

PROVISIONS FOR THE CATERING SERVICE FOR THE ACADEMIC YEAR 2026/2027

Article 1

PURPOSES AND ORGANISATION OF UNIVERSITY CATERING

1. The catering service is a tool for achieving the full educational success of university students and is provided to students through directly or indirectly managed catering centres and through contracts and agreements.
2. Through the production of meals, the use of common areas and the organisation of events and theme days, university catering promotes study, sociality, culture and integration.
3. Aliseo constantly pursues the objective of improving the quality level of catering services by promoting good food practices for health promotion and prevention and ensures:
 - hygienic-sanitary quality in application of EU, national and local regulations;
 - commodity standards of raw materials;
 - quality of the menus, which are particularly focused on what's currently in season and on variety;
 - quality of service, through good organoleptic quality and presentation of the food, short waiting timecare and attention to the user;
 - information to the user, through the publication of menus, portion sizes and ingredients;
 - attention to users requiring special diets as a result of certified illnesses (coeliac disease, allergies).
4. In order to assess the quality of the service, Aliseo makes use of firms specialised in food safety and regularly carries out microbiological and product analyses on the food products used and ready for distribution.
5. The head of the catering service defines the schedule of service openings in consultation with the head of the right to study department.

Article 2

RECIPIENTS

1. The catering service is aimed at all students enrolled at the Università degli Studi di Genova and the Ligurian AFAM institutions (Institutions for High Artistic, Musical and Coreutic Education).
2. The following may also access the catering service:
 - a) students participating in international mobility programmes;
 - b) students enrolled at other Italian or foreign universities who are in Genova temporarily for study purposes;
 - c) scholarship holders from public or private institutes or research bodies participating in study activities;
 - d) university professors and staff, also coming from other Universities;
 - e) employees of the Agenzia Ligure per gli studenti e l'Orientamento (Aliseo);
 - f) any users affiliated with or authorised by the Agency.

Article 3
ACCESS TO THE SERVICE

1. Access to the catering service is open to all students provided that they have paid their enrolment fees to the Università degli Studi di Genova for the Academic Year 2026/2027 or to the Ligurian AFAM Institutions and the regional tax for the right to study and that they do not owe Aliseo or other organisations for the Right to University Studies unless repayment plans have been agreed and duly honoured.
2. The Aliseo Risto App is used to access university canteens. Instructions for downloading the Aliseo Risto App are available on the Aliseo website.
3. Students enrolled in the Scuola di Scienze mediche e farmaceutiche (School of Medical and Pharmaceutical Sciences) who are doing an internship or attending a course at hospital centres equipped with or connected to a contracted canteen must use Aliseo paper meal vouchers to access them ('buoni mensa cartacei Aliseo'). To request meal vouchers, please send an e-mail to ristorazione@aliseo.liguria.it indicating your university identification number ('numero di matricola universitaria') and self-declaring the course you are enrolled in. Meal vouchers can be collected from the Gastaldi canteen by appointment. Meal vouchers are strictly personal and non-transferable to third parties. Improper use by other students is punishable under art. 12 of these provisions. Each user, whatever category they belong to, is authorised to consume only one meal voucher per shift. The list of contracted canteens is available on the Aliseo website.
4. Each user, whatever category they belong to, is authorised to consume one meal only per shift. The meal can only be consumed by the holder recognised through the Aliseo Risto App. The user is required to show proof of identity if asked by Aliseo staff.
5. The Aliseo Risto App, through the generation of the QR code at the till, allows the computerised access programme to:
 - recognise whether the user is entitled to the service;
 - recognise the temporal validity of the service;
 - identify the associated tariff;
 - verify the meal eligibility for each shift (lunch-dinner).
6. The QR generated by the Aliseo Risto App is strictly personal. It cannot be given to or used by anyone other than the holder. No proxies may be issued for their use, except for proven and attested impediments: in this case the student is required to submit a formal reasoned request to the catering service by e-mail to ristorazione@aliseo.liguria.it, which reserves the right to assess the reasons for acceptance or refusal.
7. Students who for any reason fill their tray and leave it at the self-service checkout become liable to Aliseo for the unconsumed meal.
8. Access to the service that does not comply with these provisions gives rise to a sanction procedure (see art. 12 of these provisions).

