



Comune di Villa Carcina



### **NEW MEAL CANCELLATION TERMS STARTING ON 07/01/2026**

Dear Parents,

Starting on **07/01/2026** in order to make the service as transparent as possible and limit food waste production an online feature will be activated, allowing You to see and modify in real time Your kids' meal reservations. This way You parents will have complete control of the access to the canteen service and will be able to constantly monitor related charges.

Accessing the **ATTENDANCE/PRESENCE** menu You'll be able to CANCEL the meals on the days Your child will not be going to the canteen or request a plain meal (no sauces).

### **TERMS OF MEAL CANCELLATION STARTING ON 07/01/2026**

The account holder will have to cancel their child's meal at the canteen or request the plain meal, **STRICTLY** by 9.00 of the same day, using the portal dedicated to parents via WEB or through the APP.

We remind you that the parent is **EXCUSED** from the cancellation if:

- The child is absent for Festivities included in the school calendar scheduled by the Comprehensive Institute T. Olivelli

For all other kinds of absences, even if due to **SCHOOL TRIPS and STRIKES** the parent will have to tend to the cancellation within the time limits and in the way that have been communicated with this disclosure.

We remind You that any cancellation NON registered in the way and within the terms described on this disclosure WILL NOT be reimbursed.

Moreover, we remind You that children who are enrolled for the first time in Kindergarten have an "introduction period", which will be discussed and decided with the teachers, and in that period they won't be able to rely on meal services. Each parent HAS TO CANCEL meals through the APP and/or WEBSITE as these are not automatically eliminated and the absence is not communicated from the school to Euroristorazione.

By **19/12/2025** You will receive all the useful information to access the parents' portal and the ComunicAPP:

In regards to the instructions on how to cancel through the APP or parents' portal, please refer to the **USER'S MANUAL linked to this e-mail**.

In case You had any difficulties, Euroristorazione remains available at the following number 0444/1231227 from 8.30 till 14.00 monday through friday or the following email [ufficioscuole.vr@euroristorazione.it](mailto:ufficioscuole.vr@euroristorazione.it)

Kind regards

Euroristorazione srl



## Meal cancellation / plain meal reservation through Parents' Portal and ComunicApp

Attendance to the canteen will be **automatically reserved at each return scheduled by the school** without the parent/guardian having to communicate it to the school or to the Municipality. **The parent/guardian will, however, have to report any ABSENCE to the CANTEEN of their child (user).**

### How to communicate an absence

The communication of the absence can be done through the following channels

- **With PC through Parents' Portal** at the internet address <https://www3.eticasoluzioni.com/villacarcinaportalgen>
- **Through a call with Guide Voice** from landline telephone or mobile phone
- **Through APP “ComunicApp”** compatible with most devices iOS and ANDROID, and downloadable from the Store on the Phone and/or Tablet. It should be noted that the APP isn't supported by iPad for iOS systems and isn't available on Windows Phone devices.

The communication of absence will have to be sent **by and not beyond 9.00**. Any communication sent late will not be processed and there will be an automatic debit of the meal.

## IN DEPTH ANALYSIS ON THE METHOD OF CANCELLATION THROUGH TECHNOLOGY SET

The system is very simple and is based on the fact that every day the automatic system carries out a reservation for all enrolled to the service, following the scholastic calendar and returns communicated by the competent Scholastic Institution. In case of absence, the Parent will have to communicate it.

The cancellation of the meal can be done through any of the following methods.

### Parents' Portal

1. Access Parents' Portal through the link <https://www3.eticasoluzioni.com/villacarcinaportalgen/> through the **USER CODE and PASSWORD** or with **SPID**
2. Access the section **ATTENDANCE**

Picture 1 – Attendance Menu

Another window will open, in which attendances (colored GREEN), absences (colored RED) and days when the canteen service isn't planned for the student (colored GREY) will be visible. The color WHITE marks days in which the presence in the canteen hasn't been confirmed yet, and clicking on the single day You'll be able to select various options to request a "PLAIN MEAL" if planned or "CANCEL" for that single day.



Picture 2 – Reservation page

All operations, "PLAIN MEAL" and "CANCELLATION" are deletable if wrongly selected, or if You want to select the normal meal.

**Absences or plain meals have to be requested by and not beyond 9.00 of the same day, it is advised to respect recommended timings**, penalty being the debit of the meal in the case of missing "CANCELLATION" or the delivery of a normal meal, in the case of the missing request for a "PLAIN MEAL".

## App for Smartphone or Tablet iOS, Android

### Download the app

ComunicApp is present on Play Store and Apple Store.

