



# ELECTRONIC WALLET

## TERMS AND CONDITION OF USE

### What is the ELECTRONIC WALLET

The electronic wallet is the result of a simplification and digitalisation process aimed at eliminating the use of cash in canteens and dematerialising the canteen cards, bringing advantages in terms of security, traceability and speed of service delivery.

It is a feature of the OPERA4U app, a kind of rechargeable virtual bank account, to be used to pay for meals in the university canteens.

The transactions, the residual credit, and the meals consumed by the user are all recorded in the electronic wallet.

### How does the ELECTRONIC WALLET work

The electronic wallet operates through a user identification barcode, which appears by clicking on the name in the OPERA4U app. This barcode has to be shown to the cashier when paying for the meal.

### How to recharge the ELECTRONIC WALLET

The electronic wallet can be recharged with money by a credit card or prepaid card. The time required to process the payment may vary, so it is advisable to load the recharge well in advance.

Under no circumstances is it possible to consume the meal if the residual credit is exhausted.

### Recharge amounts

It is possible to recharge any desired amount. In any case, the system proposes predefined recharge amounts.

### Commission fees charged to the user

If the recharge is made via the OPERA4U APP with an online payment, the commission charges will be equal to:

- 1.5% of the amount loaded + fixed fee of € 0.25 for European Economic Area standard cards
  - E.g. € 5 recharge, commission fee € 0.32
  - E.g. € 30 recharge, commission fee € 0.70
  - E.g. € 50 recharge, commission fee € 1.00
  - E.g. € 100 recharge, commission fee € 1.75

If the recharge is made directly at the cashier's desk, no commission fee is charged to the user.

The minimum recharge amount at the cashier's desk is €20,00.

### Total amount to pay for each recharge

The total amount to pay each time the electronic wallet is recharged is given by the sum of the recharge amount + the commission fee charged to the user (for example, if the recharge amount is € 30.00, the total charged amount will be € 30.70: € 30.00 of electronic wallet credit and € 0.70 of commission fee).

### Return/refund of the residual credit

The credit remaining in the electronic wallet is available to the user as long as the requirements for access to the catering service are satisfied (e.g. in the case of the student, as long as the student is enrolled at university).

Any request for refund of the residual credit may be made only if the requirements for access to the catering service are no longer met (e.g. the student's graduation student's graduation or interruption of the university course).

Refund requests must be submitted within and no later than six months after the conditions for access to the catering service fail, by opening a ticket on the Opera Universitaria website in the "contact us" section, selecting "ristorazione" from the "Department" drop-down menu.

**Refund is not possible for amounts lower than €15.00.**

Refund requests will be processed by the operator of the catering service with the following deadlines:

- By the end of May for requests submitted from 1 January to 30 April;
- By the end of September for requests submitted from 1 May to 31 August;
- By the end of January of the following year for requests submitted from 1 September to 31 December.

The refunded amount by the operator of the catering service will be deposited to the claimant exclusive of VAT.

### Technical assistance/clarifications and further information

Technical support is available through the ticket system on the Opera website, under "contact us", selecting the "IT" service.

### Changes to the terms and conditions of use

Opera Universitaria reserves the right to amend unilaterally and at any time the current Terms and Conditions of Use. It is the sole responsibility of the user to check on the Opera Universitaria website and on the App if any changes have been made, since the use of the App implies full acceptance of them.

### Competent court

For any possible disputes that may arise, the Court of Trento shall have exclusive jurisdiction.