

Luna Contact Details

- The Luna website can be accessed directly using this link: www.luna.de or via the QR-code.
- If you encounter any difficulties, please call Luna directly (030-36 75 95 0 (8:00-14:00)) or send an email to: info@luna.de
- You can find the Luna menu [here](#). Scroll down to the end of the page and enter the following code **bbg** under "**Speiseplankürzel**".



Existing Accounts

- All existing accounts will be reactivated automatically by Luna for the new school year **except for K3 - now Grade 1 students**. Parents whose child/children have moved from K3 to Grade 1 need to register with Luna if they wish for their child/children to receive a Luna lunch.
- **Parents of Kita/Early Years children (K1-K3) do not need to register with Luna.**

Registration

- In order for Luna to be able to differentiate between the two educational streams and Primary and Secondary School, parents will need to enter a code.
- Please see table below. If you are unsure of your child's/children's stream please see your school contract.

Grades & Stream	Codes
Grades 1-5 Dickensweg Ergänzungsschule (monolingual)	bbg
Grades 1-5 Dickensweg Ersatzschule (bilingual):	bdb
Grade 6 Am Postfenn Ergänzungsschule (monolingual)	bfm
Grade 6 Am Postfenn Ersatzschule (bilingual)	bfb
Grades 7-12 Am Postfenn	bbo

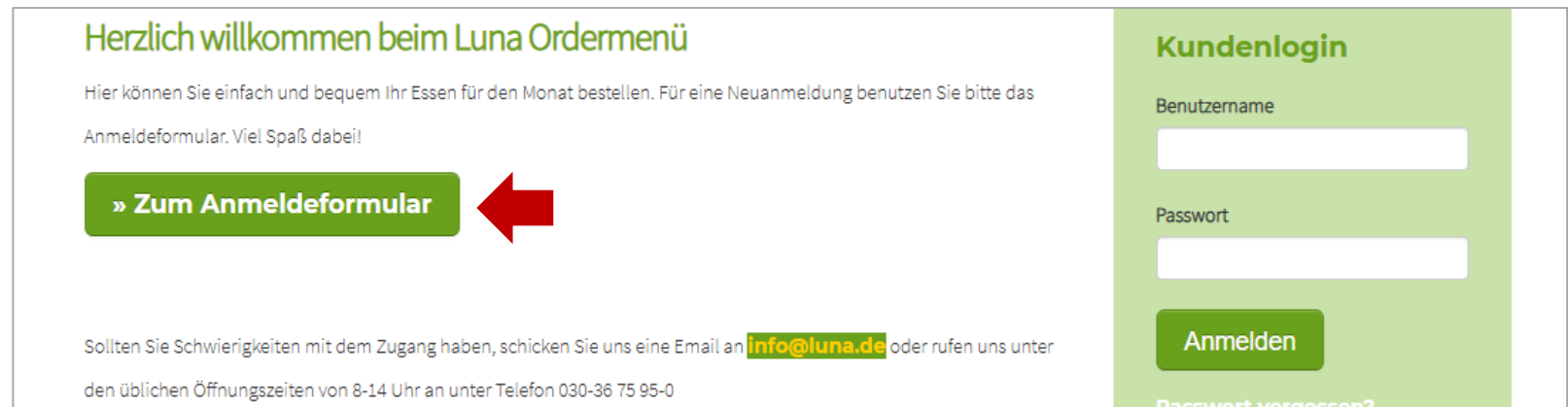
- If you have more than one child, you need to create a separate account for each child.
- **Children with food allergies:**
If your child has an allergy, Luna can provide them with a special diet meal. Please request the special diet form via info@luna.de.

Registering with Luna

1. Go to www.luna.de and click on "Portal für Eltern" and then on "Registrierung für Eltern".



2. Go to "Altes Bestellsystem" and click on "Zum Anmeldeformular".



3. For new registrations (new BBS parents/now Grade 1 parents) please enter the correct code in the box next to "Schulkürzel" and click on "Weiter".

