to supply you with a cumulated invoice for the Gold Card Consumptions.



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