

MYCELIUM CATERING PARENT GUIDE

Catering at DCIS



ABOUT MYCELIUM CATERING

An institutional catering arm of The Emmanuel Stroobant Group, Mycelium Catering is the brainchild of Emmanuel Stroobant, a Two MICHELIN-Starred chef with over 30 years of experience in the F&B industry. Mycelium Catering comprises a team of professional chefs who are trained to prepare fresh, appetising and nutritionally balanced school meals, with an emphasis on food safety.

THE TEAM



Emmanuel Stroobant, Chef-Owner

Belgian-born Emmanuel Stroobant first trained in classical French cooking with several Michelin-starred restaurants in his home country before opening his first restaurant in Liege, at 23. Yearning for new challenges, Emmanuel moved to Australia and Malaysia where he was exposed to an innovative world of modern fusion cuisine. Eventually, he settled down in Singapore with his wife, Edina, in 1999 and together, they founded fine-dining French restaurant Saint Pierre in December 2000. His passion and dedication to French gastronomy has earned the restaurant numerous awards, including a two Michelin Star accolade in 2019 until 2023.

Under his culinary leadership, the Emmanuel Stroobant Group runs and operates other restaurant concepts, including Shoukouwa, Shoukouwa Shinjidai, Kingdom of Belgians, SQUE Rotisserie & Alehouse, Mycelium Catering and Star-Chef Academy.

CATERING SERVICE

Our lunch menu is based on the nutritional needs of children between 3 and 18 years old. To cater to a variety of taste buds, we offer a choice of dishes from three categories: Western, Asian and Vegetarian. Portion sizes will be adapted to suit the different age groups.

For students with dietary requirements, we offer allergy friendly meals that are gluten, dairy and egg free. We also adhere to the school's nut-free policy by default.











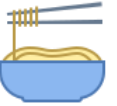





Parents can pre-order their meals ahead of time through our online ordering platform. Alternatively, students in Year 5 and above may also purchase their meals over-the-counter at The Canteen and in Red Dot Restaurant using their student catering card or EZ-link card. All meal choices will be subjected to availability.

We highly encourage parents to pre-order meals ahead of time to ensure your child's needs are taken care of. This also helps to lessen food waste.

We release our lunch menus before the start of each term. Pre-orders must be made by 12.00 noon the day before. Meal cancellations must be made by 7.45am on the day of the meal.

There are also snack options available daily such as pizza twists, bagels, pastries and fruit, which can be purchased by students in Year 5 and above over the counter at The Canteen and in Red Dot Restaurant using their student catering card or EZ-link card.

MEAL PLAN

	A LA CARTE		UPSIZING MAIN	VALUE MEAL
NURSERY RECEPTION	 Main Course (200g) +  Fruits	\$5.50 (pre-order only*)	-	 +  Main Course + Fruits +  +  Vitasoy/Juice + Cookie \$8.00 (pre-order only)
YEAR 1 TO YEAR 4	 Main Course (250g)		+\$2.50 (pre-order only)	 +  Main Course + Vitasoy/Juice +  Cookie \$8.00 (pre-order)
YEAR 5 TO YEAR 13	 Main Course (300g)	\$7.50 (pre-order*) \$8.50 (over the counter*)	+\$2.00 (pre-order only)	 +  Main Course + Vitasoy/Juice +  Cookie \$10.00 (pre-order) \$11.00 (over-the-counter)
DRINK & COOKIE SET	 +  Vitasoy/Juice + Cookie \$2.50			

*If meals are not pre-ordered, it will be subjected to over-the-counter-pricing, portion and availability.

LEVELFIVE ORDERING SYSTEM

LevelFive Solutions specialises in providing multilingual and intuitive complete software suite for the food & beverage and retail sectors. As Mycelium Catering's technology partner, LevelFive will be powering our backend system and meal ordering platform, which allows parents to add credits into their child's e-wallet, as well as pre-ordering and cancelling of meals. Each child signed up to the system will receive a catering card. For Nursery to Year 4 these will be kept in school and managed by our staff.

Through the integration of LevelFive system, Mycelium Catering has implemented a 'Parental Control' which allows parents to enforce their preferential food selection for their children. Please email us at catering@dovercourt.edu.sg to stipulate their food restrictions. This allows control of each student's purchase.

Student Order History

Should parents want to view the purchasing history, they may view the order history report on the meal order platform. Parents may also email us at catering@dovercourt.edu.sg to request a student order history report.

CANTEEN POLICIES*

REFUND POLICIES

All pre-orders must be made by 12.00 noon the day before. All cancellations must be made by 7.45am on the day of the meal.

Example: Orders for Tuesday 6 September 2022 must be pre-ordered by Monday 5 September 2022 before 12.00 noon, and must be cancelled by Tuesday 6 September 2022 before 7.45am. No refund will be provided for cancellation after the cut-off timing.