Article 4 TYPES OF MEAL

1. Full meals and reduced meals can be taken in university canteens.
 - A full meal consists of:
a first meal + a main course + a side dish + 1 dessert or 1 fruit or 1 yoghurt + a drink
 - A reduced meal consists of:
a first meal + a side dish + 1 dessert or 1 fruit + a drink
or
a main course + a side dish + 1 dessert or 1 fruit + a drink
2. In Aliseo catering centres managed indirectly, the meal composition may vary. Existing agreements and the different compositions are available on the Aliseo website.
3. Some catering centres also offer a sandwich service. In these centres, the meal may be replaced by an equivalent meal. More information is available on Aliseo website.

Article 5 CANTEEN TARIFFS

1. Tariffs vary according to the type of student or user and the type of meal consumed.
2. Tariff reductions are provided on an ISEEU/ISEEUP basis (see art. 6 of these provisions).
3. Students who have an ISEEU/ISEEUP indicator greater than € 35,300.01 may access the service at the full rate, provided that they have paid their university enrolment fees and the regional tax for the right to study, and that they do not owe Aliseo or other organisations for the Right to University Studies unless repayment plans have been agreed and duly honoured.
4. There is a dedicated fee for students participating in international mobility programmes at the Università degli Studi di Genova or at the Ligurian AFAM (see art. 8 of these provisions)
5. The other users mentioned in art. 2 comma 2 letter f) of these provisions have a differentiated tariff according to the agreements signed with Aliseo.
6. Students without the Aliseo Risto App can access the canteen by paying the maximum rate in force at the catering centre (see attachment).
7. Students must in any case prove that they meet the requirements set out in art. 2 of these provisions by means of their UniGe badge or other documentation (certification or self-certification of enrolment in the University or AFAM).
8. Aliseo does not issue cash refunds. Should a student be unable to purchase a meal at the price corresponding to their tariff profile due to errors attributable to Aliseo, subject to prior authorisation by the relevant body, a

refund will be granted exclusively in the form of a meal voucher, which may only be used at canteens that accept it.

9. Students participating in international or national exchange programmes (in Italy) must notify the Catering Service without delay by emailing ristorazione@

Article 6
SUBSIDISED TARIFF ON ISEEU/ISEEUP BASIS

1. The following may apply for a subsidised tariff:
 - a) students enrolled at the Università degli Studi di Genova and at the AFAM institutions of Liguria limited to the achievement of the first qualification for each level of study for the academic year 2026/2027 for a period equal to the legal duration of the course (calculated from the first year of enrolment) increased by one year; the period is increased by two years if the applicant is a student with disabilities (recognition of disability pursuant to art. 3 comma 1 of Law n. 104 of 5 February 1992, or disability equal to or greater than 66%)
 - b) the subsidised rate is also available to students enrolled in:
 - specialisation schools, with the exception of those in the medical area pursuant to legislative decree no. 368 of 17 August 1999;
 - PhD courses activated pursuant to art. 4 of legislative decree no. 210/1998.
2. University students, not enrolled for the 2026/2027 academic year as 'laureando' (graduand), may request an extension until 31 March 2026 (subject to further extensions), if they meet the requirements, using the service at the rate established by the bracket to which they belong. The extension request, the form for which is available on Aliseo website, must be sent by e-mail to ristorazione@Aliseo.liguria.it.
3. In order to apply for the subsidised tariff benefit, students must compulsorily be in possession of a ISEEU (attestazione ISEE Universitario) or ISEEUP (attestazione ISEE Universitario Parificato) for students with income abroad (see art. 11.1.3 of the notice of competition for the assignment of university benefits academic year 2026/2027).
4. With reference to the ISEEU indicator, the following brackets are established:
 - a) bracket 1: from euro 0 to euro 28.339,00
 - b) bracket 2: from euro 28.339,01 to euro 35.300,00

