



SCHOOL RESTAURANT POLICY

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This document is subject to change throughout the academic year

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1. Purpose

This policy sets out the conditions governing the school restaurant and catering service provided to students of Bilingual French International School (BFIS) - Dubai. It is intended to ensure a safe, organised and efficient catering service, clear registration and payment procedures, appropriate food-safety practices, and transparent responsibilities for families, the School and the catering provider.

The School restaurant is an optional service. Registration for the service constitutes acceptance of this policy and of the operational arrangements communicated by the School and the catering provider for the relevant academic year.

2. Scope

This policy applies to all students registered for the BFIS school restaurant or using the catering service, their parents or legal guardians, School staff involved in the organisation or supervision of the service, and the School catering provider, Intercat.

The policy applies throughout the 2026-2027 academic year and should be read together with the registration form, price list, menus, allergy information, payment instructions and any operational communications issued by the School or Interact Hospitality.

3. Catering Provider and General Principles

The school catering service is operated by Intercat Hospitality, which prepares and provides meals on School days in accordance with the School calendar and the arrangements agreed with BFIS.

The catering provider is expected to:

- provide meals suitable for a school environment and for the age groups concerned;
- offer varied and nutritionally balanced menus;
- comply with applicable food hygiene, storage, preparation, transport and serving requirements;
- comply with relevant regulatory requirements applicable to school catering in Dubai;
- take declared allergies and dietary information into account in accordance with Section 8 of this policy; and
- cooperate with the School in addressing operational, food-safety and service-quality matters.

BFIS oversees the organisation of the service within the School and liaises with Intercat where operational or quality concerns are raised. Food preparation, composition and catering operations remain the responsibility of the catering provider.

4. Registration and Payment

Registration for the school restaurant is organised on a term-by-term basis unless otherwise communicated by the School.

All official communication concerning registration is sent to parents by the School. Parents wishing to register their child must complete the registration process and make payment in accordance



with the instructions provided. Registration and payment initiate the activation process; they do not provide immediate or same-day access to the canteen service.

A student is considered registered for catering purposes only once the required registration information and payment have been completed and the service start date has been confirmed. If payment or activation has not been completed, the student will not appear on the confirmed catering list and no regular meal will be served.

IMPORTANT - 24 TO 48-HOUR SERVICE ACTIVATION PERIOD

Parents must allow 24 to 48 hours after completing registration and payment for the School and Intercat Hospitality to complete the necessary administrative and logistical process before the child can start using the canteen. This process includes validation of the registration, transmission and updating of student lists, communication of relevant allergy information where applicable, and adjustment of meal quantities and service planning. A child registered in the morning cannot be expected to receive a meal at lunchtime on the same day. The child may begin using the canteen only from the start date confirmed by the School or Intercat Intercat . Until that confirmation, parents must provide the child's lunch.

Parents are responsible for completing registration and payment sufficiently in advance of the desired start date and for ensuring that their child uses the canteen only from the confirmed activation date.

5. Registration During a Term

Students may join the catering service during a term, including students joining BFIS during the academic year and existing students whose families decide to subscribe after the start of the term.

Where a student joins during a term, catering fees will be calculated on a pro-rata basis from the approved first day of use until the end of the relevant term. The same 24 to 48-hour administrative and logistical activation period applies to registrations made during a term, including for students newly joining BFIS. The starting date must therefore be confirmed in advance with the School and Intercat Hospitality before the student attends the canteen.

6. Trial Period

There is no automatic or formal trial period for the school restaurant. However, the School may exceptionally consider a request for a short trial on a case-by-case basis.

Where approved, a trial may be arranged for a maximum of one or two School days, subject to prior approval, availability, and coordination with Intercat at least 24 to 48 hours in advance. Same-day trial requests cannot be accommodated. A trial remains subject to operational feasibility and does not create an entitlement to future ad-hoc meal service.

