

Frequently Asked Questions

>> eat by Sodexo

School Lunch Programme at VIS

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>> Who is providing school lunch at VIS?

Sodexo Austria (sodexo.at) is the catering partner for the Vienna International School. We prepare fresh, balanced meals daily, using seasonal and regional ingredients, while also bringing in flavours from around the world.

>> How much does lunch cost?

Daily prices (excluding drinks) are:

- ELC: € 4,60
- Primary School: € 5,90
- Secondary School: € 6,80

One lunch portion includes one soup of the day, one main course (choice of three daily options from Grade 2 onwards), salad and one dessert or one piece of fruit. Prices are including VAT.

>> Are there any discounts for prepayment?

Yes. If you join the Pre-paid lunch programme and prepay for a semester or the full school year, you save:

- 5% for yearly prepayment
- 2% for semester prepayment

>> How do I register my child for the Pre-paid lunch programme?

Complete the online registration form here: <https://forms.cloud.microsoft/e/uh6jsZC2Dp>

Once registered, you'll receive an invoice via email. Registration is possible semesterly only. Please follow the registration deadlines on p. 15. (Registration, Payment and Cancellation Policy 2026/27).

>> What is included in the Pre-paid programme?

Salad / one soups of the day offered / one of 3 warm main courses / dessert or fresh fruit

>> Can my child choose their lunch?

- ELC to Grade 1: Set menu only (marked  on menus)
- Grade 2 to 5: Choice of three menus daily.
- Grade 6 to 12: Choice of three menus, special dishes, and the Mix & Match Bowl bar.

>> What happens if my child misses a Pre-paid lunch day?

Missed days are not refunded. Pre-paid prices are calculated to still offer savings even with occasional absences.

>> When will I receive my Pre-paid invoice?

The Pre-paid invoice will be sent between dates 14.-17.09.2026. Payment is due immediately.

>> Do I have to join the Pre-paid lunch programme?

Joining the Lunch Programme is optional. Your child can come to the cafeteria spontaneously and pay per meal. For convenience, we recommend topping up their Edu. card /“Mifare” Card with sufficient credit in advance, so they can enjoy meals without any delays.

>> Can we join the Pre-paid programme during the scholastic year 2026/2027?

You can register semesterly only. Refers to page 15, Registration/Payment/Cancellation Policy.

>> Can we join the Pre-paid programme during the scholastic year 2026/2027 if my child is a new student to the school starting later than September?

Yes, please contact Mr P. Brandt and he will send you an offer for the remaining school days for each semester. Please note: this is only valid for completely new students at VIS.

>> Will anything with my existing registration (Pre-paid/Pay-as-you-go) change for the following scholastic year 2026/2027?

NO, unless you prefer to change the registration (if you prefer to change, please send an e-mail to peter.brandt@sodexo.com or vis.catering.oss.at@sodexo.com) the current registration continues automatically.

>> How does my child pay for lunch?

All students can use their Edu.card /“Mifare” Card: Pre-paid plan: lunch is automatically registered - no extra payment needed. Pay-as-you-go: Top up the card with credits (cash at cafeteria, bank transfer, or via the eatApp and eatWebsite). Extras (snacks, drinks) can be purchased by adding extra credit to the Edu.card/“Mifare” card .

>> What is the “Mifare” Card?

The “Mifare” Card is a payment card for the primary students (Grade 2-5), which is stored in the VIS dining room.

>> What is the “Edu.card”?

The “Edu.card” is a payment card for the secondary students, which is provided by the school.

>> Do ELC to Grade 1 students have cards?

NO. They are too young to have a card of their own. Their consumptions are recorded/booked through daily attendance sheets (provided daily to the classroom teacher and/or the appointed lunch-time helper).

>> How does it work with the lunch card (“Mifare“ card) for Grade 2-5?

The lunch cards are kept by us (Sodexo). When Grade 2-5 students enter the dining room, they receive their card through a proven hand-out system. After selecting their meal, the card is returned to our cashiers at checkout.

>> Can students in grade 2-5 buy anything but lunch with their lunch cards?

NO, only lunch purchases (warm lunch) are possible.

>> Can my child use the vending machines (beverages/snack/coffee) with their “Mifare“ Card (Grade 2-5)?

O, our coffee vending machines only accept bank or credit cards. Our snack and beverage vending machines accept cash as well.

>> Can my child run a negative balance on their lunch card?

Yes, but for € -15,00 only!

Please note: We cannot block single student accounts. All students can go negative up to € -15,00 whether registered or not.

>> What if a lunch card runs out of money?

Students may overdraw their account by up to € 15,00. We therefore ask you to make sure sufficient funds are available on your child’s account. No overdrafts are allowed in the final three weeks of school.

