

**REGIONE AUTONOMA FRIULI VENEZIA GIULIA**  
**AGENZIA REGIONALE PER IL DIRITTO AGLI STUDI SUPERIORI-ARDISS**

NORMS FOR THE RIGHT TO USE OF CANTEEN FACILITIES AT ARDISS (REGIONAL AGENCY FOR THE RIGHT TO HIGHER EDUCATION)

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**Art. 1 (Objective)**

1 The current regulations discipline the catering service provided by the regional law 14 novembre 2014 n. 21 (Norms on the right to higher education issue) and succeeding amendments such as the actions enforced by the regional agency for the right to higher education, later called ARDISS, re-included among those regarding the right to higher education.

**ART. 2 (Access to catering points)**

1 The access to catering facilities is granted to:

- a) Students enrolled at the universities of Trieste and Udine to:
  - Three-year degree courses(Bachelor's), Magisterial degree courses, all in one cycle Magisterial degree (~5 years);
  - Specialization courses;
  - Doctorate courses;
  - First and second level Master's degree;
  - Teaching enablement courses;
- b) Music Conservatory students enrolled at "G. Tartini" of Trieste and "J. Tomadini" of Udine to:
  - (corsi del Triennio superiore di 1<sup>o</sup> livello) Superiore 3-year, 1<sup>st</sup> level courses;
  - (corsi del Biennio specialistico di 2<sup>o</sup> livello) 2-year Specialization, 2<sup>nd</sup> level courses;
- c) Students enrolled to Higher Technical Colleges (I.T.S. Istituto Tecnico Superiore) of Trieste, Udine and Pordenone;
- d) Scholarship students from the "Università degli Studi of Trieste", of Udine , and public research organisations;
- e) Students enrolled to Ph. D research or Master degree courses at the Scuola Internazionale Superiore di Studi Avanzati (S.I.S.S.A.) of Trieste;
- f) Incoming Erasmus and other students taking part in international mobility programs;
- g) The further addressees destined to benefits for the right to higher education as referred in art. 4 comma 2 of Legge Regionale 21/2014;
- h) Other eventual users, authorized by Ardiss.

2. As regards the seat of Trieste, users must be equipped with a specific swipe identification card (tessera mensa) or the University's smart card, with the income bracket marked and issued in Trieste by ARDISS, without which cannot make use of the catering services.
3. In order to issue the canteen card (tessera mensa) in the appropriate first, second, and third income bracket rate, it is necessary to report it in Trieste at ARDISS'S canteen card office (ufficio tessera mensa) during opening hours (schedule available on the website) with a valid identification card and being in order with regional tax duty payments.
4. Regarding access to the seat of Udine's catering point, all students of the Università degli studi di Udine are allowed access by means of their University's smart card. Other categories of users, lacking their smart card, need to be provided with a specific canteen card released by Ardiss at the seat of Udine's operating desk.
5. The smart card and the canteen card issued by Ardiss are strictly personal documents, non-transferable and must be exhibited when taking one's meal. In the event of forgetting one's canteen card, access to the catering point will not be possible.
6. Ardiss's canteen card office takes care of adding a photo of the owner in its database and is obligatory.
7. Access to catering facilities is granted on identification and designation of the relative income bracket rate.

### **Art. 3(Prices)**

- 1) The rates applied are the ones indicated for assigning the regional benefits in the public tender fixed in accordance with the guidelines laid down for putting in force by Ardiss the objectives, the acts and services stated on the subject of rights to a higher education valid for the authorized academic year. These rates are also published on Ardiss's website. To all regularly- enrolled students is automatically given the maximum favored rate. Further reductions on the favored rate may be requested for the academic reference year and is put in act from 1st January succeeding the beginning of that year and stays effective up until 31st December. First year students, for whom the favored rate is already effective and usable when the smart card or canteen card is issued, are an exception.
- 2) Every student has the right to only one breakfast (which is served at the University of Trieste's main canteen only), one lunch and one supper.
- 3) In order to apply for access to the catering facilities with a reduced price in a given Income bracket, it is necessary to fill-in the on-line application on Ardiss' website [www.ardiss.fvg.it](http://www.ardiss.fvg.it) before the deadline indicated on the public tender and choose among the various benefits offered "Servizio Mensa a Tariffa Ridotta" (Catering Services at Reduced Prices) and put in the relative data of their ISEE for services for the right to higher education, processed in the reporting year. After the expiring date however, during the course of the year, just the same, applying for reductions will be admitted following the procedures, which will be specified with a notice on Ardiss' website
- 4) Students enrolled to succeeding years (not first year students), who result as beneficiaries to a scholarship, a part of the scholarship will be disbursed in the form of canteen service, which guarantees to each student one free meal a day for a period of eleven months (excluding the month of August and closing days of the various catering points) starting with January 1st and ending with December 31st of each year in accordance with the following quantifications:

a) For off-site students (fuori sede), the catering service's amount is calculated as about one free meal a day from Monday to Sunday;

b) For commuter (pendolari) and onsite (in sede) students, the catering service's amount is calculated as about one free meal a day from Monday to Friday.

The amounts for a free canteen service are defined in the guidelines and in Ardiss' public tender.

Students enrolled to the first year out-of-the-regular course, who result as beneficiaries to a scholarship, have the right to one free meal up until June 30<sup>th</sup> of the reporting year, in the light of a halved canteen reduction.

Graduating students, who result as beneficiaries to a scholarship, have the right to one free meal up until the date the title is awarded and in any case not beyond June 30<sup>th</sup> of the reporting year, against a halved canteen reduction.

5. Meals, eventually not consumed, will not be refunded.

6. Students, who form part of the following categories:

a) Students obliged to process an ISEE certificate issued by an authorized CAF (in the cases laid down on the public tender by Ardiss and in the Università degli Studi di Trieste's Tax poster).

b) Students, who are members of developing countries as stated in (see DM 19/02/2013);

In order to enforce first and second income bracket rate along with preparing the application for determining tax fees wherever enrolled to the "Università degli Studi di Trieste", must also necessarily fill-out the online application on the website [www.ardiss.fvg.it](http://www.ardiss.fvg.it) and in addition submit to Ardiss' Help Desk in Trieste, the ISEE certificate issued by an authorized CAF (centro assistenza fiscale) and a certificate issued by an Italian delegation in their country of origin as laid down in Article 13, comma 5, DPCM 9<sup>th</sup> April 2001.

7. Students differently abled with a registered invalidity rate equal to or above 66% exempted from paying the University's tax duties have a right to the first bracket rate for access to catering service as is foreseen by the guidelines.

8. The public tender together with the three year activity program fix the catering service rates for the following categories:

- Graduate students who enroll to a Degree whose level is equal or inferior to the one they already possess;
- Graduated Bachelor's Degree students who enroll to a single-cycle Magisterial Degree course, limited to the first three-years of the course;
- students, whose registry procedures are not fully completed;
- students attending individual courses;
- Teaching and Non-Teaching staff of the Università degli Studi di Trieste and Udine;
- personnel of ARDISS, the regional administration and other regional organizations;

- participants to conferences, seminars and study activities, Master's degree;
- students participating to International Mobility Programs;
- Further addressees to assistance for the right to higher education as stated in art. 4 comma 2 of the L.R. 21/2014;
- other eventual users authorized by ARDISS.

9. Ardiss' Canteen card office provides a yearly extension of the canteen or smart card's validity as long as the student is in order with his enrollment and University's tax duties. The student can demand the renewal of the first or second income bracket rate by submitting their application with the same procedure as stated at comma 3.

10. Users who may have access to the catering service with the fourth income bracket rate must apply beforehand for the issuing of a canteen card by Email at the address: [info.trieste@ardiss.fvg.it](mailto:info.trieste@ardiss.fvg.it) for the seat of Trieste and at [info.udine@ardissfvg.it](mailto:info.udine@ardissfvg.it) for the seat of Udine.

11. For access to catering services at the cafeterias of Area Science Park in Basovizza and Padriciano a specific canteen card is delivered to the student, prior the payment of a deposit, the amount is published on Ardiss' website. This badge is issued by Ardiss' offices in Trieste sequential to the communication, by the service's contracting company of the student's name and period of permanency at the Area Science Park's facilities.

