



## FAQ: GASTRONOMY IN TIMES OF COVID-19

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### How does the Mensa-to-go delivery service of the Studentenwerk work?

From 25 May the canteen will come to your home! In times of the corona pandemic, courses will be held digitally. Access to the university campus is restricted or in some cases not allowed at all. Make it easy for yourself and order meals from the Mensa at home!

This is how the delivery service to your home works:

- Visit the "Mensa-to-go" webshop for the locations Regensburg (University and OTH), Passau, Landshut and Deggendorf and choose the desired dishes and drinks from the menu.
- Enter your data (name, address, e-mail address, desired delivery time, location etc.) and confirm the order process. Orders can only be accepted until 11.00 am on the day of pickup.
- Payment is contactless online via the specified payment method (PayPal, SEPA direct debit, giro pay, instant bank transfer or credit card). Cash payment on delivery is not possible for hygienic reasons.
- Once you have confirmed your order, you will receive an order confirmation and invoice by e-mail. Please check your inbox immediately. If you have not received an order confirmation by e-mail, the order has unfortunately not reached the Mensa team. In this case please contact the chef of your cafeteria as soon as possible. You can find the contact details here.
- You must be at the specified delivery location at the specified time. If you do not adhere to these details, we cannot deliver the goods, but we will still have to charge you for them.
- The minimum order value per order is 5,00 Euro.
- With the exception of the pizzas in Regensburg and Passau, the dishes are delivered cold. They must therefore be heated in the oven or microwave. We recommend to heat the dishes in the microwave at 600 watts after two to three minutes or at 120° Celsius after six minutes in the preheated oven. Usually this is sufficient to heat your dish - but please check the temperature of your dish before eating it and extend the heating process if necessary.
- The trays in which you receive your order can be heated in the oven or microwave without a lid, as long as the temperature recommendations are not exceeded.

The prices are slightly higher than in the local canteen, as costs for packaging and delivery are added. But cooked freshly on site every day, with a high proportion of regional and organic food, the "Mensa-to-go" is an inexpensive alternative to ready meals and frozen pizzas. Try it out!

Further information about the Mensa-to-go delivery service can be found on this page:

<https://www.stwno.de/de/gastronomie/mensa-to-go/mensa-to-go-lieferdienst>



## When will the refectories("Mensen") on campus reopen?

From May 11<sup>th</sup> 2020, the Studentenwerk will introduce on-site collection of your meals under the "Mensa-to-go" brand. The following refectories will be open Monday to Friday between 11.00 and 14.00 hours:

- Mensa at the Universität Regensburg
- Mensa at the OTH Regensburg
- Mensa at the Universität Passau
- Mensa at the TH Deggendorf
- Mensa at the Hochschule Landshut

In addition, the following refectories have been open for on-site consumption since July 20<sup>th</sup> 2020

- Mensa at the Universität Regensburg
- Mensa at the OTH Regensburg
- Mensa at the Universität Passau
- Mensa at the Hochschule Landshut

Please reserve your seat in advance via our booking system:

<https://www.stwno.de/de/gastronomie/book-a-mensa-reservierung/mensa-reservierung>

Further information: <https://www.stwno.de/de/gastronomie/book-a-mensa-reservierung>

We offer you a daily changing and daily freshly prepared menu consisting of vegetarian and/or vegan dishes, international dishes and dishes with meat or fish, plus fresh salads and desserts!

## When will the cafeterias on campus reopen?

The following cafeterias will be reopened from May 4<sup>th</sup> 2020 from Monday to Friday between 8.00 am and 2.00 pm (Regensburg) and between 7.00 am and 4.00 pm (Passau):

- **Universität Regensburg:** Cafeteria Milchbar (including Pizzawerk) in the Mensa building
- **OTH Regensburg:** Cafeteria Seybothstraße in the Mensa building
- **Universität Passau:** Cafeteria in the Mensa building

For the Hochschule Landshut and TH Deggendorf, the cafeterias' offer of drinks, sweet and savoury snacks, baked goods etc. is distributed in the Mensas.

**When entering the cafeteria, please observe the distance regulations and current hygiene instructions. Also note that the cafeteria can only be entered with a mouth-nose cover.**