Article 7
SUBSIDISED TARIFF ON ISEEU/ISEEUP BASIS
APPLICATION PROCEDURE
TERMS AND CONDITIONS

1. Students enrolled for the academic year 2026/2027, in order to access the subsidised rate, must submit the application exclusively through the on-line procedure via the website www.aliseo.liguria.it during the period 1/10/2026- 31/05/2027.
2. To submit the application, students must be in possession or aware of:
 - a) SPID, CIE (Electronic Identity Card) or be accredited to the Aliseo website (see art 6.1 of the notice of competition for the assignment of university benefits academic year 2026/2027);
 - b) university identification number (numero di matricola);
 - c) the year of first enrolment;
 - d) valid ISEEU/ISEEUP certification;
 - e) valid Italian certification, if applicable, attesting to the recognition of disability pursuant to art. 3, comma 1 of Law no. 104 of 5 February 1992, or disability equal to or greater than 66%.
3. Applications must be completed exclusively by the student applying for the benefit who assumes full responsibility for what is declared.
4. Students in debt to ALISEO or other Institutions for the Right to University Study cannot apply for a subsidised tariff unless repayment plans have been agreed upon and regularly honoured.
5. Students who have already applied for a scholarship from Aliseo in accordance with the specific call for applications must not apply, as the catering service is already included in the scholarship application (see art. 9 of these provisions).
6. Students who have applied for the subsidised rate service may use the service until 31 October 2027, except for any different durations for particular categories of users.

Article 8
TARIFF FOR STUDENTS PARTICIPATING IN INTERNATIONAL MOBILITY PROGRAMMES
APPLICATION PROCEDURE
TERMS AND CONDITIONS

1. Students participating in a national or international mobility programme at the Università di Genova or at one of the Ligurian AFAM may apply for a dedicated rate (see attachment) by filling in the application form exclusively through the on-line procedure at www.aliseo.liguria.it.
2. Such students must be in possession or aware of:
 - SPID, CIE (Electronic Identity Card) or be accredited to the Aliseo website;
 - university identification number (numero di matricola);
 - certificate issued by the University or AFAM Institution indicating the duration of the international mobility programme (start and end date of the course).

Article 9
STUDENTS WHO HAVE APPLIED FOR A SCHOLARSHIP

1. First-year students who have applied for a scholarship and who are 'studenti borsisti idonei' (eligible scholarship students) in the provisional ranking will be charged the 'Fascia 1' rate (see appendix) until the final ranking is published. Students who appear on the provisional ranking list as "studenti nella condizione di sospeso" (students with suspended status) are entitled to use the catering service at the 'fuori fascia' (out of band rate) until the final ranking list is published.
2. Students in years subsequent to the first year who have applied for a scholarship for the first time and who are 'studenti nella condizione di idoneo' (eligible scholarship students) in the provisional ranking will be charged the 'Fascia 1' rate (see attachment) until the publication of the final ranking. Students who appear on the provisional ranking list as "studenti nella condizione di sospeso" (students with suspended status) are entitled to use the catering service at the 'fuori fascia' (out of band rate) until the final ranking list is published.
3. Students in the years following the first year who have already been awarded the Aliseo grant in the 2025/2026 academic year and who are 'studenti borsisti idonei o sospesi' (eligible or suspended scholarship students) on the provisional ranking will continue to receive the catering service at the 'Studenti Borsisti Aliseo' (scholarship student) rate until the publication of the final list or until 31 October 2026.
4. Following the publication of the final ranking list:
 - a) scholarship winning students will benefit from the 'Studenti Borsisti Aliseo' (scholarship student) rate (see attachment);
 - b) students who are not scholarship winners but who nevertheless meet the requirements of art. 6 of these provisions shall automatically be charged the rate corresponding to their bracket (see attachment)
5. Students who have applied for benefits relating to the first year of their Laurea Magistrale (Master's degree programme) and whose applications are marked as 'Sospesi' (suspended) due to failure to enrol for the 2026/2027 academic year are entitled to use the catering service at the reduced 'Fascia 1' rate.
6. For students enrolled on the 'semestre filtro' (filter semester), the provisions of art. 8 comma 1 of the call for applications for university grants for the the 2026/2027 academic year apply.
7. In cases of forfeiture or revocation for the reasons indicated in the notice of competition for the assignment of scholarships and accommodation places students are obliged to reimburse the monetary value of meals consumed according to the ISEEU/ISEEUP rate to which they belong.
8. For the purpose of reinstatement, the survey of meals consumed is carried out ex officio through the updated database or through verification of the meal vouchers used.
9. Students who do not make the reimbursement referred to in comma 5 will not be able to access the canteen as debtors (art. 3 par. 1 of these provisions) and will be reported to the Università degli Studi di Genova to block their degree.

