

Dear students and parents,

We will introduce a modern web-based ordering and billing system on a credit basis for your school lunches at the ISU. This will allow you to order easily from home via the Internet (PC, smartphone or tablet), regardless of the time of day.

Changes to your order are possible at any time up to a certain deadline before the delivery of the meal (e.g. due to illness).

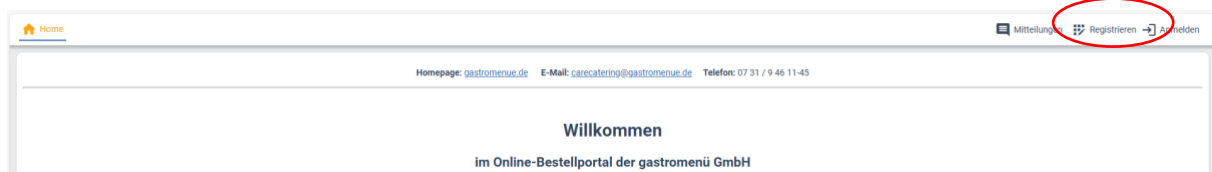
In the following steps, we would like to inform you about the most important points related to the web-based ordering and billing system:

## 1. Online Registration

Register with gastromenü **no later than August 17, 2025** online at the following Internet address:


**[www.bestellung-gastromenue-warm-kinder.de](http://www.bestellung-gastromenue-warm-kinder.de)**

**Note:** A separate registration is required for each child.



You will find the "Register" button at the top right. This button will take you to the registration form for new customers. Please complete the entire form.

**NOTE:** Not at all required fields will automatically drop down, please click on **bold blue titles** to expand and show all required entry fields!



**Click on a title to expand and show entry fields**

Home

Vertragspartner (ggf. gesetzlicher Vertreter) \*

Anrede \* Straße \* Telefon \*

Vorname \* PLZ \* Ort \* E-Mail \*

Name \* Ortsteil Geburtsdatum dd.mm.yyyy

Essesteilnehmer (falls abweichend)

Rechnungskunde (falls abweichend)

Bitte ausfüllen, wenn abweichend vom Vertragspartner.

Anrede Straße Telefon

Vorname PLZ Ort E-Mail

Name Ortsteil Geburtsdatum dd.mm.yyyy

**Once you are done, please make sure to tick the box at the bottom and then click the green button on the right-hand side of the page.**

**Important:** Please be sure to enter your child's institution and class/group.

After submitting the registration form, you will need to verify your e-mail address once, for which you will receive an e-mail with instructions. We will then send you your access data for your meal account to the e-mail address provided.

*Note: If you do not receive the e-mail for verification within a few minutes, please check whether the e-mail has mistakenly ended up in the spam folder.*

You can now log in to the online ordering system with the access data you received.

## **2. Top up credit**

In the letter with your access data, you will be asked to top up your account. You will find all the information you need to top up your account by bank transfer.

Please remember to top up your credit account in due time to make sure you have enough credit for your first order transactions. No order is possible without credit!

*Note: Please be sure to use the "purpose of use" ("Verwendungszweck") specified on the page, as this is the only way we can guarantee automatic processing of the booking. Please understand that there may be delays with manual bookings due to incomplete "purpose of use" in the payment details.*

## **3. Ordering food**

You can conveniently place orders and make changes to the menu selection around the clock via PC, smartphone or tablet until the order deadline specified for the respective day.

You can change or cancel your order **until 10:00 a.m. on the working day before the delivery day**. It is not possible to change or cancel after that deadline.

As soon as you order a meal, the price of the meal will be deducted immediately from your credit account. If you cancel a meal, the price of the meal will be credited back to you immediately. You can view the amount in your credit account at any time.

**Help needed with the registration contact us directly:**

[carecatering@gastromenue.de](mailto:carecatering@gastromenue.de) or 0731- 946 11 45

### **Data protection**

*When orders are placed, personal data such as first name, surname, address, email address and telephone number are collected in order to process the orders and serve the food. Customer data is used and processed exclusively in accordance with the applicable data protection laws. They are only passed on or otherwise transmitted to third parties if this is necessary for the purpose of contract processing and for billing purposes or if the customer has given their prior consent. Data will not be passed on to third parties outside of an order and processing. The same applies to the transfer of data to third parties for general advertising purposes or market and opinion research.*

