



Terms and conditions (en)

About the site and description of the service:

(Canteeny) website is a modern, sophisticated canteen, its operations and services are in accordance with requirements of the current times; it is based on and follows the health requirements issued by the Ministry of Health. The idea of the site came as a result of the epidemic of the Corona-Covid 19 pandemic and the change in work mechanisms in the education system in support of preserving the safety and health of our children. Furthermore, and in line with the great role played by educational institutions at all stages

in taking the precautionary measures and precautions taken to preserve Security and safety for our children, including the use of modern technology in this.

This is what prompted (Canteeny) to invent the idea of an electronic canteen to serve our children, starting from kindergarten and to all schools of all stages, institutes and universities, and all other educational institutions, through which it serves the health, safety, and time of students and parents and saves time and effort for all members of society by providing healthy meals that comply with the requirements of the Ministry of Health, and a high level of follow-up by nutrition specialists

This is done when the guardian or the student himself orders the meal or meals 24 hours before school. The meals are delivered free of charge to the student at school in accordance to the school's policies.

Agreement approval:

1. The term "you" shall refer to any person who uses, accesses or browses the website. If you do not agree to these Terms of Use, you are not permitted to use the Site.

2. In order to become a member of (Canteeny) site, you must first fill out the registration form, then agree and pledge to abide by the provisions of the (Canteeny) user agreement. Once you fill out and approve the registration form, obtain any services or order meals using the site; You hereby agree to be bound by the Canteeny Site User Agreement.
3. You are responsible for making all arrangements necessary for you to access the website, and you are also responsible for ensuring that all persons who access the website through your internet connection are aware of, and comply with the terms of this website. When viewing, browsing, using or accessing the site or submitting any content or materials to the site, you agree to these terms of use as a binding legal agreement between you and (Canteeny) site without restriction or condition.
4. (Canteeny) website reserves the right to amend these terms of use and conditions at any time and without prior notice, and you agree that every visit made by the sites will be subject to the terms of use in effect at that time, and that your continued use of the site now or after the modifications is an acceptance to these Terms of Use and a confirmation that you have read, accept and agree to be bound by such modifications.

How is the application submitted and how is it executed (contracting):

- When the user, whether people, schools or companies, registers on the (Canteeny) website, it is easy for him to order the meals he wants, either by direct request for each meal separately or based on a weekly, monthly or annual subscription, he could also choose the list of meals to be implemented with a daily schedule for all meals and choose from a list Meals available on the site (Canteeny), you can submit your order by clicking on the "Execute the order" button.
- Please note that it is important that you review the information you enter and correct any errors before pressing the "Execute Order" button, once you click on this entry, errors cannot be corrected. When we receive your request, (Canteeny) website will start executing the order and we will send a message on the final page stating that your order has been successfully received and is being completed according to the predetermined time.

Cancellation and order modification

1. You have the right to amend the application within twenty-four hours from the time of submitting the application on our website.
 2. It is not permissible to cancel the application submitted by you at all. Rather, it is carried over to another day with the possibility of choosing and changing the application, provided that this is of the same value.
 3. Canteeny also has the right to cancel any order that contains incorrect information despite making every effort and care to ensure that the correct prices and descriptions are maintained for the ordered meals.
- Membership system in the site (Canteeny)
 - Any member of the Canteeny site obtains a "user name" and a "password" that is determined by the member himself. The Username is personal and restricted to the Member alone, and the same Username is not given to two different Members. Also, the "password" is known to the user only. The user can change the password at any time. It is also the user's sole responsibility to choose and protect the password.
 - The (Canteeny) site is not responsible for any problems that may arise from the use of the password. (Canteeny) site will inform the user, through e-mails, about the new offers that are added to the site, which the user can benefit from.
 - The (Canteeny) website does not share the user's information with others, and the phone number may be shared with the delivery service that deals with external requests for food, in order to provide a fast and accurate delivery service.
 - When you use the site, you confirm that any personal information provided by you is true, accurate, valid and complete in all respects, and that you will inform us immediately of any changes to your personal information by updating your membership information on the site or by contacting us.
 - You agree not to impersonate any other person or entity or to use a false name or a name that is not authorized to be used.
 - You are not allowed to register multiple memberships for use by the same person. Violation of this term may result in the termination of your membership.
 - The member must keep private passwords strictly confidential at all times and they must not be shared or disclosed to any other person.
 - You are responsible for all activities and requests that occur or that are submitted through your membership. If you become aware or suspect that someone knows your password, you should contact us immediately.