Article 10

AFAM STUDENTS

1. Students enrolled at the AFAM (Institutions for High Artistic, Musical and Coreutic Education) in order to access the university catering service, to apply for a subsidised rate on a ISEEU / ISEEUP basis and to download the Aliseo Risto App must be in possession of the matriculation number (numero di matricola) which is assigned to them by Aliseo.
2. AFAM students without a matriculation number must send a request to the Servizio Ristorazione, Sport, Cultura e Comunicazione (Catering, Sport, Culture and Communication Service) at the e-mail address ristorazione@aliseo.liguria.it and enclose the documentation proving payment of enrolment fees and the regional tax for the right to university study.



Article 11

ALISEO RISTO APP

1. The 'Aliseo Risto' App is the tool that through the generation of a QR Code allows access to all university canteens.
2. The QR generated by the Aliseo Risto App is strictly personal. Improper use by other students is punishable under art. 12 of these provisions.
3. The 'Aliseo Risto' App can be downloaded from the Android, Apple and Huawei stores.
4. Instructions on how to obtain the App and how to use it are available on the Aliseo website.

Article 12

RULES OF CONDUCT AND SANCTIONS

1. Catering centre users are required to comply with these provisions, to use the facilities correctly, and to be polite and respectful towards other users and operators.
2. Any user who contravenes these provisions (such as, for example, misuse of the Qr Code or meal vouchers) shall be subject to the following disciplinary measures:
 - a) verbal warning
 - b) written warning
 - c) suspension of the use of the catering service
 - d) withdrawal of the use of the catering service
 - e) withdrawal of benefits.
3. Any user who commits prejudicial acts such as, for example:
 - injury to persons
 - interruption of service

- discriminatory acts based on religious beliefs, political opinions, sexual orientation, ethnic or linguistic affiliation
- misuse of and damage to equipment
- repeated conduct contrary to these provisions, when the sanction of a warning has already been imposed shall be subject to the same disciplinary measures as those referred to in comma 2.
- refusal to produce documents proving one's identity when requested to do so by staff

is subject to the same disciplinary measures as those provided for in comma 2 of this article.

4. The verbal warning referred to in comma 2 letter a) shall be issued by the personell of Aliseo catering service.
5. The written warning referred to in comma 2 letter b) consists of a formal reprimand imposed on the user by the Head of the Catering Service.
6. The suspension of the use of the catering service referred to in comma 2 letter c) consists of a temporary ban on access to catering centres for a maximum period of the duration of the academic year. The suspension shall be imposed by the Head of the Right to Study Sector, on the proposal of the Head of the Catering Service.



7. The withdrawal from the use of the catering service referred to in comma 2 letter d) consists in an indefinite ban on access to the service itself and shall be imposed by reasoned decision of the General Director of Aliseo upon proposal of the Head in charge - in the event of a breach of the obligations of conduct that has caused serious damage to the Agency or to third parties in the presence of more than one suspension; in case of withdrawal of the use of the catering service, in relation to the seriousness of the violation, Aliseo reserves the right to proceed also to the withdrawal of the possible allocation of the accommodation.
8. The withdrawal of the benefits referred to in comma 2 letter e) consists in the indefinite ban on all the benefits granted by Aliseo (scholarships, accommodation, catering) and is imposed by reasoned decision of the Director General of Aliseo - upon proposal of the Head in charge - in cases of breach of the obligations of conduct that have caused serious damage to the Agency or to third parties, in the presence of more than one suspension.
9. The improper use of the Aliseo Risto App or of the meal vouchers or of the Unige badge where provided, in violation of art. 3 commas 3 and 6 of these provisions, will result in:
 - a) suspension of the use of the catering service for a period of thirty days, in the event of a first violation during the academic year;
 - b) suspension of the use of the catering service for the entire academic year, in the event of a second violation during the same academic year;
 - c) withdrawal of Aliseo's benefits for the duration of the entire degree course in the event of more than two violations being ascertained.