The value of a cancelled meal with sufficient notice will be refunded as credits into the account's e-wallet.

Disputes of Order/Charges

Any disagreements on charges must be raised within 7 days of the date of the alleged discrepancy.

To file a dispute, kindly submit a Dispute Form [here](#).

Mycelium Catering team will require up to 7 working days from the date of form submission to respond.

For more information on our school canteen policies, kindly visit our terms and conditions [here](#).

*The management reserves the right to amend these terms and conditions without prior notice.

DISPUTE FORM

Full Name (Parent)
Full Name (Child)
Email
Phone
Date & Time Of Order(s)
Item(s) Of Dispute
Type your message here...

Submit

LEAVE SCHOOL POLICY

Amount not consumed in the e-wallet cannot be refunded as cash unless a family leaves the school. Leaving families can approach Mycelium Catering team for a full refund of the balance credit. A **2-week notice** period is required. The refund processing time will take up to 2 weeks from your child's last day of school.

For example, if the student's last day of school is on Friday 28 October 2022, please inform the canteen operators of his/her departure by Friday 14 October 2022.

A transaction fee of \$10 will be charged. The fee will be subtracted from the refunded amount.

For more information on our school canteen policies, kindly visit our terms and conditions [here](#).

LOST OF CARD POLICY

To report a loss or stolen student card, please approach our canteen staff for assistance. Upon notification, we will proceed to put the student's account on hold to prevent misuse of credits.

For a replacement of the student card, we will require up to 1 working day to generate a new student card. A replacement fee of \$10 will be charged.

Process:

1. In the event where a student loses their student card, please inform any of our canteen operators for assistance immediately.
2. The canteen representative will take note the student's name and class, and submit the information to the school administrative office. In the meantime, the student's account will be put on hold in the canteen's system.
3. Upon notification, the school administration will send an email to the parents to inform them of the loss of student ID and the request to generate a new student card.
4. Parents will be informed when the new student ID card is ready for collection via email. Parents or student may collect the student ID card at the canteen and make payment. Payment may be in the form of cash or deduction from the student's e-wallet.

For more information on our school canteen policy, kindly visit our terms and conditions [here](#).

'NO CHILD GOES HUNGRY'

'NO CHILD GOES HUNGRY' POLICY

In the event when a student does not have a packed meal from home, pre-ordered lunch, or money to purchase food, the student should approach a teacher on duty.

- 1) In order to obtain a meal on credit, the student should fill up a purchased meal credit form, with the teacher on duty as witness.
- 2) Our team will keep the original purchased meal credit form and pass a duplicate copy to the teacher, which will be sent home to the parent through the student.
- 3) A maximum amount of \$8.50 per day will be **reflected as a negative balance on the student's e-wallet**.
- 4) Parents have 1-week to clear the negative balance, failing which interest for the outstanding amount may be incurred.

The maximum value of the credit slip is \$8.50 per day, which can be spent for a main meal or snack at **The Canteen** only. Purchase of drinks with the purchased meal credit form will not be allowed. The issuance of the purchased meal credit form will be limited to a **maximum of 2 times per student until the outstanding amount is cleared**.

For more information on our school canteen policies, kindly visit our terms and conditions [here](#).

FREQUENTLY ASKED QUESTIONS

Is it compulsory to pre-order my child's meal?

For EYFS to Year 4, it is compulsory to pre-order your child's meal, if they are having school lunch. For Year 5 onwards, we highly encourage parents to pre-order as this will guarantee your child's choice of meal. Over-the-counter purchase is available. However, preferred choice of meal is subject to availability.

If my child goes on a scheduled field trip, can I get a refund?

In the event of a scheduled field trip and parents have pre-ordered their child's meal in advance, they may opt to cancel the meal latest by 7.45 am on the day itself.

What are the payment methods for ordering online?

For immediate transaction, parents can top up the e-wallet using PayNow. A 1% merchant fee is charged by the payment service provider. To avoid the 1% transaction fees, parents can choose to top up the e-wallet via bank transfer. However, this method will require 3-working days to process before the e-wallet reflects the updated amount.

Can I get a refund if my child forgets to collect his/her lunch or falls ill during the school year?

We regret that there is no reimbursement in the event that your child forgets to collect his/her lunch. Should your child be ill, cancellation of pre-ordered meals can be made prior to 7.45am on the day itself.

Can my child get a meal or a snack with a negative balance account?

As part of our 'No Child Goes Hungry' Policy, we will issue a purchased meal credit slip (worth \$8.50), which the student may spend on a snack or main course only. The issuance of the purchased meal credit form will be limited to a **maximum of 2 times per student ID until the outstanding amount is cleared**. For more information on the policy, kindly view our terms and conditions [here](#).

**For general enquiries, please
reach out to us at:**

✉ catering@dovercourt.edu.sg