

THE FARMHOUSE AT ARBOR TERMS AND CONDITIONS

TERM 3 OF ACADEMIC YEAR 2023-2024



The Farmhouse at Arbor is an aspiring “farm-to-fork” canteen concept offering fresh, healthy, and delicious meals to students making full use of school-grown produce complemented by the careful sourcing (wherever possible) of organic and seasonal ingredients from local and sustainable suppliers.

At the Farmhouse, we believe in the power of nutritious, wholesome food to fuel young minds and bodies, and we are committed to delivering an exceptional dining experience that prioritizes quality, inclusivity, sustainability and flavour.

FARMHOUSE OFFERINGS

The Farmhouse offers three variations of its classic “Chef’s Menu” (for non-vegetarians, vegetarians, and vegans), as well as the “Simply Farmhouse Menu” for less adventurous eaters (for non-vegetarians only).

To view our current menus, please [click here](#).

Parents of students in **FS1, FS2 and Years 1-3** will need to **select one of the above linked fixed menus** for their children as part of a **SUBSCRIPTION** for a month, term, or part thereof.

Students in **Years 4-11** will be able to personally **select items from any of the above menus** from the school’s canteen, where The Farmhouse team will keep an eye on any declared allergies and sensitivities but will otherwise cater to children’s choices.

Students in these year groups will be free to purchase meals any day they wish using credits in **TOP UP** accounts that parents can control. **Cashless cards** linked to top up accounts will be provided to each student along with a green Arbor lanyard. These will be the responsibility of each child. Although replacement cards can and will be issued upon request, these will carry a fee of AED 50 for students in Years 4-6, and AED 100 for students in Years 7-11. New cashless cards can be collected from the canteen the **day after** top ups are made.

Our drink offerings are evolving, and we have made the decision to **discontinue offering milk as a drink option**. This change is not only to encourage healthier hydration habits among our students, but because single use organic milk cartons are unsustainable and have been proving increasingly difficult to consistently source. **We have many water refilling stations around the school and reusable cups are available at the canteens upon request for students who may need them.**

FEES AND DISCOUNTS

The fees for each meal component are as follows:

- Snack: AED 10 / Day
- Lunch: AED 20 / Day
- Dessert: AED 8 / Day

Parents of students in FS1, FS2 and Years 1-3 can enjoy **discounts of 20% for a term and 10% for a month** if subscribing within the first third of either period (holidays and weekends are already removed from all subscription fees).

Parents of students in Years 4-10 can enjoy **free credits of up to AED 400** the more they top up.

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REGISTRATION AND PAYMENT

The Farmhouse at Arbor's online ordering system allows parents to subscribe to (FS1 through Year 3) or top up (Years 4-11) meal accounts and pay instantly online without having to wait for confirmation emails or deal with payment links.

To create a meal account for your child, please visit <https://thefarmhouse.thearborschool.ae> and follow these steps:

1. **Activate your account by using your email address held on file with the school.** You will receive a one-time password to this email address that you will need in order to complete your account activation. If you do not receive a one-time password shortly after clicking on "Activate", please check your spam and junk folders.
2. **Log in to your account using the password you defined during the activation of your account.** You should now see separate windows for each of your children enrolled in the school.
3. **Click on "Subscription" or "Top Up" in the window of each child that you would like to create a meal account for.** For subscriptions (FS1 through Year 3), make all necessary selections, and you will find that your fees are automatically calculated **taking into account both discounts and holidays as applicable.** For top ups (Years 4-11), select how much credit you would like to add to your child's account, and remember to click on the three dots to the right of your child's name in order to specify their allergies and dislikes.
4. **Complete the payment for each meal account.** Once each payment is completed, you will see a confirmation message from Payfort as well as receive an automatically generated confirmation email from the school. If you do not receive this confirmation email, please check your spam and junk folders. Alternatively, click back on to the "Dashboard" in the system and you should now see that your child's window has been updated to reflect the validity period of their meal plan (in the case of subscriptions) or their top up balance.

Custom meal subscriptions for only certain days can be made available upon request by an email to thefarmhouse@thearborschool.ae.

MANAGING PLANS

Once you have completed the sign-up process, you are able to use the portal to check your child's subscription dates (FS1 through Year 3) and their current Top Up balance (Years 4 – 11).

For top up accounts, we have updated to portal so that now you can log in to see a more detailed breakdown of what your child has purchased with their card.

- When you sign into the portal, under your child's name, click on view history.
- Then, on the top right of the summary click "details."

This will give you a more detailed view of their purchases and specify what has been purchased.

We understand that sometimes life can get busy and is easy to overlook checking your child's top up balance. However, we kindly remind parents that it is essential to stay current with their child's account to ensure that they are not negative, as a **negative limit of AED 50 will henceforth be strictly enforced.** While we empathise with the challenges of managing multiple responsibilities, maintaining a positive balance is crucial for your child to continue receiving meals from the school canteen.

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Children with negative balances will only be served with the signed authorisation of a member of the Academic team and payment links will be sent for every meal consumed without an available balance.

It is the responsibility of parents to continuously monitor their children's meal plans through the portal to avoid any interruption to service.

If you have forgotten to renew, or allowed your balance to drop below zero, don't worry! Our priority is ensuring that every child has access to nutritious meals throughout the day. In such situations, we will gladly provide a meal for your child and send out a payment link afterward to cover the cost. Our goal is to support both you and your child, so please don't hesitate to reach out if any unforeseen circumstances arise.