Member Responsibilities

- The member accepts and officially and legally acknowledges the following:
- The information contained in the registration form is correct, provided that this information is required, and that the member is solely responsible for any losses that may arise from any wrong information or insufficient information (for example, forgetting the password) and in such cases, his membership is terminated.
- The member is solely responsible for all the ideas, opinions and personal data that he mentions while using the services of the (Canteeny) website,
- The member (the user) is responsible for all the files that are uploaded to the site (Canteeny), the personal information sent, and that the site (Canteeny) will not be responsible in any way for those files, or in any way other than those specified by the site (Canteeny). The member (the user) must not change the software in any way, and will compensate (Canteeny) site for all material and moral losses in the event that the member does not comply with the above-mentioned articles.
- (Canteeny) site will not and shall not be responsible for any damages that may arise from reading the data belonging to any members by any individuals who are not authorized to do so.
- Any correspondence, addresses, or pseudonyms must not be in violation of the regulations, public morals, good behavior and laws.
- You must not use the Site for any unlawful or unauthorized purpose, including but not restricted to:
- Distribute of any unlawful, defamatory, abusive, threatening, harmful, obscene or objectionable material to the Website or transmit material that constitutes a violation of law, religions, creeds, doctrines or morals, gives rise to civil liability or otherwise violates any laws, regulations, regulations or practices
- Interfering with anyone's use or enjoyment of the site.
- The member is obligated not to harass or threaten other users, or any of the customer service staff of (Canteeny); not to act in a way that affects the use of the services by other users; not to send, print, distribute or circulate any immoral, inappropriate material which is unlawful or may cause damage to the names of any persons or organizations; advertise, sell or offer to sell any products or services; or participate in any harmful acts such as surveys, competition or chain letters.

- All users who are minors in the place where they reside (generally under 18 years old) must obtain permission from their guardians, and they are directly supervised by their guardian or father/mother when using the site.
- If you are a minor, your guardian/father must read and agree to this Agreement before you use the Website.
- The credit or prepaid cards that the customer uses to pay through the electronic payment gateway on the Canteeny website or applications must be owned by the customer himself. If the ownership of the card belongs to another person, the customer must use it legally, with the approval of the card owner.
- **Prohibited activities**
- The user may not access or use the site for any purpose other than that provided by (Canteeny) site.
- The site is for the personal use of users only and may not be used in connection with any commercial interests except for those that have been specifically approved or accepted by (Canteeny).
- In the event that the user commits any prohibited activities, the site (Canteeny) has the right to suspend, prevent or terminate the user's membership and prevent his/her access to the service.
- The legal responsibility lies with the user who infringes

patents or steals professional secrets to advertise or solicit any person to buy or sell any products or services from (Canteeny) website.

- Using the site in any manner that is inconsistent with any and all applicable laws and regulations.
- **(Canteeny) authority**
- Canteeny website may temporarily suspend or completely stop operating the system at any time.
- Canteeny site does not bear any responsibilities towards members and users of (Canteeny) site or any third party due to the temporary suspension or complete cessation of the operation of the system.
- Canteeny may prevent its customers who have filled out the form data or communicated with the site, even though they have passwords, from obtaining a new password or from using their passwords for an indefinite period of time; If the Canteeny site considers it necessary.

- (Canteeny) website guarantees that its services will be provided on time in a safe and complete manner, that the results that will be obtained from the services will be correct and reliable, and that the quality of services will live up to expectations.
- The site (Canteeny) may provide additional services, change some services partially or completely, or convert them to a paid service.
- This site may be unavailable at times to allow maintenance and to update operations, and we will endeavor to inform customers in advance of the unavailability of any aforementioned service, but this cannot be guaranteed and we reserve the right to modify or withdraw the service at any time.
- **Termination of the agreement**

Canteeny may terminate this agreement on its part at any time.

- **Product delivery**

During any delivery of the product by (Canteeny) website or any of its employees, and in the event that the customer is not present at the address specified in the system, the meals requested by the customer will not be delivered to any other place. In this case, the member must accept all legal responsibilities arising from ordering a meal to an address where he does not reside.

- **payment methods**

The customer can choose between different payment methods on the Canteeny website, which are at the moment:
.....

- **intellectual property rights**

The content on the Canteeny website and the trademarks, service marks, and logos included in these terms (the marks) are owned by the Canteeny website and are subject to copyright and other intellectual property rights in the State of Kuwait and international treaties.

- **Limitation of Liability**

To the extent permitted by law, (Canteeny) provides this content and this site on an "as is" and "as available" basis, and we make no representation or warranty of any kind, expressed or implied, regarding the content or availability of this site, or that It will be timely or error-free, or that defects will be corrected, or that the Website or the server that makes it available are free of viruses or other harmful components.

(Canteeny) or the directors, officers, agents, employees or contractors of (Canteeny) have no responsibility for any direct, indirect, special or consequential losses or damages (including -but not limited to- damages for loss of business or loss of profits), arising out of contract, default or otherwise from the use or inability to use this website. Nothing in these Terms will exclude or limit liability for death or personal injury resulting from our negligence or the liability of our agents or employees.

- **compensation**

You agree to indemnify Canteeny and to spare Canteeny its agents, officers, directors or employees from any claim, demand, damage (whether direct, indirect or consequential), including attorney's fees provided by any person related to your use of the site, or any rights Any other person or entity linked to the site.

- **Applicable law and jurisdiction:**

These Terms and Conditions shall be construed in accordance with and subject to Kuwaiti law. The Kuwaiti judiciary is solely competent to consider all disputes related to these terms or that may arise from them.

Last update: Aug 1st