7. Menus and Meal Organisation

Menus are communicated periodically to families. Intercat is responsible for meal preparation and provision in accordance with the service arrangements agreed with the School.



Menus may occasionally be adjusted because of ingredient availability, supply constraints, operational requirements or other circumstances affecting food preparation or delivery. Where a change is required, the catering provider should endeavour to maintain a suitable and balanced alternative.

Students must follow the meal schedule, circulation arrangements and instructions of School and catering staff during lunch periods.

8. Allergy Management and Food Safety

Parents are responsible for informing the School Clinic, in writing, of any known food allergy, intolerance or related medical condition affecting their child, and for keeping this information up to date. Allergy information communicated only to a teacher, teaching assistant or other member of staff will not be considered as formal notification for catering purposes. The School Clinic is the designated point of contact for allergy and medical information and is responsible for communicating all formally declared allergy information, and any subsequent updates, to Intercat.

The School will communicate all declared allergy information to the catering provider. With the cooperation of the School and the parents, the catering provider will use its best efforts to take appropriate precautions and to accommodate declared allergies wherever reasonably possible.

However, parents are expressly advised that the catering service operates in a food preparation and serving environment where allergens may be present and where the complete elimination of cross-contact or accidental exposure cannot be guaranteed.

The decision to enrol a child with a food allergy in the school catering service remains entirely with the parent or legal guardian. By registering their child, parents acknowledge the inherent risks associated with food allergies and accept that an allergen-free environment cannot be guaranteed.

The School acts as an intermediary in communicating allergy information to the catering provider and shall not be held responsible for allergic reactions resulting from food prepared, supplied or served by the catering provider.

The catering provider will exercise its best efforts to manage declared allergies based on the information made available to it. Nevertheless, neither the catering provider nor the School can guarantee the absence of an allergic reaction, including a severe allergic reaction, and participation in the catering service remains at the parents' discretion and responsibility.

For students with severe or potentially life-threatening allergies, parents are strongly encouraged to assess whether participation in the catering service is appropriate and may choose to provide meals from home instead.

Any newly diagnosed allergy, change to an existing allergy, new medical recommendation or change in the child's condition must be communicated to the School immediately so that the information provided to Intercat can be updated.



9. Absence, Refunds and Exceptional Closures

Registration for the school restaurant constitutes a commitment for the relevant period. Meals and staffing are planned on the basis of confirmed registrations.

Once the catering service has commenced, no refund or deduction will be provided for individual days on which a registered student does not use the service, including because of absence, travel, appointments, participation in another activity or other voluntary non-attendance.

No refund will be made for exceptional School closures resulting from circumstances outside the normal operation of the catering service, including exceptional weather conditions or storms, unless the School and Interact Hospitality expressly communicate otherwise.

Any exceptional situation not expressly addressed in this policy may be reviewed by the School and Interact Hospitality on a case-by-case basis.

10. High School Food Purchase Card

High School students may be provided with a card enabling them to purchase food through the catering service in accordance with the arrangements applicable to their section.

Students are responsible for looking after their card. A lost card must be reported as soon as possible. A replacement card may be issued at a cost of AED 20.

11. Student Conduct in the School Restaurant

The school restaurant forms part of the School environment. The School's behaviour, health and safety rules therefore apply during meal times.

Students are expected to:

- behave respectfully towards catering staff, supervisors and other students;
- follow instructions given by School or catering staff;
- queue, collect meals and circulate in an orderly manner;
- eat only in designated areas unless otherwise authorised;
- keep tables and dining areas reasonably clean;
- dispose of waste in the designated bins;
- respect food, equipment and School property; and
- refrain from throwing, deliberately wasting or inappropriately sharing food.

Serious or repeated inappropriate behaviour in the school restaurant may be addressed under the School's behaviour and disciplinary procedures.

12. Food Brought From Outside

Where students bring food from home, parents remain responsible for ensuring that the food provided is suitable for their child and appropriate for consumption during the School day.



