



NEW AND REPLACEMENT CANTEEN BRACELET POLICY

In case of new student joining the school OR existing student losing or damaging the Canteen Bracelet, the following steps are to be followed to get the new Genio Canteen Bracelet.

New Students Joining the school : New Bracelet

The following steps are to be followed when a new student joins the school,

- Parents to fill and share the excel template available in school canteen with the information of student to register in the Genio system.
- Details of new students should be in the given template and sent to Genio team via email, support@genio-solutions.com. All other way of sharing details via WhatsApp or other source will not be accepted.
- Genio team will register the student to system and send the activation mail to parent to register in Genio Mobile Application. Parents can download the app and login following the instructions provided in the mail.
- The requests received **before 3PM** in the above-mentioned mail will be processed the same day and the bracelets will be printed and delivered to Jazz Café the same day.
- Jazz café will deliver the Bracelet to the school the following day.
- The cost of new Bracelet is 100 Qrs.

Bracelet Reissue/Replacement – Lost or damaged Bracelet

The following are the steps to be followed for the Bracelet Reissue

- Parents should inform the Canteen team in case of lost Bracelet.
- For reissue of the lost bracelet, Parent should send a mail to support@genio-solutions.com with the name and grade of the student.
- All other way of sharing details via WhatsApp or other source will not be accepted.
- The requests received before 3PM in the above mentioned mail will be processed the same day and the bracelet will be printed and delivered to Jazz Café the same day.
- Jazz café will deliver the Bracelet to the school the following day.

Notes:

- Replacement Bracelet are chargeable, and QAR 50 will be deducted from the balance of the student's account.
- If the student account does not have the enough balance the parent needs to top up the account to get the replacement bracelet.
- The credit from the previous bracelet will be automatically transferred to the new bracelet.
- Once the bracelet has been reissued the old Bracelet will be automatically deactivated and will not be able available for use even if the card was found later.