>> Will I be informed if my child has a negative balance on their lunch card account?

Families are notified once a week (Thursdays) with an automatically generated e-mail if balances are negative. Secondary students are informed verbally through our cashiers as well.

>> What happens if my child forgets their Edu.card at home?

Only applicable for Secondary students. They can still use our services – they have to state their name and/or student id-number at our cash-registers. This must be avoided – it slows down our speed of service and 100% security cannot be guaranteed. Therefore, it is essential that all students use their lunch card when using our services.

>> Is it necessary for my child to use their lunch card during their breaks?

Only applicable for secondary students.

YES! Please see information in previous answer above.

>> What if my child loses their Edu.card or "Mifare" Card?

Lost Edu.card: Report it to the Secondary office (Secondary Grades). A replacement (€ 15,00 fee) will be charged by the school. The old card is deactivated to prevent misuse. The new card will be registered in our cash register system, after information is received from the school.

Lost "Mifare" Card: Report it to the restaurant manager (Primary Grades). A replacement (€ 15,00 fee) will be issued by Sodexo. The old card is deactivated to prevent misuse.

>> What will happen with the funds booked on this card, if my child lose their card?

The remaining funds (if any) will automatically be transferred to the new card.

>> What will happen with the remaining lunch card funds at the end of the scholastic year 2026/2027?

These funds will automatically be transferred to the next scholastic year.

>> Are we allowed to carry over a negative balance to the next calendar- or scholastic year?

NO. All accounts must be cleared or have a positive balance before the semester ends or 1 month before the scholastic year ends.

>> Will my child keep their lunch card for the following year?

YES. The cards in user will automatically be transferred to the next year. Only exception is students transferring from Grade 5 to Grade 6 – they will receive new cards (Edu. cards) provided by the school.

>> How can I monitor my child's lunch account?

You can request a printed consumption list or check real-time usage through the eatApp or eatWebsite. How can I find out if my child is having a negative balance on their lunch card? Either enter through the web-portal/app or send a mail to Mr. P. Brandt (peter.brandt@sodexo.com) .

>> What is the eatApp and eatWebsite?

Our free app and website makes account management easy:

- Top up anytime
- View transaction history
- Check current balance

>> Do I have to use the app and the website to join the Pre-paid lunch programme?

No. The eatApp and the eatWebsite is an additional service for your convenience. You can still participate in the Pre-paid programme without using it.

>> Can I use the app or website even if I am not in the Pre-paid lunch programme?

Yes, absolutely. Simply request access via the same registration form as for Pre-paid registration: <https://forms.cloud.microsoft/e/uh6jsZC2Dp>

>> How do I withdraw from the Pre-paid programme?

Provide written notice to Sodexo Unit Manager Peter Brandt (vis.catering.oss.at@sodexo.com). Please note that withdrawal is possible semester wise only. Discounts will be reversed, and regular daily prices will apply.

>> Where can I find information on allergens, nutritional values, and vegetarian/vegan options?

All this information is displayed in several places for full transparency:

- Directly on the weekly menus
(online: <https://www.vis.ac.at/services/catering>)
- At the serving stations in the cafeteria
- Within the eat-App and eat-Website

>> What do the small letters next to the dishes mean?

The small letters in the menu indicate allergens contained in each dish. Here's what the letters stand for:

- A: Cereals containing gluten and products thereof
- B: Crustaceans and products thereof
- C: Eggs and products thereof
- D: Fish and products thereof
- E: Peanuts and products thereof
- H: Soybeans and product thereof
- I: Milk and product thereof
- J: Nuts and product thereof
- K: Celery and product thereof
- L: Mustard and product thereof
- M: Sesame seeds and product thereof
- N: Sulphur dioxide and sulphites
- O: Lupin and products thereof
- P: Molluscs and products thereof

>> What is the Mix & Match Bowl?

The Mix & Match Bowl is a flexible and healthy lunch option that allows students to create their own personalized meal. Each bowl is built according to a simple nutritional structure to ensure balance:

- fresh vegetables
- satiating base (e.g. rice, quinoa, bulgur, potatoes.)
- protein (e.g. fish, chicken, tofu, legumes, dairy)
- healthy fats (e.g. plant oils, seeds, avocado)
- toppings (e.g. nuts, seeds, fruit, fresh herbs)

Whether a student needs energy for sports, a light and easy-to-digest meal, protein for body shaping, or brain food for focus, the bowl system provides the right mix. It's fresh, seasonal, creative, and fun – and always nutritionally approved.

>> Who do I contact for questions or assistance?

Peter Brandt – Sodexo Unit Manager

E-Mail: vis.catering.oss.at@sodexo.com

You will find him in the Sodexo Office, VIS Dining Room