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Grades 1-5 Dickensweg Ersatzschule (bilingual):	bdb
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Grade 6 Am Postfenn Ersatzschule (bilingual)	bfb
Grades 7-12 Am Postfenn	bbo

Neuanmeldung

Ich möchte mich zum ersten Mal bei LUNA anmelden

Geben Sie hier bitte das Schulkürzel ein, das Sie zum Registrieren für die Essensteilnahme bei Luna erhalten haben:

Schulkürzel: 

[Schulkürzel suchen](#)
[Schulkürzel vergessen - per Mail anfordern](#)

Sollte Ihre Suche keinen Erfolg ergeben haben, gehen Sie bitte ins NEUE BESTELLSYSTEM.



Ich bin bereits Kunde bei LUNA und möchte ein weiteres Kind anmelden

Wenn Sie bereits Kunde bei Luna sind, können Sie hier einen weiteren Essensempfänger anmelden.

Benutzername:

Passwort:


Schulkürzel:

[Schulkürzel suchen](#)
[Schulkürzel vergessen - per Mail anfordern](#)

4. Now complete the registration form.

Stammdaten AGB SEPA Speichern

Angaben zur Schule

Schule Schulklasse* 

* Pflichtfelder

Name des Kindes

Vorname* Nachname*

Gesetzlicher Vertreter (Mutter/Vater)

Anrede* Titel

Vorname* Nachname*

Strasse* Hausnummer*

Adresszusatz

Zugangsdaten

Benutzername*

Benutzername und Passwort müssen vom Kunden vergeben werden

Passwort* Passwort wiederholen*

5. Please make sure that you choose all the weekdays (Monday-Friday) under "**Bestellrhythmus**" (ordering schedule) if you would like for your child to get a hot lunch everyday.

Also make sure you set a **start date** at the "**Gültig ab**" box.

You also have the choice of ordering standard or vegetarian meals.

When you have finished entering all the information, click on "**Weiter**".

Please note the payment options:

Credit account - As a credit customer, please transfer the expected monthly costs (5,16€ per meal * school days) in advance to the following account:

Account holder: Luna Restaurant GmbH
IBAN: DE21 1009 0000 5232 0840 16

Note: In the purpose of the transfer, please enter the **customer number** that will be assigned and displayed to you at the end of the registration process.

Direct Debiting - At the end of the month Luna will withdraw the monthly costs from you bank account.

After a successful registration you will receive a confirmation e-mail. Please note that the verification of a new account can take up to 24 hours. Only after Luna has confirmed the new account you can access it.

Bestellrhythmus

Wochentage (oder Einzelbestellung)*

Mo Di Mi Do Fr Sa So



Einzelbestellung

Gültig ab*

Menütyp*

Standard Vegetarier 

(Sonderkost: Bei Nahrungsmittelallergie oder Nahrungsmittelunverträglichkeit bitte

Sonderkostformular anfordern unter info@luna.de)

Menge*

6. Once you are able to access your account please go to "Bestellübersicht".

For the final lunch order, please go to the desired date and click on the + sign. The number "1" should appear in the box in between the - and + sign.

If the number "0" shows, no lunch is ordered.

Once you have selected the days, click on "Speichern".

School absences:

If your child is absent from school, you can cancel you child's lunch meal online in your account, by sending an e-mail to info@luna.de or by telephone 030 3675950.

This has to be done by 8:00 a.m. on the same day at the latest.

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15.03.2021 <i>(Corona-Zeit)</i> Portionen 1 Standard	16.03.2021 <i>(Corona-Zeit)</i> Portionen 1 Standard	17.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	18.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	19.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	20.03.2021 <i>(Corona-Zeit)</i> Portionen 0 Vegetarier	21.03.2021 <i>(Corona-Zeit)</i> Portionen 0 Vegetarier
22.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	23.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	24.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	25.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	26.03.2021 <i>(Corona-Zeit)</i> Portionen - 0 + Vegetarier	27.03.2021 <i>(Corona-Zeit)</i> Portionen 0 Vegetarier	28.03.2021 <i>(Corona-Zeit)</i> Portionen 0 Vegetarier
29.03.2021 <i>(Osterferien)</i> Portionen - 0 + Vegetarier	30.03.2021 <i>(Osterferien)</i> Portionen - 0 + Vegetarier	31.03.2021 <i>(Osterferien)</i> Portionen - 0 + Vegetarier				

