

The information provided here does not in any way replace the 2026/2027 University Canteen Access Regulations, which you are advised to read carefully.

THE CATERING SERVICE IN 4 STEPS

1. Description of the catering service

The ESU dining service offers students the opportunity to have one lunch and one dinner per day. Detailed information, including the canteen opening timetables, is published on the official website.

Composition of meals

Catering facilities may offer a 'full meal', a 'reduced meal' or a meal with a different composition, depending on the location.

The reduced meal is available exclusively at the directly managed Nord Piovego and Agripolis facilities and at authorised partner establishments.

The detailed composition can be found in the specific 'meal composition' notices displayed in the university canteens and on the website <https://www.esu.pd.it/ristorazione/>

Meals with compositions different from those indicated above may be offered at any time at the rates set from time to time by ESU.

General rules of use

- Only one tray, one set of cutlery and two napkins may be used.
- Students who do not have the 'EsuPd.Eat' app or a paper voucher must pay Rate E.
- It is forbidden to reserve tables, enter without consuming food, bring in meals from outside or share your meal with others.

2. Users, Rates and Terms of Use

Students access the service at different rates based on income and merit criteria. The rates (including VAT) are as follows:

RATE	FULL MEAL	REDUCED-PRICE MEAL
Fee A	€2.70	€2.00
Rate B	€4.70	€3.50
Rate C	€5.70	€4.60
Rate E	€8.50	€7.00

The categories of users and their respective access arrangements are listed below.

Free Meal

- First meal free, second meal at Rate B: recipients of regional scholarships and eligible non-recipients enrolled in years beyond the first.

- Free lunch and dinner: students at the Scuola Galileiana, Ca.Ri.Pa.Ro scholarship holders and assistants to students with disabilities for the duration of their service.

Rate A

- First meal at Rate A, second meal at Rate B:
 - Students in subsequent years who meet **both** the income requirement **and** 70 per cent of the merit requirement for the scholarship.
 - First-year students eligible for the scholarship but not currently recipients.

Rate B

- Lunch and dinner at Rate B:
 - Students in subsequent years who meet **either** the income requirement **or** 70 per cent of the merit requirement.
 - First-year students (excluding those receiving a scholarship or those eligible but not receiving one).
 - Students enrolled on PhD programmes and postgraduate courses at the University of Padua.
 - Students with scholarships other than the regional one.

Rate C

- Lunch and dinner at Rate C:
 - Students in subsequent years who do not meet either the income or merit criteria.
 - Part-time students.
 - Students on international and national exchange programmes.
 - Postgraduate scholarship holders.

Rate E (Maximum)

- Lunch and dinner at Rate E:
 - Students enrolled on individual modules, master's programmes or advanced courses.
 - Students from other universities.
 - Teaching staff and researchers at the University of Padua.
 - Other users associated with the university (e.g. visiting PhD students, conference delegates, interns) upon request.

3. Penalties for misuse of the service

Penalties apply to anyone who fails to comply with the service rules.

False declarations

Anyone using the service by making false declarations is liable to:

- Loss of all ESU benefits for the entire duration of their course of study
- An administrative penalty equal to three times the amount due
- Report to the judicial authorities in the event of a criminal offence

Misuse of QR Codes and Meal Vouchers

Misuse (e.g. transfer to third parties) of the QR code or meal vouchers will result in the following penalties:

OFFENCE	SANCTION
A) Use of personal access credentials (app, paper voucher) by third parties	Suspension of the service for the account holder for 20 days and a penalty of €20.00. If the penalty is not paid, the service will not be reactivated.
B) Use of paper vouchers for more daily meals than permitted	
C) Disruptive behaviour (damage to or theft of equipment or food, causing injury, disruption of the service, discriminatory acts)	
D) Repeated behaviour contrary to the Terms of Access	Permanent suspension of the catering service

Additional notes on fines:

- The student subject to sanctions may lodge an appeal within 5 days of notification.
- In the event of **three sanctions** for offences A) and B) during their academic career, catering services will be **permanently suspended**.
- ESU may also suspend access in the event of improper use of the “ESUPd.EAT” app.

4. Refund of the canteen service fee (for scholarship holders)

Students receiving a scholarship may request a refund of the canteen service fee only if it is **objectively impossible** for them to use the service. A personal choice not to use the canteen does not entitle the student to a refund.

Applications for the 2026/2027 academic year may be submitted from January 2027.

Circumstances entitling students to a refund

The following list is exhaustive and distinguishes between full and partial refunds.

- **Full Refund:**
 - Students with a recognised disability (pursuant to Article 3(3) of Law 104/1994) or with a degree of disability exceeding 80 per cent.
 - Scholarship students acting as assistants to students with disabilities, as they are already entitled to free meals for the duration of their assistance.
 - Students attending courses at satellite campuses where ESU does not provide catering services.
- **Partial Refund (pro rata):**
 - Students undertaking work placements, internships or thesis preparation outside Padua at locations without a catering service.
 - Students on compulsory work placements at hospitals in the Veneto region without an ESU canteen service or with incompatible opening hours.

- Students undertaking universal civilian service, depending on their location and timetable.
- Students taking part in international or national exchange programmes.

Please note: For partial refunds, the amount is calculated on the basis of full months during which the service was not actually used. If, during this period, the student consumes any meals, a refund is permitted for up to a maximum of 5 meals per month, the cost of which (calculated at Rate B) will be deducted from the total amount.

Other Types of Refund

Refunds are also permitted in the following cases:

TYPE OF REFUND	DESCRIPTION
Meals paid for before the grant was awarded	Eligible students who were not awarded a grant in the first allocation (and who pay for their first meal at Rate A) are entitled to a refund of the amount spent up to the date on which the scholarship is actually paid
Remaining credit on the electronic wallet	Students who complete or interrupt their studies may request a refund of the remaining credit, provided it is equal to or greater than €5.00
Unused paper meal vouchers	Students who complete or discontinue their studies may request a refund for vouchers purchased but not used, subject to their return
IT system malfunction	If, due to a system error, a higher fee than the correct amount is charged, the student may request a refund of the difference by presenting the receipt

How to Submit a Refund Application

- **How:** The application must be submitted by completing **the relevant online form** ("canteen refund") available on the Student Portal.
- **When:** The deadline is **31 December** of the academic year in which the grant is paid (e.g. for the grant for the 2025/26 academic year, the application must be made by 31 December 2026).
- **Documentation:** You must state the reason for your application. Any supporting documentation (e.g. internship certificates) must be provided within 6 months of submitting the application.
- **Payment:** The reimbursement will be paid exclusively into a **bank account with an IBAN** (SEPA) held solely or jointly in the student's name. Non-EU students must upload a copy of their residence permit.

Cases in which a Refund is NOT Permitted

- The canteen allowance is not a monetary credit available to the student; therefore, it is not refundable in the event of **voluntary non-use** of the service for personal reasons (ethical, religious or dietary).
- Upon graduation, the status of scholarship student ceases and, with it, the right to free meals. **It is not possible to request a refund** for the unused portion of the fee.
- Refunds are not permitted for p r during the summer closure of catering facilities.