Students must respect School restrictions relating to allergens, prohibited products and health and safety requirements. Food should not be exchanged or shared between students where this may create an allergy or food-safety risk.

External food deliveries to individual students during the School day may be restricted by BFIS for operational, safeguarding, health and safety or food-safety reasons.

13. Operational Protocol

The following operational protocol applies to the daily management of the school restaurant:

- The School communicates registration periods, forms and relevant deadlines to families.
- Intercat Hospitality and/or the School confirms the list of students entitled to receive the regular meal service based on completed registration, payment and service activation.
- Every new registration or change during a term requires a 24 to 48-hour processing period before implementation. This period is required for administrative validation, updating and transmission of student and allergy lists where applicable, and logistical planning of meal quantities and service.
- Registration and payment do not create an entitlement to a same-day meal. A student registered in the morning cannot be added to the regular lunch service for that same day and must wait until the confirmed activation date.
- Approved trial meals must be coordinated at least 24 to 48 hours in advance; same-day trial meals are not available.
- The School Clinic provides Intercat Hospitality with allergy information formally declared by parents and updates this information when notified of any change.
- Intercat Hospitality prepares and serves meals and manages catering operations in accordance with its food-safety procedures and the information communicated by the School.
- School staff supervise students and manage student behaviour, circulation and general welfare within the restaurant area.
- Any issue concerning the quality, availability or serving of a meal should be reported promptly so that it can be reviewed with Intercat.
- A student whose registration, payment or activation has not been confirmed must not rely on receiving a regular meal. Parents must provide the child's lunch until the catering start date has been expressly confirmed. Any exceptional meal provision remains subject to prior confirmation and availability.
- For High School students using purchase cards, lost cards are replaced in accordance with Section 10.

The School and Intercat hospitality may adjust operational arrangements where necessary to ensure safe and efficient service, provided that material changes affecting families are communicated whenever reasonably possible.



14. Questions, Complaints and Service Issues

Operational matters relating to registration, payment, menus, meal provision or catering arrangements should be addressed through the contact channels communicated by the School and/or Intercat.

Parents should contact the School where a concern relates to student welfare, repeated service-quality concerns, allergy information, supervision, health and safety or the general organisation of the restaurant.

BFIS may raise concerns with the catering provider, request corrective action or review the service arrangements where appropriate.

15. Responsibilities

Parents and legal guardians are responsible for providing complete and accurate registration and medical information, completing payment in sufficient time to allow the 24 to 48-hour activation process, reporting allergies and medical changes immediately, providing their child's lunch until the confirmed catering start date, and ensuring that their child understands the applicable restaurant rules.

Intercat Hospitality is responsible for the preparation, supply and service of food, its catering operations, applicable food-safety controls, the reasonable management of declared allergies on the basis of the information communicated to it, and the logistical activation of new registrations following receipt of the confirmed information.

BFIS is responsible for communicating registration arrangements, processing and transmitting relevant student information to Intercat Hospitality, informing families of the required activation process, supervising the School environment and student conduct, and coordinating with the catering provider on operational and service matters.

Parents and legal guardians are responsible for reporting all allergies and medical changes directly to the School Clinic in writing.

16. Exceptional Circumstances

BFIS reserves the right to adapt the organisation of the school restaurant where necessary because of health and safety requirements, regulatory requirements, changes to the School calendar, operational necessity or other exceptional circumstances.

Families will be informed of material changes affecting the catering service whenever reasonably possible.

17. Review and Acceptance of the Policy

This policy will be reviewed periodically and may be updated when required to reflect changes in School operations, catering arrangements or applicable requirements.



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Registration for the BFIS school catering service constitutes acknowledgement and acceptance by the parent or legal guardian of the conditions set out in this policy, including the 24 to 48-hour service activation period, together with any registration form, price list, menu, allergy information or operational instructions communicated for the relevant period.