

SCHOOL MEALS

ONLINE MEAL BOOKING



→ espacefamille.strasbourg.eu

A single platform

for bookings, for the full year...

...or a week at a time !

→ For all enquiries, please call:
0 800 43 60 60 (free call)

**YOU REGISTERED YOUR CHILD FOR THE SCHOOL CANTEEN IN THE COMING SCHOOL YEAR
ONLINE BOOKING OF THESE MEALS IS MANDATORY FOR EVERYONE,
TO IMPROVE THE CHILDREN'S CANTEEN EXPERIENCE AND MINIMISE FOOD WASTAGE.**

IMPORTANT STEPS

- ↔ **LOG IN** to the family portal:
espacefamille.strasbourg.eu to book your child's meals. See page 3.
- ↔ **WEDNESDAYS:**
Last day you can add or delete **MEAL BOOKINGS** for your child for the following week. See pages 4 and 5.
- ↔ **MONTHLY INVOICE** to be paid (sent out one month after canteen attendances). See pages 6 and 7.

Need help?

- ↔ Feel free to come in to the front desk of the school office (centre administratif) or enquire at your local mairie.
- ↔ Free call **0 800 43 60 60**
(service & call free a landline or mobile phone)

LOGGING IN TO THE FAMILY PORTAL

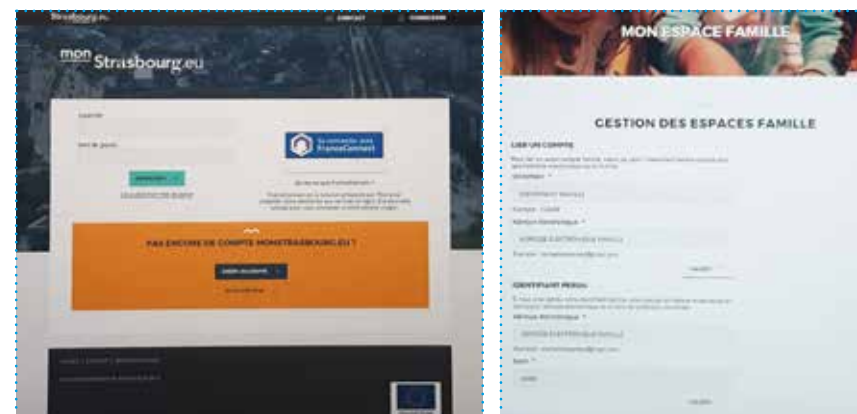
↔ **IF YOU HAVE PREVIOUSLY COMPLETED A SCHOOL/EXTRACURRICULAR ONLINE REGISTRATION, AND/OR MADE A CANTEEN MEAL BOOKING:**
you already have a monstrasbourg.eu account.

↔ **IF YOU ARE BOOKING MEALS AT THE CANTEEN FOR THE FIRST TIME**

- 1 Go to espacefamille.strasbourg.eu
- 2 On the login page for monstrasbourg.eu, **create an account**
- 3 Then, **link your family account(s) to the family portal:**
 - Use the family username (code famille) and the family email address (courriel famille) as they appear on your child's which you received when you registered them for the school canteen
 - Enter these on the page « Gestion des espaces famille » (family portal management) in the section entitled « Lier un compte » (link an account)
 - Click on « Valider » (OK).

If you have not yet received this document, please contact the admissions and enrolment office on +33 (0)3 68 98 51 38.

Good to know: this linking step only needs to be done once, when you log in for the first time. For families who have already booked meals via the family portal, their accounts do not need to be linked again.



MEAL BOOKING

GO TO ESPACEFAMILLE.STRASBOURG.EU
THEN LOG IN TO YOUR MONSTRASBOURG.EU ACCOUNT

There are two ways you can book:

- 1 **Per period:** you can choose **a whole period** (school year, quarter, month, ect.), by ticking the days of the week your child will eat at the canteen (e.g. every Monday and Thursday for the whole year).
- 2 **And/or using the calendar:** you can choose **the specific dates** your child will eat at the canteen, **by ticking them on the Wednesday of the previous week at the latest.**

Once you have made your bookings,
please double check the summary.

