

**Information about lunchtime catering at the Von-Zumbusch-Gesamtschule Herzebrock – valid as of 01.02.2020**

VIVENO Group GmbH – Cultina offers you lunch on Monday, Wednesday and Thursday.

You have the option of subscribing to 1, 2 or 3 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.vzg-mensa.de](http://www.vzg-mensa.de).

Please follow the "Enrolment/Registration" button on the website: [www.vzg-mensa.de](http://www.vzg-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
Amount per month	€ 14.30	€ 28.60	€ 42.90

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, € 4.80 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.vzg-mensa.de](http://www.vzg-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.vzg-mensa.de](http://www.vzg-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 € 4.80 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).*

**General terms and conditions of VIVENO Group GmbH – Cultina**

VIVENO Group GmbH – **Cultina**, in consultation with the school authorities, takes care of lunchtime catering.

The contractual relationship exists between the legal guardian and Cultina.

1. In order to participate in the lunchtime catering scheme, it is necessary to register with Cultina and book a subscription. In order to be able to participate in a subscription meal, the amount owed for the month in question must be credited to the customer account.
2. Participation in a so-called spontaneous meal also requires prior conclusion of a subscription contract. Teachers and students in the upper grades can also have a spontaneous meal without any subscription contract.
3. The subscription amounts must be posted to the customer account on the 20th of the previous month. Please also pay consideration to any longer terms banks may have.
4. You have the legal right to cancel the subscription contract that has been concluded within 14 days of conclusion of the contract. The cancellation policy applies here.
5. Independent of this statutory right to cancellation, during the first 14 days of each school half-year, we give every customer the opportunity to reduce their number of subscribed days, but only in the event of changes to the timetable. If applicable, please contact Cultina within this period.
6. If a subscription has not been paid for by the first of a month, the cafeteria chip is blocked for meals until payment of the monthly fee in full. If a subscription is not used for reasons for which Cultina is not responsible, there will be no refund. This also applies to school holidays or public holidays. Credit will be given if lunchtime catering is not availed of due to illness, school internships or school trips, but only after an absence of at least three days. In the case of school trips and school internships, these must be proven by evidence from the school. In the event of illness, a medical certificate must be submitted to Cultina, stating the school and chip number.
7. In the event of loss or damage, the cafeteria chip must be blocked immediately to prevent third parties from misusing the credit. You can block the chip yourself via your customer account or can contact the Cultina administration team (for address, see below). If the chip is found again, you can unblock it. If it is lost, you can order a new chip for a fee.
8. The contract for school meals may be terminated by either party in writing by post, email or via the customer account website without needing to provide any reason. The subscription may be cancelled by providing notice of termination of 4 weeks,
  - to take effect at the end of a school half year;
  - to take effect at the end of the summer holidays, or
  - when the meal participant leaves the school as scheduled at the end of a school year.If a meal participant leaves the school in the middle of an ongoing school year, the contract can also be terminated to take effect on the last day of the month in which the meal participant leaves the school (certificate from the school must be provided).
9. If the customer does not meet his or her payment obligations after receiving a payment request from Cultina, Cultina is entitled to terminate the lunchtime catering contract for cause and without notice.  
If the subscription price is not paid, Cultina will send a total of three reminders and will charge reminder fees from the point the delay begins. If no payment is made even after the third reminder, a debt collection company will be commissioned to enforce Cultina's claims.
10. This contract will also be automatically terminated if the framework agreement between the school authorities and Cultina is terminated, which Cultina will inform you of immediately. In this case, Cultina will transfer any remaining credit at the time the termination takes effect to a bank account of your choosing.
11. Cultina's guarantee and liability follow the statutory provisions, in particular, those of the German Civil Code (BGB).
12. Amendments and addenda must be made in writing to be valid. There are no verbal or written side agreements.
13. All personal data are collected in strict confidence and in accordance with data protection regulations, in particular, the EU General Data Protection Regulation, and are only processed and used for the purposes of registration, contract processing and cashless billing. In this regard, we refer to the separate privacy policy.

VIVENO Group GmbH – Cultina  
Kirchstr. 27  
33330 Gütersloh  
Tel.: 05241-877330  
Email: [info@cultina.de](mailto:info@cultina.de)

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