The above sanctions shall also apply to the student who improperly uses the Qr code.

The holder of the Qr code is also required to pay any undue amounts not paid by third party users.

10. The sanctions referred to in comma 2 also apply to the student who misbehaves while participating in activities organised by the Catering, Sport, Culture and Communication Service.

11. The facts liable to disciplinary sanction referred to in comma 2 letters b, c, d, e) shall be notified to the student in writing by e-mail, which may also be preceded by telephone contact. Within three working days of receipt of the communication, the student may submit their counter-arguments in writing.
12. In the event of particularly serious violations of these provisions, Aliseo reserves the right to proceed with the immediate revocation of all benefits for the current year with preclusion from participation in the call for applications for the allocation of benefits for the following academic years.
13. The sanctioning proceedings provided for in this article shall be without prejudice to any civil action for damages or criminal action for facts constituting offences.

ARTICLE 13 CAUSES OF EXCLUSION FROM THE CATERING SERVICE

Students may not access the catering service in the event that:

- a) they have transferred to another university;
- b) they have graduated;
- c) they have renounced their studies;
- d) in cases for which the notice of competition for the assignment of university benefits or the Aliseo student residences disposals provide for the withdrawal of Aliseo benefits;
- e) are indebted to Aliseo as provided in art. 3 comma 1 of these provisions;
- f) in all cases provided for in art. 12 of these provisions.

ARTICLE 14 CHECKS - POSTPONEMENT

Truthfulness checks on the self-certifications produced by students are governed by the notice of competition for the assignment of university benefits for the academic year 2026/2027.

ANNEX RATES

Users	Cost
Aliseo scholarship winner – 1st meal of the day (Studenti borsisti Aliseo – 1° pasto)	free of charge
Aliseo scholarship winner – 2nd meal of the day (Studenti borsisti Aliseo - 2° pasto)	€ 3.00
Subsidised rate bracket 1 ISEEUP up to € 28,339.00 (Tariffa Agevolata Fascia 1 ISEEUP/ISPEEU fino a € 28.339,00)	€ 3.50
Subsidised rate bracket 2 ISEEUP from € 28,339.01 up to € 35,300.00 (Tariffa Agevolata Fascia 2 ISEEUP/ISPEEU da € 28.339,01 fino a € euro 35.300,00)	€ 5.00
Out-of-bracket rate for a reduced meal (FUORI FASCIA pasto ridotto)	€ 4.50
Out-of-bracket rate for a full meal (FUORI FASCIA pasto completo)	€ 6.50
Students participating in national or international mobility programmes	€ 5.00
Students without the 'Aliseo Risto' App – reduced meal (pasto ridotto)	€ 6.50
Students without the 'Aliseo Risto' App – full meal (pasto completo)	€ 8.50
University teachers and staff and affiliated users	See Aliseo website