12. To students enrolled to courses between the "Università degli Studi di Trieste" and the "Università degli Studi di Udine" (corsi interateneo) is granted, prior demand, to both of Ardiss' seats catering points.

**Art.4**  
**(Catering points with an agreement with ARDISS)**

1. The list of catering points on agreement with ARDISS can be consulted on website [www.ardiss.fvg.it](http://www.ardiss.fvg.it) under the entry "Dining and Food Facilities"
2. Furthermore on the website the addresses of each single catering point and opening hours foreseen therein for eating up meals.

**Art.5**  
**(Payment Terms)**

1. Payment for the fruition of the catering services on the part of users is made in cash or prepaid system, where specified.

**Art. 6**  
**(Penalties)**

1. The following behavior is forbidden:
  - Non-compliance to the rules, written and made public, relating to the correct use of the catering service prescribed by ARDISS.
  - Making use of seats or tables for purposes other than the fruition of meals;
  - Interfere with properly carrying out the catering service annoying personnel or other users.
2. The behavior mentioned above at the previous comma is punished with a suspension ranging from one to thirty days for the right eat meals at the canteen. The foresaid sanction is certified and determined with a decree by the director responsible of the service. Contrary to the measure adopted by the director of the

service, a hierarchic appeal against the proceedings are admitted to be proposed to the General Director of Ardiss.

3. In case of repeat offence, determined by a twice repeated behavior as stated at comma 1 during the same academic year, the period of suspension from the right to enjoy canteen service foreseen ranges from a minimum of thirty days to a maximum of sixty days.

4. Whoever uses canteen service at reduced prices due to an untruthful statement, regarding oneself or relatives, loses the right to use the food service at reduced income bracket rates.

5. Aiming to verify data listed on the canteen card and the corresponding identity of the owner, the workforce at the catering points is enabled to demand a valid identity card be produced.

6. An inappropriate use of the canteen card has for consequence, against the owner himself, suspended access to the catering service for an interval of fifteen days together with applying full price rates for the meals unduly granted in the following cases:

- a) Use of the canteen card on behalf of third parties;
- b) Using the canteen card at reduced rates for a number of meals above those provided for daily;
- c) Tamper, alteration or duplication of the canteen card.

#### **Art. 7**

#### **(Loss of right to access catering facilities)**

1. loses the right to access catering facilities:

- Students who have attained their degree;
- Students who have obtained a transfer to other Universities;
- Students who give up their studies.

2. In cases such as at comma 1, the student is obliged to inform ARDISS immediately. In case of communication failures, the student must payback a sum equal to the cost of the meals eaten up.

3. Those students who are not taking advantage of the catering services anymore, may demand from the service provider, through a procedure published on Ardiss' website, the refund of the remaining credit on the electronic purse.

#### **Art. 8**

#### **(Applying for Canteen card duplicates)**

1. Regarding the premises of Trieste, in case of robbery, loss or demagnetizing of the canteen card, a new canteen card will be issued free of charge by Ardiss on exhibition of the replacement declaration of an attested affidavit certifying the loss or by giving back the demagnetized canteen card.

2. In case of theft, in order to receive the new canteen card, a replacement declaration must be necessarily produced reporting the complaint certified by the competent authority. The issuing, free of charge, of a new

canteen card will be provided only once during the year. Afterwards any ulterior canteen card will be issued on behalf of the student following payment of a duplicate's cost.

3. As for the premises of Udine, in case of theft, loss, malfunctioning and duplication request for a Smart Card, the student will have to turn to the "Università degli Studi di Udine's" offices to apply for releasing a duplicate. In the meantime, the student may ask Ardiss – Udine's operational headquarters-to issue a temporarily valid Smart card limited exclusively to catering services, by producing a complaint reporting the loss and a receipt for the request of a duplicate.

For users with access to canteen facilities by a canteen card, in case of loss or demagnetizing of the card, issuing. free of charge is granted only once in a year. After this any other new card will be released upon payment by the student of the duplication's cost.

**Art. 9**  
**(Opening Schedule)**

1. The opening hours of the University's canteens are put up at each entrance and are published on Ardiss' institutional website.

**Art. 10**  
**(Becomes Effective)**

1. the present regulation takes effect the day after its publishing on the "Bollettino Ufficiale della Regione".