

How to use the canteen services?

This tutorial will present you all the information that you will need to use the canteen service at UniFI (The University of Florence) during your exchange program.

The canteens are managed by the Tuscany Region Agency for the Right to University Education (**Azienda della Regione Toscana per il Diritto allo Studio Universitario** DSU) which also offers other services for university students.

Erasmus students can also use the canteens once they obtain the canteen card from the DSU offices in Novoli. To apply for the card, students need to supply a valid ID, a document that certifies their enrolment at the University of Florence and the tax code (Codice Fiscale).

The Canteens

The catering services are intended for all university students (enrolled in first and second level degree courses, masters, advanced courses, professional refresher courses, research doctorates and specialization schools). In the vicinity of the various university faculties there are several restaurants (Mense) of the DSU Toscana, where university students can have a full meal, both for lunch and dinner, at affordable prices.

The rates indicated in the following table:

ALTRE TIPOLOGIA UTENTI		PASTO COMPLETO
Studenti Regione Toscana		
Studenti in mobilità	<ul style="list-style-type: none">• Mobilità internazionale• Università altre regioni	€ 8,50

→ **The rate is set at € 8,50.**

How do you apply for it?

International professors and researchers can also take advantage of the university canteen by using a temporary access card to the canteens. To receive it, you must book an appointment at one of the DSU

Toscana card counters and present yourself with a valid identity document. The temporary card only allows access to the canteens of the DSU Toscana.

How to obtain the Canteen Card?

You need to book an appointment with a DSU Office.

Access: <https://prenotazioni.dsu.toscana.it/inizio.php?lang=EN>

Click on <<**Start**>>.

List of available services for reservation

Service	Description and notes
APPUNTAMENTO TELEFONICO	Per informazioni personali relative ai benefici DSU Toscana su borse di studio, contributi, residenze, tariffe mensa. Ti chiameremo al numero di telefono (italiano) e all'orario indicato in fase di prenotazione.
SPORTELLO TESSERE	Rilascio tessere e duplicati per accesso alle mense ; Risoluzione malfunzionamenti; Rimborsi per fine carriera o mancata ricarica. Sportelli tessere nelle sedi di Firenze, Pisa e Siena
ATTIVAZIONE TESSERA STUDENTE DELLA TOSCANA	Per gli studenti a cui la Carta dello Studente è arrivata per posta . In particolare: <ul style="list-style-type: none">• matricole di Università di Firenze• dottorandi/specializzandi di Università di Pisa La carta sarà attivata automaticamente dal giorno indicato nella prenotazione.



Fill out with your personal information – Codice Fiscale (Tax Number) and Matricola (Student ID Number).

Click on <<**Next**>>.

Booking Procedure DSU TOSCANA

Personal informations

Italian TAX Code *

Student ID Number * (0 if you dont have Student ID Number)

University / User type



Select the service <<**SPORTELLO TESSERE**>> and click on <<**Next**>>.

Select desired service

Desired Service

S SPORTELLO TESSERE

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Select the DSU office. <<**Tessere Caponnetto**>> is the place inside the Novoli Campus.

Preferred service location

I Firenze Sportello Tessere Caponnetto - Sportello c/o Edificio I

Firenze Sportello Tessere Caponnetto - Sportello c/o Edificio E3 Polo di Novoli, via Miele,3 Firenze

Firenze Sportello Tessere Calamandrei - Sportello c/o Mensa Calamandrei,Viale Morgagni 51, Firenze

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Select the availability, as you wish.

22/09/2022	Sportello Tessere Caponnetto mattina
	09:30 - 09:40 <input type="radio"/> Available
	09:40 - 09:50 <input type="radio"/> Not Available
	09:50 - 10:00 <input type="radio"/> Not Available
	10:00 - 10:10 <input type="radio"/> Available
	10:10 - 10:20 <input type="radio"/> Available
	10:20 - 10:30 <input type="radio"/> Available
	10:30 - 10:40 <input type="radio"/> Not Available
	10:40 - 10:50 <input checked="" type="radio"/> Available
	10:50 - 11:00 <input type="radio"/> Not Available
	11:00 - 11:10 <input type="radio"/> Not Available
	11:10 - 11:20 <input type="radio"/> Available
	11:20 - 11:30 <input type="radio"/> Not Available
	11:30 - 11:40 <input type="radio"/> Not Available
	11:40 - 11:50 <input type="radio"/> Available
	11:50 - 12:00 <input type="radio"/> Available
	12:00 - 12:10 <input type="radio"/> Available
	12:10 - 12:20 <input type="radio"/> Available
	12:20 - 12:30 <input type="radio"/> Not Available
	Sportello Tessere Caponnetto pomeriggio
	14:00 - 14:10 <input type="radio"/> Not Available
	14:10 - 14:20 <input type="radio"/> Not Available
	14:20 - 14:30 <input type="radio"/> Not Available
	14:30 - 14:40 <input type="radio"/> Not Available
	14:40 - 14:50 <input type="radio"/> Not Available
	14:50 - 15:00 <input type="radio"/> Not Available
	15:00 - 15:10 <input type="radio"/> Not Available
	15:10 - 15:20 <input type="radio"/> Not Available
	15:20 - 15:30 <input type="radio"/> Available
	15:30 - 15:40 <input type="radio"/> Available
	15:40 - 15:50 <input type="radio"/> Available
	15:50 - 16:00 <input type="radio"/> Available

Fill out with your personal information for completing the appointment.

