

**Information about lunchtime catering at the Osterrath-Realschule Rheda-Wiedenbrück**

VIVENO Group GmbH – Cultina offers you lunch from Monday to Thursday.

You have the option of subscribing to 1, 2, 3 or 4 lunches per week. The lunches you've booked can be redeemed flexibly within that week, but cannot be carried over to the following week. Lunches not taken during the week will not be reimbursed.

Our offering includes:

- Choice of a vegetarian or non-vegetarian main course, with no pre-ordering
- Side dishes and vegetables to keep helping oneself to
- Pasta bar and salad bar for self-service and to keep helping oneself to
- Self-service dessert

The menu is published on the Internet.

Payment is cashless via an online ordering system.

A personal customer account is created for this.

You can create this on the website: [www.ors-mensa.de](http://www.ors-mensa.de).

Please follow the "Enrolment/Registration" button on the website: [www.ors-mensa.de](http://www.ors-mensa.de)

For a fee of € 4.50, each meal participant will receive a cafeteria chip, which is required for access.

Once you have decided how many days of the week your child would like to eat in the cafeteria, you can subscribe to this number of days in your customer account. A monthly amount is generated based on the number of desired subscribed days. This must be paid in full, including during times of closure (e.g., during the holiday period, public holidays). If a subscription is concluded in an ongoing month, the amount must be paid pro rata. **The fourth and fifth subscription days are offered at a discount.**

Subscription days per week	1	2	3	4
Amount per month	€ 15.55	€ 31.10	€ 46.65	€ 62.20

In order to participate in a meal, the subscription must be paid for that current month. The subscription amounts must always be received in the customer account in full by the 20th of the previous month.

You can increase the days that are booked monthly for the current school year in your subscription. Within the first 14 days of each school half year, there is also the option of reducing the number of subscribed days due to changes in the timetable. You can either make changes yourself via your customer account or can contact Cultina's administration department.

Subscriptions can be cancelled by providing notice of termination of 4 weeks, always to take effect at **the end of the school half year** or at the **end of the summer holidays**.

In addition to subscriptions, we also offer the possibility of spontaneous meals. All students who have concluded a cafeteria subscription for at least one subscribed day can participate. Teachers and students in the upper grades can also have a spontaneous meal without any subscription contract. This requires your customer account with us to have sufficient funds. Please transfer the appropriate amount to the account. When entering the cafeteria, € 5.35 will be charged per spontaneous meal. The availability of possible spontaneous meals per day is limited to a certain amount.

Eligible persons can apply for benefits for the costs of the lunchtime catering from the education and participation package ("BuT"). Please contact the District of Gütersloh for this.

**Enrolment step by step:  
(takes 8–10 days)**

**Step 1 – REGISTRATION:**

You register on the website at [www.ors-mensa.de](http://www.ors-mensa.de) and accept our general terms and conditions, the privacy policy, and the offer and prices.

**Step 2 – GET YOUR CHIP NUMBER AND CAFETERIA CHIP:**

Cultina will send you your cafeteria chip number and the cafeteria chip.

**Step 3 – ISSUANCE OF ACCOUNT DATA AND PAYMENT REFERENCE:**

You can log in on the website

[www.ors-mensa.de](http://www.ors-mensa.de) using your chip number and password.

You will find your account details and your individual payment reference under the "Top up credit" menu item.

**Step 4 – TRANSFERRING THE CAFETERIA MONEY:**

You transfer a one-time payment of € 4.50 for the chip together with the desired subscription amount or any desired amount for a spontaneous meal (at least € 5.35 per spontaneous meal) to the specified account, providing your specified **payment reference** (by standing order or transfer. No direct debit!). Please keep in mind that depending on the bank, it may take 3–4 days to receive the money.

**Step 5 – BOOKING A SUBSCRIPTION:**

Please book your desired number of subscription days as soon as the incoming payment is visible in your customer account. You cannot eat as part of a subscription without booking the subscription days in advance.

If you have any questions, please contact the Cultina team at:

**VIVENO Group GmbH – Cultina**

Tel.: 05241-877330

Fax: 05241-877333

Email: [info@cultina.de](mailto:info@cultina.de)

Office hours: Monday – Thursday: 7:30 a.m. – 4:00 p.m., Friday: 7:30 a.m. – 2:30 p.m.

*Or watch our film on this topic: "Enrolment for cafeteria meals: it's so easy!" on our homepage: [www.cultina.de](http://www.cultina.de).*