

ENCLOSURE "A"

## CANTEEN SERVICE REGULATIONS

### 1 - Subject

This Regulation shall rule the criteria and modality of expenditure by ESU of Verona Service catering, as defined by statal and regional regulation, as well as by regional administrative measures to substance of right to the university study.

### 2 - Reference standards.

Although not considered by this regulation it referred back to the statal and regional legislation, as well as regional administrative measures regarding the right to the university study, which, in any case, continue to prevail on the dispositions of the same.

### 3 - Beneficiaries

Students benefit from the food service students of the University of Verona, the Academy of Fine Arts of Verona, the Conservatory of Music in Verona.

Benefit, also to the catering service, all persons specified by statal and regional regulation, as well as by regional administrative measures relating to the right to the university study, according to criteria and procedures identified by the same regulatory sources.

The ESU of Verona can admit to the catering service also other type of users than beneficiaries, without charges to ESU of Verona, in accordance with the regulations and in a manner to be defined in special acts, provided it is determined that no harm to the service provided to the beneficiaries of above.

### 4 - Expenditure of the service

The catering service is provided directly or through foster the service itself or through third-party greement in the manner provided for in this Regulation or, if not possible, according to preset modes with a suitable measure.

### 5 - Access to the catering service

Access to the service is allowed only for the use of the service itself. Access to catering service is via the ESU CARD FOR UNIVERSITY, through which It takes the identification of the beneficiary, the award of different fares and possibly the payment.

The ESU CARD FOR UNIVERSITY is issued to each student enrolled at the University of Verona, Academy of Fine Arts in Verona, at the Conservatory of Music of Verona and it must be activated according to the procedures indicated by the ESU of Verona (<http://www.esu.vr.it/servizi/esucard/>).

For the students without ESU CARD FOR THE UNIVERSITY is applied the higher rate (C), provided that exhibit the University ID Card, failing which is applied the tariff "Outside".

The ESU CARD FOR UNIVERSITY is strictly personal. Tampering or contractor transfers ESU CARD FOR UNIVERSITY entails the withdrawal of the exemption and the application of consequential sanctions .

## 6 - Tariffs

To the beneficiaries of food service are applied, for the period 1 January to 31 December, tariffs determined by the statal and regional regulation, as well as by regional administrative measures to substance of right to the university study.

By 31 December preceding the beginning of the year for which it intends to use the service of catering, the beneficiary must provide to declare, confirm or change their conditions of income and merit through the one-stop online business site. In case of a wrong declaration, confirmation or alteration less than the rate which actually has the right, the beneficiary is required to indemnify the ESU of Verona difference. In case of non-declaration, confirmation or modification is awarded the higher rate (C) until the intervened confirmation or modification. From August 1 to September 30, the students beneficiaries of the grant is applied the tariff "B".

## 7-Time table and opening

The days and hours of the catering service are defined by the ESU of Verona and can be different from restaurant to restaurant.

## 8 - Type of meal

The ESU of Verona offers the following types of meals:

### COMPLETE ORDINARY MEAL

\* First course, second course \*, \* side dish, fruit or dessert, bread or breadsticks, drink;

Pizza, fruit or dessert, beverage;

### REDUCED ORDINARY MEAL

\* First dish, side dish \*, fruit or dessert, bread or breadsticks, drink;

\* Main course, side dish \*, fruit or dessert, bread or breadsticks, drink;

Big salad, fruit or dessert, bread or breadsticks, drink;

### ENTIRE SNACK MEAL

Big Burger - sandwich made up of two burgers, fruit or dessert or chips, drink;

Hot Dog - two sandwiches with hot dogs each, fruit or dessert or chips, drink;

### REDUCED SNACK MEAL

Burger - sandwich made up of a hamburger, fruit or dessert or chips, drink;

Hot Dog - a sandwich with sausage, fruit or dessert or chips, drink;

### MINI SNACK MEAL

Burger - sandwich made up of a hamburger, drink;

Hot Dog - a sandwich with sausage, drink; Piadina or slice of pizza, drink;

Big salad, drink.

\* Hot or cold dish

#### 9 - Food service replacement

In case that, in the branch office of the University of Verona, the Academy of Fine Arts Verona, the Conservatory of Music in Verona, is able to provide the catering service, but result inapplicable the modalities referred to in this Regulation, the ESU of Verona will evaluate the possibility of enable food service replacement, according to modalities and predefined criteria with a suitable measure.

#### 10 - How to use the catering service

The beneficiary is entitled to use the service in any of the ESU restaurants of Verona, managed directly or by means of carers of the service itself or by means of third agreement. The beneficiary is entitled to two meals a day, one at lunch and one at dinner. It is forbidden to introduce or consume food or beverages in restaurants than those administered ESU Verona or directly by the service. The benefit is usable only personally, as it relates to the status and restaurants is owned, therefore, it is forbidden to share the meal with others. It's forbidden to book or to take up seats before the withdrawal of the meal, as well as prolong the occupation of the seat beyond the end of the meal in times of increased influx. Beneficiaries with disabilities have priority and right to the issue of the seat if busy, in areas marked by special signs.

#### 11 - Sanctions

Access to food service is inhibited for 15 days in the case of access to the catering service with ESU CARD FOR UNIVERSITY headed by others, tampering, falsification or alteration of thereof, and in violation of the prohibitions to introduce and consume food or beverages from different restaurants of those administered directly by the ESU Verona or operator of the service, and to share the meal with others.

The ESU Verona reserves the right to remove from its restaurants those who are acting physically and / or verbally aggressive, not compatible with the presence of other users or, however, that impede the smooth delivery of service. The application of these penalties is not a substitute for any action in the administrative, civil and criminal seat.

Anyone, without being in the conditions laid down by the legislation on Right of the university study, would receive the food service as a result of false statements, or its own joint, loses the right to get all the benefits provided by the ESU of Verona, for the duration of the course of studies, saves in any case to prosecution, where there are extremes of crime, in addition to the adoption him of disciplinary action.

#### 12 - Exemptions

They are permitted possible exemptions from this Regulation by a reasoned decision of the Director of the ESU of Verona.

The Manager

Dott. GABRIELE VERZA