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	Mobilità internazionaleUniversità 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	Per gli studenti a cui la Carta dello Studente è arrivata per posta. In	
STUDENTE DELLA TOSCANA	particolare:	
	 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 * CF Italian TAX code Student ID Number * (0 if you dont have Student ID Number) M Student ID Number University / User type A Università degli Studi di Firenze



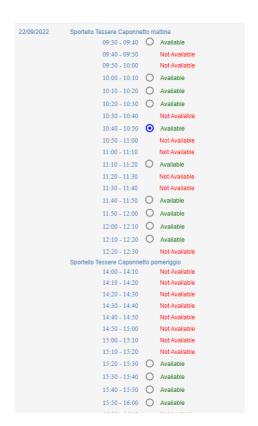
Select the service << SPORTELLO TESSERE>> and click on << Next>>.



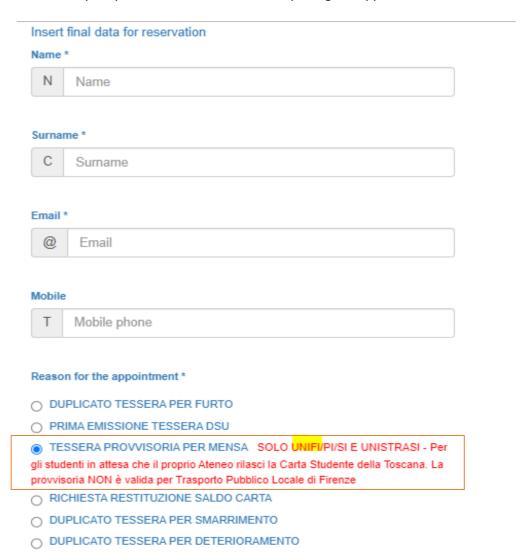
Select the DSU office. << Tessere Caponnetto>> is the place inside the Novoli Campus.



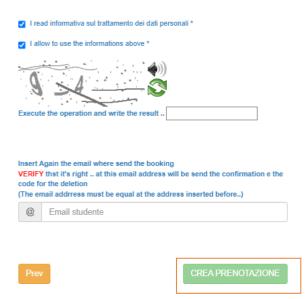
Select the availability, as you wish.



Fill out with your personal information for completing the appointment.



Confirm your appointment by typing your student email (@stud.unifi.it) and clicking on <<**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 <u>Ricarichiamoci</u> 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 (<u>Sportelli del</u> 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, <u>by appointment</u> by submitting the report of theft to the judicial authority, a copy of the card (if exist) and the <u>request form for the duplicate</u> at the counter.
- In case of loss, it is possible to collect the duplicate of the "Studente della Toscana" card or the DSU card <u>by appointment</u>, by presenting the <u>duplicate request form</u> 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 <u>by appointment</u>, by presenting the <u>duplicate request form</u>
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.



Bar Novoli

Via delle Pandette, 3 - Social Sciences Center 055 436 8453

→ Coffee.To

Viale Giovan Battista Morgagni, 51

→ ISIA canteen

Via Pisana, 79, 50143 Florence FI

Santa Marta

via Santa Marta, -c / o Department of Engineering

→ SIAF San Salvi

Via San Salvi, 12

Calamandrei

viale Morgagni 51

Delta Florence

Via Vittorio Emanuele, 3 - Calenzano

→ Montedomini

Via dei Malcontenti, 6 055 23391

→ Sant'Apollonia

Via Santa Reparata, 12, 50129 Florence FI, Italy

→ Caponnetto

Via Giovanni Miele, 3, 50127 Florence FI, Italy +390552261368

→ Manticore

Via Petrosa c / o Ipercoop - Sesto Fiorentino 055 4226452

→ Polo of Sesto Fiorentino

corner via Lazzerini with via Lastruccia-Sesto Fiorentino

→ SIAF

c / o Hospital of Mugello - Borgo San Lorenzo