

Canteen : Frequently asked questions

Q: How can I order school lunches?

A: School lunches are only available after an account has been created and funded online on <https://poznanisop.loca.pl/>.

Q: What is the best way to contact the Canteen?

A: The best and the most efficient way to contact the Canteen is by email isop.canteen@isop.pl.

Q: Can I pay in cash?

A: The canteen does not accept any payments in cash. It has been designed as a cashless operation and we would like to keep it that way.

Q: Is it possible to order individual lunches?

A: Yes. One may order lunches for the entire month or choose the days they want lunch by 5pm the preceding day.

Q: Are there vegetarian options available?

A: **Yes**, If you are a vegetarian, please write it very clearly in the comments section of your online profile and the canteen will provide the vegetarian option. Please note that you cannot choose the days you prefer to be vegetarian.

Q: Where can I check the menu?

A: You can check the menu once you log into <https://poznanisop.loca.pl/> and enter the "declarations" ("chcę zamówić") tab.

Q: I am unable to view the menu on the phone app.

A: Enter the "declarations" ("chcę zamówić") tab and use arrows (>>) to view the menu in the "select view" ("wybierz widok") tab

Q: How can I cancel my order?

A: You can cancel the order upto 5.00 pm on the preceding day. This can be done online only.

Q: Can I order soup only or the main course only?

A: There is no possibility to order one course only.

Q: What happens if my child forgets the key fob?

A: If your child forgets the key fob, his or her name can be manually entered into the system at the lunch counter. This, however, slows down the queue and it is possible that your child's food may be delayed if the key fob is forgotten.

Q: What happens when my child's key fob is lost?

A: Please report all lost key fobs via email to isop.canteen@isop.pl . We will replace lost key fobs as soon as possible. For students that lose their key fobs more than once in a school year, the school will charge 10 zł to replace the lost key fob.

Q: Is there a possibility to order gluten-free or lactose-free lunches?

A: **No**, we are unable to provide gluten-free or lactose-free options at the present time. We are however working on this and it is possible that these may become available at a later date.

Q: Can I eat lunch if there are no funds in my account ?

A: We would prefer that all lunches are pre-ordered and prepaid. However, in the event you decide to eat lunch on a day that you have not pre-ordered or prepaid for it, and there is food available, you may still be able to get lunch at the canteen by using your key fob. You will have to pay online in arrears.

Q: How often is the menu updated ?

A: We will endeavor to post the menu for the entire month a week before the month begins. We however reserve the right to to make changes to items due to unforeseen circumstances.