

# FAQ semester fee for SIS 2020

---

## 1 What is the registration procedure?

Registration is online only and per semester.

Please note that the registration consists of two parts. After the basic data collection on the ZFV platform [registration.zfv.ch](https://registration.zfv.ch) you will receive a registration email.

In a second step, after confirmation via the link in the 2nd registration mail, you can use the same login data on the ZFV Polyright Cashless platform to take care of the payment.

Please check the spam / junk folder if the registration emails do not appear in the inbox in a within a short time.

## 2 What happens if our child doesn't register or registers too late?

That's no problem, see **point 11**.

## 3 Can I register my child in the middle of a semester?

Yes. If a student is admitted to the school during the semester, the annual flat rate will be reduced pro rata. The starting date is always a Monday.

## 4 Do I have to register my child for the next semester?

Yes, see **point 1**.

## 5 How does the payment of the semester fee work?

Payment for the whole semester is made immediately after the online registration by credit card, always as of the first school day and no later than two weeks in advance. After registration, you will be automatically redirected to our payment system. Once payment is made, the children receive a ZFV Group badge.

Prices are in Swiss francs and include statutory value added tax.

## 6 Can payment only be made online?

Yes. It is not possible to send an invoice.

## 7 Will I get a tax receipt?

No. In accordance with tax regulations, deductions for children's meal costs are generally not permitted. If you would like a tax receipt nevertheless, you can order one by email ([debitoren@zfv.ch](mailto:debitoren@zfv.ch)) for a fee of CHF 25.00.

## **8 How much does the semester fee cost? What options are available?**

The prices of ZFV fees can be viewed here:

[SIS Zurich](#)

[SIS Wollishofen](#)

[SIS Basel](#)

You can register your child for all five days of the week or for individual days only. Allergens and intolerances can be submitted in the registration.

## **9 How often can I make a change?**

One change per semester may be requested in writing.

## **10 Why are there different costs for different SIS schools?**

The costs are defined by the school management.

## **11 Can my child eat in the Mensa if the semester fee has not been paid in advance? Can my child pay cash or are there other options?**

Yes. The option to pay for a meal with tickets exists. The individual tickets can be purchased in advance at the cash desk in the Mensa. The tickets are numbered and are valid to the end of the official period of schooling.

## **12 Why does my child need a badge? Does my child have to carry the badge all the time?**

The child must be able to show the badge for payment in the Mensa. The days on which the child is registered for the Mensa are stored on the badge. No meal will be provided unless a valid badge is presented. The badges lapse automatically at the end of a semester.

## **13 From whom do I receive the badge?**

As soon as the information has been uploaded, the badge is sent to a Mensa staff member, who hands it out.

## 14 What happens if the badge is lost or damaged?

Receivables Accounting and the school concerned must be informed by email of the loss of or damage to a badge.

debitoren@zfv.ch  
siszuerich@zfv.ch  
siszuerichwollishofen@zfv.ch  
sisbasel@zfv.ch

A processing fee of CHF 10 will be charged, which has to be paid directly to the Cafeteria management.

## 15 What happens if the child is absent due to sickness or an accident?

In the event of absences of more than three successive weeks due to sickness or accident, a medical certificate must be furnished as proof. The unused school days will then be refunded. Medical certificates will be accepted retroactively up to no later than one month after the diagnosis.

Absences of less than three weeks will not give rise to any entitlement to a refund.

## 16 What happens to booked meals that are not used?

If the booked meal service is not or only partially used, no entitlement to a refund will arise.

If a child is expelled from the school, no entitlement to a refund will arise.

## 17 Can my child withdraw during the semester? How do I give notice to terminate the semester fee?

Yes. If a student leaves the school during the semester, the difference will be refunded in arrears provided that proper notice is given effective as of the end of a month and with a notice period of one week. The money will be refunded to the bank account stated.

## 18 Do I have to cancel at the end of the semester?

No. The fee applies to a semester and is not automatically extended.

No cancellations are accepted in the months of December and June. Re-registration is only possible for the following semester.

## 19 To whom do I address the cancellation or change in the semester fee?

Changes such as weekdays on which meals are taken, meal service, changes of address, registrations and cancellations must be made in writing using the following address:

ZFV Group  
Debitorenbuchhaltung (Receivables Accounting)  
Flüelastrasse 51  
P.O. Box  
8047 Zurich  
[debitoren@zfv.ch](mailto:debitoren@zfv.ch)