

Frequently asked questions

- **What do I do if my child is not receiving the food I have ordered for him/her?**
 - If you have ordered and paid for lunch for your child but your child is not receiving his/her lunch, you should contact Malene Eibeholm in the Administration – email admin.escph@kk.dk.
- **Can I cancel my order?**
 - Lunch is ordered one month at a time and it's not possible to cancel an order for a month that has already started. You can cancel next month's order as long as you do so before the 20th of the current month. Go to *Min Konto (My Account)*, select *Bestil/afbestil/oversigt*, then click *slet* (cancel) against the order you wish to cancel.
- **What do I do if my child is sick for a longer period and I've paid for lunch for the month?**
 - Lunch is ordered one month at a time and it's not possible to cancel an order for a month that has already started. You can cancel next month's order as long as you do so before the 20th of the current month. Go to *Min Konto (My Account)*, select *Bestil/afbestil/oversigt*, then click *slet* (cancel) against the order you wish to cancel.
- **My child is going on a field trip but I have ordered school lunch. Do I need to pack a lunch?**
 - The teacher, who is organising the field trip, will ask the culinary school to organise a packed lunch for students who are registered for school lunch.
- **How do I order school lunch if I have more than one child at the school?**
 - First you create an account for one child, then you add a sibling account. Go to *Min konto (My Account)*, select *Søskende (Siblings)*, then create a sibling account.
- **Where can I see the lunch menu?**
 - Each Friday, the menu for the following week is posted here on this page – see the tab in the top menu bar.
- **Are there instructions available in English?**
 - Yes, an English "how to guide" is available in the menu bar at the top of this page. You can also contact the school's office or the contact parents in your class for help.
- **Does the school cater to dietary restrictions?**
 - Yes. You can select a Halal or vegetarian option. If your child has specific food allergies, please ensure you make a note under *Min konto (My Account)*. If in doubt, please write to Anne Marie Boldsen, who is in charge of the Culinary School - email QM1S@kk.dk.
- **Who do I contact if I have a question about the culinary school or issues with my account?**
 - If you have any questions about the food, please contact Anne Marie Boldsen at QM1S@kk.dk. Inquiries regarding payment and registration should be made to Malene Eibeholm in the Administration at admin.escph@kk.dk.
- **What do I do if I have forgotten my account number and password?**
 - Go to *Min Konto (My Account)* and select *Glemt Kode (Forgot Password)*. You now have three options:

- Email: If you entered an email address when you set up the account, you can enter your email address in the space provided and hit send. Your username and password will be sent to your email address.
 - Mobile phone: If you entered your mobile phone number when you set up the account, you can retrieve your username and password by sending an SMS with the text *Glemt* to the following phone number: + 45 4270 1211.
 - Phone: If you entered a landline phone number when you set up your account, please call +45 7022 2910 from the number you entered.

- **How do I close my account and retrieve the money I have in my account?**
 - Go to *Min Konto (My Account)* and select *Udbetaling (Refund)*. The amount you have in your account less any orders will appear. Tick the boxes *Slet også min konto* if you also wish to delete your account and *Stands automatisk betaling* if you wish to stop automatic payment. If you wish to transfer the money to another lunch account, please select *Overføre dem til en anden konto*.

- **Is it possible to apply for a subsidised lunch?**
 - The Municipality of Copenhagen subsidises lunch for lower-income families. For more information, please visit: <https://eat.kk.dk/artikel/skolemad-med-tilskud>. If you need help with your application, please contact the Administration – email admin.escph@kk.dk.

- **How do I set up automatic food ordering?**
 - Both *Automatic payment (Automatisk optankning)* and *Automatic ordering (Automatisk bestilling)* must be enabled for food ordering to take place automatically. Go to *Min Konto (My Account)* to enable both.