From the App:

- Access Play Store or Apple store and look through the apps, writing in the searchbar the keyword "ComunicApp".  
Within the suggested apps select the one with the name "ComunicApp" with the following logo:



(the icon is the same as the one present on the first page of this very document)

### 1. Access the app

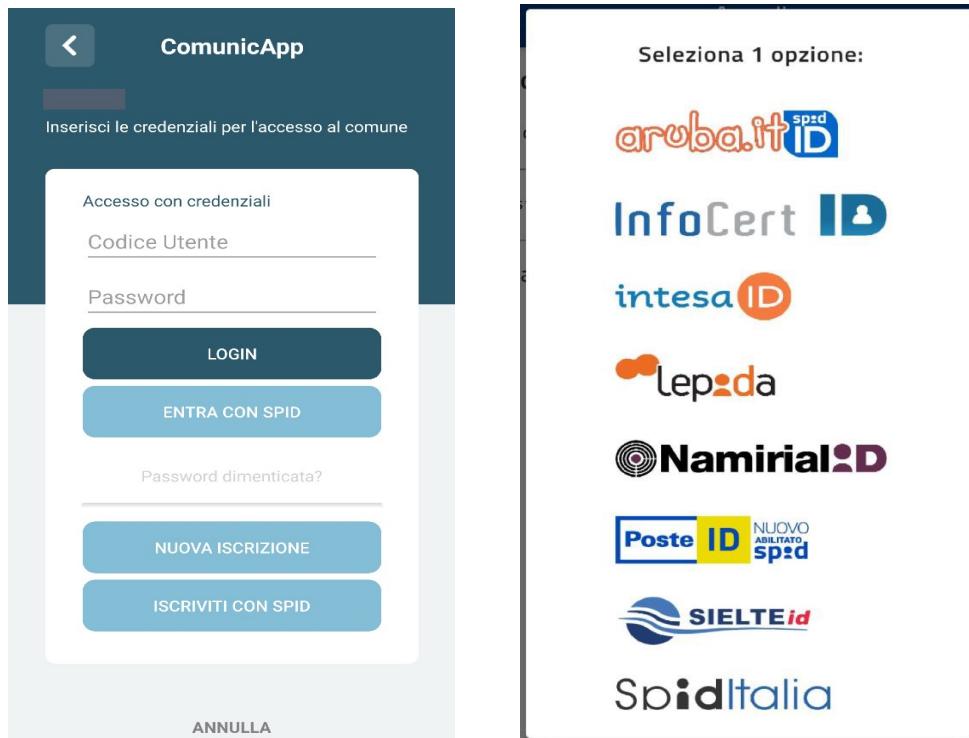
Before being able to use the app it's necessary to choose the Municipality/Reference Organisation using the window "Select municipality". This choice can be modified from the access page by clicking on the arrow on the top left.



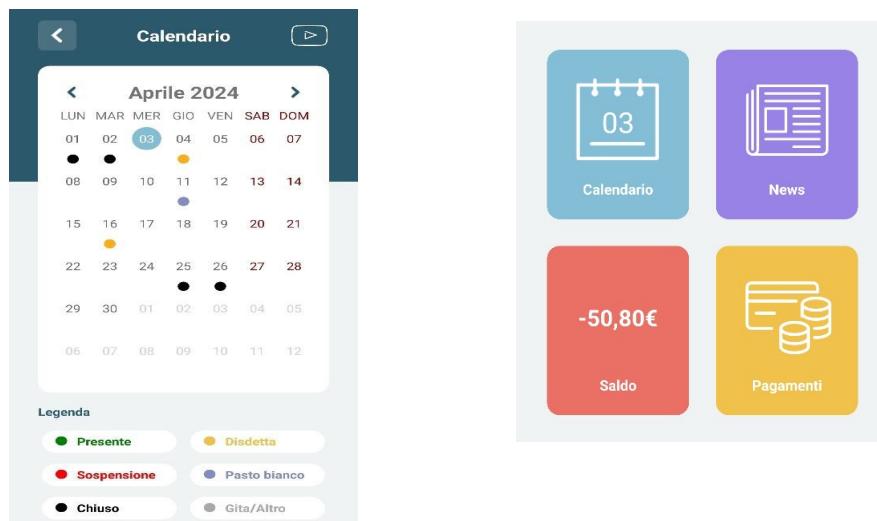
The access to the app can be done through the insertion of the credentials provided at the beginning of the school year, or using Your Spid credentials.

To access with credentials, click on **Login** to access Your Personal Area.

To access with SpID credentials, click on **Enter with SpID** and select Your provider.



Either on the “Calendar” section or on the initial page of the app, it's possible to view the monthly calendar of the service dates and for which it's possible to modify the frequency of attendance (refer to the Parents' Portal paragraph).



### Phone call through Guiding Voice

The parent, dialing the number “0294757575”, will be guided by an automated voice through which They will be asked to insert their own cancellation code of 10 figures, assigned to Their child. Once the code is recognized, the parent will be able to go through the meal cancellation

for the day, request a plain meal, suspend for multiple days the service and resume the service on the chosen day.

The voice will have multiple languages. To be specific, the parent will be able to select between:

1. Italian
2. Other languages

By selecting number 2 - other languages, the voice will offer, in the mother tongue, to select one of the following languages:

1. English
2. Arabic
3. Chinese
4. Italian

Once selected the language, follow the guiding voice to make the desired operation.

Operations are free of charge only if the call is made from a landline phone dialing the green number. In all other instances the operations will be free of charge only if provided for by the tariff plan of Your telephone operator.

The done cancellation will generate a cancellation on the first possible day based on the CANTEEN SERVICE USE CALENDAR preset by the providing organization. In that regard, we'd like to clarify that the first possible day excludes all holidays and days in which school is closed which have been inserted on the CANTEEN SERVICE USE CALENDAR.

## **USEFUL CONTACTS**

In case You encounter difficulties Euristorazione remains available at the phone number 0444/1231227 from 8.30 to 14.00 monday through friday or through the e-mail address [ufficioscuole.vr@euristorazione.it](mailto:ufficioscuole.vr@euristorazione.it)