



# ISQ'S LUNCH PROGRAM

The goal of the International School of Qingdao's lunch program is to offer students affordable, healthy meals at school. ISQ's kitchen is run by a team of staff that prepares, cooks, and serves meals. Although our food is freshly prepared, we do not serve cold, cut foods like apple slices due to local government regulations. We work closely with our governing agencies and comply with all necessary laws set.

To provide variety, our lunch meals are set and served on a 4-week rotation. Between each lunch menu rotation, we're taking feedback and fine tuning our menu for the next rotation. Due to unforeseen supply chain interruptions, our chef and lunch team may need to shift the lunch menu without prior notice.

## 1. Fees and Order Procedures

Student lunches are paid for by the lunch deposits families make into their child's lunch account. The cost of an individual lunch will be deducted from that student's balance in PowerSchool every day school lunch is purchased. Please refer to our website under Tuition and Fees for the cost of an individual lunch.

We encourage families to make a deposit for half or the entire school year (90-180 days), but all deposits are acceptable.

### 1.1 Procedure

To order lunch, please wire the payment to ISQ's standard Chinese bank account. If you have questions, please email finance at [finance@isqchina.com](mailto:finance@isqchina.com).

### 1.2 ISQ's bank account

Please refer to ISQ's website or your family's Tuition and Fees sheet for ISQ's bank account information.

### 1.3 Viewing Student Lunch Balances

Lunch balances may be viewed by logging into the Parent/Guardian PowerSchool account. Please make sure to monitor your child's account records periodically to make sure the lunch balance does not run out.

## **2. Withdrawal and Refund Policies**

Families may withdraw their child from the lunch program at any time. Refunds of the remaining unused balance will be processed within 10 business days after all information is received.

### **2.1 Refund instructions**

If you're requesting a refund, please email [finance@isqchina.com](mailto:finance@isqchina.com) and include:

1. Child's full name
2. Child's current grade
3. Your full name and relationship with child
4. Bank account number
5. Bank branch address