Insert final data for reservation

Name *

Surname *

Email *

Mobile

Reason for the appointment *

- DUPLICATO TESSERA PER FURTO
- PRIMA EMISSIONE TESSERA DSU
- TESSERA PROVVISORIA PER MENSA SOLO UNIFI/PI/SI E UNISTRASI - Per gli studenti in attesa che il proprio Ateneo rilasci la Carta Studente della Toscana. La provvisoria NON è valida per Trasporto Pubblico Locale di Firenze
- RICHIESTA RESTITUZIONE SALDO CARTA
- DUPLICATO TESSERA PER SMARRIMENTO
- DUPLICATO TESSERA PER DETERIORAMENTO

Confirm your appointment by typing your student email (@stud.unifi.it) and clicking on <<Crea Prenotazione>>.

I read informativa sul trattamento dei dati personali *

I allow to use the informations above *



Execute the operation and write the result ..

Insert Again the email where send the booking

VERIFY that it's right .. at this email address will be send the confirmation e the code for the deletion

(The email address must be equal at the address inserted before..)

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CREA PRENOTAZIONE

a. Access mode.

To access the university canteens, you must be in possession of the **DSU canteen card** issued by the DSU Toscana.

b. Methods of payment and recharge

1. METHOD OF PAYMENT

At the end of the self-service lines of all the canteens, there are **payment tills**.

In the canteens **you can also pay in cash or with your DSU card if recharged**.

2. RECHARGE METHOD

The card can be recharged via:

- **Moneto-metri:** Machines that students can find in the canteens to recharge their magnetic card; the recharge can be done by paying in cash directly at the canteens.
- **AT THE RESTAURANT COUNTERS:** the student can top-up in cash at the Catering Desks ([Sportelli Ristorazione](#)).
- **WEB** - by connecting to [Ricarichiamoci](#) and entering the code shown on the prepaid card; the accreditation will be communicated with a confirmation e-mail.

Duplicate canteen access card.

In case of theft or loss of the badge, a duplicate can be collected at the Meal Service Counters ([Sportelli del Servizio Ristorazione](#)), at the following [rates](#). [Click here](#) to book.

- In case of theft, the duplicate of the "Student of Tuscany" card or DSU card can be collected FREE of charge, [by appointment](#) by submitting the report of theft to the judicial authority, a copy of the card (if exist) and the [request form for the duplicate](#) at the counter.
- In case of **loss**, it is possible to collect the duplicate of the " Studente della Toscana" card or the DSU card [by appointment](#), by presenting the [duplicate request form](#) at the counter and paying a fee of 6€ through the portal :
<https://iris.rete.toscana.it/public/elencoTributi.jsf> (For more details [click here](#)) –

PAYMENT MUST BE MADE BEFORE THE APPOINTMENT.

- In case of deterioration or malfunction, the duplicate of the “Studente della Toscana” card or DSU card can be collected FREE of charge too [by appointment](#), by presenting the [duplicate request form](#) and the deteriorated or malfunctioning card at the counter.

Tipologie	Importo
Duplicato(in caso di deterioramento o malfunzionamento della carta)	gratuito
Duplicato (in caso di furto, producendo copia della denuncia di furto alla autorità di PS)	gratuito
Duplicato (in caso di smarrimento per la produzione della nuova carta dello studente)	€6,00

Where and what to eat?

In the canteens there are numerous options to meet the needs of users: extended opening hours of the various services, over 500 recipes divided into 4 seasonal menus.

In [Florence](#), for example, here are the various canteens that exist in the city.

Florence

- **Bar Novoli**
Via delle Pandette, 3 - Social Sciences Center
055 436 8453
- **Calamandrei**
viale Morgagni 51
- **Caponnetto**
Via Giovanni Miele, 3, 50127 Florence FI, Italy
+390552261368
- **Coffee.To**
Viale Giovan Battista Morgagni, 51
- **Delta Florence**
Via Vittorio Emanuele, 3 - Calenzano
- **Manticore**
Via Petrosa c / o Ipercoop - Sesto Fiorentino
055 4226452
- **ISIA canteen**
Via Pisana, 79, 50143 Florence FI
- **Montedomini**
Via dei Malcontenti, 6
055 23391
- **Polo of Sesto Fiorentino**
corner via Lazzarini with via Lastruccia - Sesto Fiorentino
- **Santa Marta**
via Santa Marta, -c / o Department of Engineering
- **Sant'Apollonia**
Via Santa Reparata, 12, 50129 Florence FI, Italy
- **SIAF**
c / o Hospital of Mugello - Borgo San Lorenzo
- **SIAF San Salvi**
Via San Salvi, 12