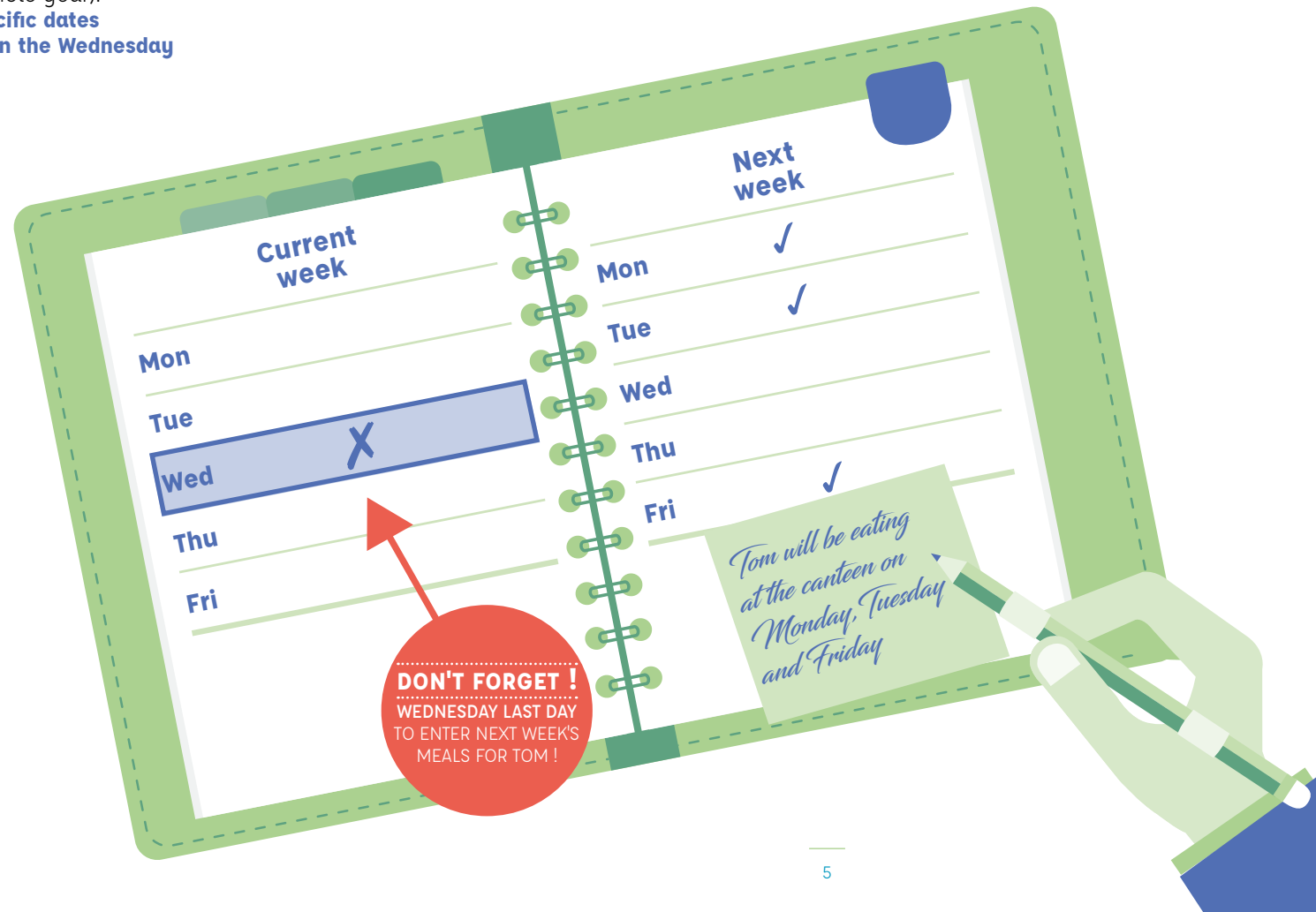
You can take a look
at the set menus on offer at
[espacefamille.
strasbourg.eu](http://espacefamille.strasbourg.eu)

WHICHEVER METHOD YOU CHOOSE (1 and 2),
you have **until Wednesday at the latest** to add or delete meal
bookings **for the following week.** Once the boxes become greyed out,
bookings can no longer be modified.

All booked meals need to be paid for.

It is thus important for you to remember to untick meals if you know
your child is going to be absent (e.g. if they will be eating somewhere
else, away on a school trip, field trip, ect.).

Contact for the school canteen: PeriscolaireEtEducatif@strasbourg.eu



INVOICING AND PAYMENT FOR MEALS

Invoices will be calculated according to your family quotient. They are sent the following month by mail to the invoice adresse's residential address.

For example: invoices for September meals will be sent in late October.

If your child is sick:

↔ Each time your child is sick: you have one month to submit a deduction request along with a doctor's certificate.

These should be sent in the post to:

Ville et Eurométropole de Strasbourg,
Direction de l'enfance et de l'éducation,
Cellule Régie Facturation,
1 Parc de l'Étoile
67076 Strasbourg Cedex.

↔ However, please note that **meals for the first three days your child is absent are not deductible.**

↔ **Deductions will be granted from the 4th to the 10th day of justified absence (i.e. with doctor's certificates).** For absences longer 10 days, you are considered to have had ample time to modify your booking online.

↔ **Meal rates:** these can be found at strasbourg.eu/scolaire-periscolaire, on the page entitled « les tarifs de la cantine scolaire »

↔ **Contact for invoicing:** facturation.education@strasbourg.eu

IMPORTANT! IF YOU HAVEN'T BOOKED BY THE WEDNESDAY OF THE PREVIOUS WEEK



Penalties:

If you do not make a booking, even in cases involving PAI arrangements, penalties may be applied:

↔ **No penalties are applied for the first 10 attendances without bookings** in the school year. These will be invoiced at the normal rate according to your family quotient.

↔ **Starting from the 11th attendance without a booking** in any school year, you will be charged **double the normal rate** according to your family quotient.

↔ **If you do not make a booking, your child's meal will not be ordered.**

① You will be asked to come and collect your child.

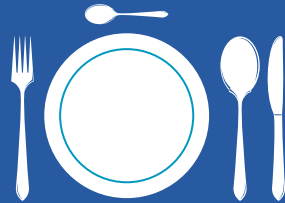
② If you are unable to come and collect your child, he/she will be given (subject to available quantities):

- a meal belonging to an absent child compatible with your child's registration category,
- or a vegetarian meal (as this is compatible with all registration categories),
- or a partial meal.

SCHOOL MEAL IN A FEW KEY FIGURES

113

schools



61

canteen facilities

17 000

children registered



4

**meal
categories
per day :
standard,
pork-free,
halal and
vegetarian**

11 000

**meals served
per day**