CREDITS AND REFUNDS

Parents are kindly reminded that if they would like for their child to be credited for missed meals due to illness, field trips, or any other absence **it is imperative to notify us via email in advance**. This proactive communication allows us to appropriately adjust our meal planning and ensure that confirmed credits are applied to your account, such that you would not need to re-subscribe your child until your credit is used up. Please provide details such as the date(s) that your child will be missing their meal and the reason for their absence. NOTE: Any unclaimed credits will be wiped away at the end of the school year.

Parents are advised that if they have any disputes regarding charges made on their child's card, they must promptly inform us via email. Please provide detailed information about the disputed charges, including the date of the transaction, the amount, and any relevant context or concerns. This will enable us to thoroughly investigate the matter and work towards a resolution in a timely manner.

Parents who wish to request a refund have the option to receive the refund either in cash or via bank transfer. To initiate the refund process, please email us indicating your preference for the refund method and the reason for your request. If you opt for a bank transfer, kindly provide us with your banking details, including the account holders name, account number and any other relevant banking information. Once we receive your request and necessary details, we will pass this information onto our Accounts Team who will assist you with processing your refund accordingly.

DISCLOSURE OF ALLERGIES AND SENSITIVITIES

Declaring allergies and food sensitivities (including serious aversions to particular foods) is the responsibility of parents. Parents can do this by providing detailed information about their child's allergies and / or dietary restrictions during the registration process or by sending an email to the Farmhouse at thefarmhouse@thearborschool.ae. This information should include specific allergies, their severity, and any applicable accommodations or restrictions required.

Parents should notify The Farmhouse immediately of any changes or updates to their child's dietary needs. Whether it's a newly discovered allergy or a change in severity, timely communication is crucial to ensure that our team can adjust our offerings and protocols accordingly.

Clear and proactive communication from parents enables our team to make necessary adjustments to our menu and food preparation practices, ultimately safeguarding the health and wellbeing of all students. Parents should view this as an ongoing partnership with The Farmhouse in prioritizing their child's safety and ensuring a supportive environment for all students within our school. The Farmhouse cannot assume responsibility for serving without this information.

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While every effort is made to minimize the risk of cross-contamination in our kitchen, it is important to acknowledge that allergens may still be present, and we cannot guarantee complete avoidance. Despite stringent protocols and practices in place to prevent cross-contact between allergens and allergen-free foods, the nature of food preparation and handling involves inherent risks. NOTE: It is important to note that our kitchen and bakery use gluten extensively, making complete avoidance of gluten impossible; therefore, The Farmhouse may not be suitable for individuals with **severe** gluten allergies.

LEFTOVERS

There are two main reasons that we do not offer leftovers. The first is logistical. Students are served meals in the canteen on sustainable trays, which ensure that we are not creating any unnecessary waste by using boxes or other food packaging.

The second concerns health and safety. As responsible food providers, we caution parents to take care with leftovers. Once we serve a meal, we can no longer control how our food is stored; and if leftovers are left exposed to air and / or heat for too long, bacteria might become an issue.

FIELD TRIPS

By default, and for the above reasons, no food will be provided by the Farmhouse for field trips, unless specifically communicated to parents. Credits for subscription meals will be calculated accordingly.

BIRTHDAY CELEBRATIONS AT ARBOR

Despite restrictions on allowing cakes and other treats to be brought into school, we don't want your child to miss the chance to celebrate their birthday with their classmates.

You will be able to choose between a full birthday celebration, **consisting of a 20 cm. (8 in.) cake for your child and individually boxed cupcakes for their classmates** (priced at AED 250); or a **cupcake-only birthday celebration, consisting of an individually boxed cupcake for your child and for their classmates** (priced at AED 150).

Birthday celebrations can take place on any school day. Please note, however, that due to the advanced planning required to prepare each celebration orders must be received **at least five (5) school days ahead of time**, and no refunds will be made in the event of a cancellation unless due to illness, or if notified at least 48 hours in advance.

If you would like the opportunity for your child (**in Foundation Stage and Primary ONLY**) to have a birthday celebration in school, please complete this [this form](#).

Please ensure to make the flavour choice for your child, as we will automatically provide special cupcakes for any student on our allergen register (below).

Once your form is processed, you will receive a confirmation email from The Farmhouse within **two (2) school days** followed by a payment link from the school's Accounts Team, through which you may settle the celebration fee. Fees should be settled promptly and prior to the celebration date.

BIRTHDAY CELEBRATION ALLERGEN REGISTER

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While we do offer the option to order a vegan and / or gluten-free cake, this selection can be applied only to the birthday girl's / boy's take home cake, and not to the cupcakes for their classmates, which will all be standard (i.e. non-vegan).

Other special dietary requirements will be considered on a case-by-case basis and will be confirmed by the Farmhouse team following each registration. We endeavour to consider dietary needs by maintaining good lines of communication with teachers. While we include teachers in our confirmation emails, we urge parents to involve teachers in birthday celebration orders to ensure all children get to enjoy the celebration.

If you would like to opt out of your child receiving a cupcake, please speak with your child's teacher if you would like to provide an alternate treat to be kept in class and be distributed on celebration days.

If you have any further questions regarding Birthday Celebrations with The Farmhouse at Arbor, please email thefarmhouse@thearborschool.ae.

COMMUNICATION

If you have any further queries regarding The Farmhouse at Arbor, its offerings, or services, please contact us at thefarmhouse@thearborschool.ae. We're always happy to help!