

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.

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 cost of meals is established on the basis of the ISEE value presented by the student to the University of Florence, according to the criteria established by the DSU.

The rates indicated in the following table are applied to the types of users not subject to a discount in the tariff:

ALTRE TIPOLOGIA UTENTI		PASTO COMPLETO	PASTO RIDOTTO 1	PASTO RIDOTTO 2
Studenti Regione Toscana				
Studenti in mobilità	<ul style="list-style-type: none">Mobilità internazionaleUniversità altre regioni	€ 4,50	€ 3,50	€ 4,00

→ **For international students the rate is set at ± 4€.**

International students can use the canteen services if in possession of the appropriate card issued by the DSU following presentation of an identification document and a document certifying enrollment at the University of Florence (libretto universitario).

How do you apply for it?

International professors and researchers can also take advantage of the university canteen following a specific certification from the Director of the host Department, to be sent to the DSU via the following email address: (ristorazione.fi@dsu.toscana.it), which contains the personal data of the visitor and the period of stay and that officially certifies his position in the Department.

For more information, visit the DSU Toscana - [Ristorazione](#).

How to access?

Using the DSU Toscana restaurant service is easy, fast and convenient. All you need is the magnetic card which is the same that is given to you when you get your university booklet (libretto universitario).

Below you will find out how to access ([modalità di accesso](#)) and what are the payment and recharge methods ([modalità di pagamento e ricarica](#)) you can use.

a. Access mode.

To access the university canteens, you must be in possession of a **personal magnetic card** issued by the University or by the DSU Toscana depending on the different type of users. Including all university students on international mobility who are normally considered for the purposes of issuing the card as [first year students](#).

The card will be **issued** at the Catering Desks ([Sportelli Ristorazione](#)) by presenting an identity document and documentation certifying registration.

- **Who can access?**

The restaurant service is open to:

- students enrolled in universities and university institutes of the Tuscany region;
- **university students participating in national or international mobility projects;**
- students enrolled in preparation internships for teaching in schools (ex-TFA)
- students in post-graduate training or workers;
- participants in initiatives promoted by associated students;
- employees of the DSU Toscana;
- employees of the University Institutions, the Tuscany Region and other public bodies
- participants in initiatives promoted by other non-student associated organizations;
- primary / secondary school students and accompanying teachers;
- accompanying students of disabled students with a recognized disability equal to or greater than 66%;
- other external subjects with agreements.

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**. Scholarship-winning students are entitled to one or two free meals a day, depending on their status as off-site, commuter or on-site students (fuori sede, pendolari o in sede). For other students, the cost of the meal is linked to the composition of the tray ([composizione del vassoio](#)) and the income range ([fascia di reddito](#)).

The **magnetic card** that allows access to the canteen is also used for payment.

In the canteens **you can also pay in cash or by electronic purse**.

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](#)).
- **Paypal/credit** card through the [Ricarichiamoci](#) system
- **SMS** - by sending an SMS from the mobile phone indicated during registration to the number: 348 2569030 by writing the code shown on the prepaid card (*the cost of the SMS sent depends on the tariff plan in use*); the crediting and the balance will be communicated with a confirmation text message.
- **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.

Mense a Firenze													
Mensa	ORARIO	modalità di pagamento		menu							caffetteria	sala studio	internet
		contanti	borsellino elettronico	classico	piatto unico	vegetariano	piatto freddo	insalatone	prendi e vai	pizzeria			
Caponnetto via Miele, 2 Polo Scienze Sociali	Mensa: lun. – ven. 12:00-14:15 e 19:00-21:00 sabato 12:00 -14:15 Prendi e vai: lun.-ven. 10:30-21:00 sab. 10:30- 14:15 dal 19 Maggio in via sperimentale è attivo il servizio d'asporto "SALTACODA" SU PRENOTAZIONE	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bar Novoli via delle Pandette, Polo Scienze Sociali	Apertura stagionale nei mesi di marzo, aprile, maggio, ottobre, novembre: SERVIZIO SOSPESO DAL 17/11/2020	✓	✓			✓	✓	✓	✓		✓		✓
Sant'Apollonia via S. Reparata, 12 aperta nei giorni feriali e festivi	Mensa lun.-dom. 12:00-15:00	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
	Prendi e Vai dal lun-dom 12:00 -15.00 e dalle 19.00-21.00	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
	Pizzeria chiusa	✓	✓			✓			✓	✓		✓	✓
	Caffetteria chiusa	✓	✓			✓			✓		✓	✓	✓
Montedomini via dei Malcontenti, 6	Mensa lun.-ven 12:00-14:30	✓		✓		✓	✓	✓	✓	✓			
Santa Marta via S. Marta, 3 c/o Facoltà ingegneria	mensa S. Marta lun- ven 12:00- 14.30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	pasto asporto lun ven 12:00-14:30												
	caffetteria lun-ven 7.30 - 15:00												
SIAF San Salvi via San Salvi, 12	aperta solo con servizio d'asporto	✓		✓		✓	✓	✓	✓	✓			
Calamandrei viale Morgagni, 51	Mensa: lun. – sab. 12:00-14:15 e 19:00-21:00 Prendi e vai: lun.-sab 10:30-21:00 dal 19 Maggio in via sperimentale è attivo il servizio d'asporto "SALTACODA" SU PRENOTAZIONE	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Coffe -To viale Morgagni, 51	Mensa/Prendi e vai lun.-ven 12:00-14:15 - SERVIZIO CAFFETTERIA SOSPESO	✓	✓		✓	✓	✓	✓	✓	✓			

Covid-19 Emergency: Catering Procedures.

The University Canteens operate in compliance with the "*Security Protocol for the containment of Covid-19 contagion*" based on national and regional regulations.

a. ACCESS

To cope with the state of emergency right from the start, the delivery method for take-away meals was guaranteed in all open canteens and the payment method with electronic purse was implemented.

In the canteens there is a rigorous access control system, the personnel in charge is responsible for verifying that all users are equipped with a mask and that there are no forms of gathering.

Access is not allowed to those without a mask.

b. CONSUMPTION

The layouts of the canteens have been revisited taking into account the need for quotas and the social distancing required by law.

The paths to access the canteen, the usable seats have been clearly identified with appropriate signs.

The number of seats has been adapted to the new national and regional regulations.

c. DISINFECTION

Alcoholic gel dispensers are located both at the access to the canteens and at the payment tills.

In all the canteens, particular attention is paid to the sanitization of the environments and locations with particular regard to the common areas and the surfaces touched most frequently.

For the details of the procedures of the Canteens of Florence: <https://www.dsu.toscana.it/it/Ristorazione-Al-sicuro-come-a-casa-versione-definitiva-1-1.pdf>.