CLARIFICATIONS

- On-site scholarship students are actually entitled to a free daily meal.
- Students who are eligible in the provisional ranking list of the Aliseo university benefits competition will automatically be placed in 'fascia 1' (bracket 1) until the publication of the final rankings, with the exclusion of students already enrolled in second level degree courses who will benefit, as from the publication of the provisional rankings of the scholarship competition, from a daily free meal.
- Students who are **winners** in the final ranking of the scholarship competition as '**ultimo semestre**' (last semester) are entitled to a daily free meal and a second meal at the 'Studenti borsisti Aliseo' ('Aliseo scholarship winner') rate at ALiSEO canteens, during the opening periods from the day after the publication of the final rankings until graduation or in any case until 31/03/2027. Starting from 01/04/2027, students who have won a 'last semester' scholarship are required to pay for meals at the 'Fascia 1' (bracket 1) rate until graduation.
- Students who are **winners** in the final ranking list of scholarships as '**settimo semestre + primo anno laurea magistrale**' (seventh semester and first year of a master degree) are entitled to a daily free first meal and a second meal 'Studenti borsisti Aliseo' ('Aliseo scholarship winner') rate from the day after the publication of the final rankings and until 31/03/2026, for students enrolled in the last semester, until the publication of the final rankings for the 2026/2027 academic year, for students enrolled in a first year of a master degree.
- Students who are **winners** in the final ranking list of scholarships as 'Ultimo Semestre Laurea Triennale primo livello con eventuale variazione iscrizione in primo anno di laurea magistrale Università di Genova (Ultimo semestre TR + 1°LM)' are entitled to one free meal per day at Aliseo's catering centres from the day following the publication of the final rankings until the publication of the final rankings for the 2027/2028 academic year.
- Students who are awarded a scholarship and obtain their degree in the 2026/2027 academic year retain the right to the monetary share of the scholarship (annual or semester), but cannot continue to use the catering service. These students must therefore notify ALiSEO of their degree within 10 days of their graduation.
- Students in '**Sospeso**' (suspended) status in the **provisional** rankings for the 2026/2027 academic year scholarship benefit from the catering service at the 'Fuori Fascia' (out-of-band) rate. An exception is made for students who have applied for benefits for the first year of a master's degree course, who are 'Suspended' due to non-enrolment for the 2026/2027 academic year, as they use the Catering Service at the 'Fascia 1' (Bracket 1) rate.
- Students in the **final** rankings for the 2026/2027 academic year scholarships who are '**Sospeso**' (suspended) benefit from the Catering Service at the 'Fuori Fascia' (out-of band) rate. An exception is made for students who have applied for benefits for the first year of a master's degree course who are 'Sospeso' due to non-enrolment for the 2026/2027 academic year, as they benefit from the Catering Service at 'Studenti borsisti Aliseo' (Aliseo scholarship winner) rate.
- Off-site and commuting scholarship winners have a deduction from their catering grant of € 1,165.00 that allows them one free meal per day and a second meal per day at a reduced rate for 12 months from the publication of the final ranking list. **There is no provision for any form of cashing in of services, nor is there any reimbursement for not eating meals during the opening and/or closing periods of the canteen service (see art. no. 17.3 of the notice of competition for the assignment of university benefits academic year 2026/2027).**

- *Students who are temporarily without the Aliseo Risto App can access the catering service at the maximum rate of € 8.50 for a full meal and € 6.50 for a reduced meal at the canteens in Genova.*
- *The rates for both direct and indirect management depend on the agreements between Aliseo and the subjects themselves.*
- *The rates referred to in these provisions may vary during the course of the year depending on any changes to the overall economic framework.*

Composition of the meal

Full meal	Reduced meal with first course	Reduced meal with main course
1 First meal 1 Main course 1 side dish a portion of fruit or a yoghurt or a dessert 1 portion of bread Draught beverage	1 First meal 1 side dish a portion of fruit or a yoghurt or a dessert 1 portion of bread Draught beverage	1 Main course 1 side dish a portion of fruit or a yoghurt or 1 dessert 1 portion of bread Draught beverage



Sustainable and environmentally friendly catering



Reuse and recycling

In the Aliseo university canteens, the plates, cutlery and glasses are made of compostable or washable material.

Dishes and glasses are made of polycarbonate, cutlery is made of steel. Reusable products are sanitised under strict hygienic conditions.



Less packaging

We reduce plastic by offering water and drinks on tap in canteens. The free beverage system in use in all university canteens significantly reduces the amount of plastic and waste produced in the catering process.



Separate waste collection

We separate waste both in the kitchen when preparing menus and in the dining hall at the end of the meal with the help of the students who separate organic and plastic waste into their trays.



Sustainable menus

The university canteens offer nutritionally balanced menus with fresh vegetables and seasonal fruit, organic and fair trade products.



Green Public Procurement

Aliseo incorporates the minimum environmental criteria 'CAM' in the canteen operators' procedures aimed at identifying measures, solutions and methodologies that affect health and the environment, with particular attention to the description of the type of means of transport and environmental certifications, with the aim of making purchases deriving from production processes with reduced environmental impact.