



MUNICIPALITY OF UDINE
Culture and Education Service

INFORMATION FOR SUMMER CAMPS OF THE YEAR 2026



A) HOW TO REGISTER

The summer camp is an educational and recreational public service that offers children and young people a summer of learning and fun. Its aim is to enable them to spend their free time constructively, building relationships and sharing meaningful experiences with their peers. The aim of the summer camps is to ensure the enjoyment and well-being of all participants through a varied programme that includes creative and sports activities, outdoor games, reading times and expressive workshops. This takes place in a caring and stimulating environment.

The summer camp also has an important social role, as it supports families during the summer period in balancing family and work commitments after the end of the school year.

1. **Reservations**

Bookings for Summer Camps can be submitted

from Thursday 12 February to Thursday 12 March 2026, by 12 noon.

This can be done exclusively **online**, via the E-Civis system, by accessing the website <https://udine.ecivis.it/> and clicking on the **Login to personal area** button. To access the E-Civis portal, you must have a SPID (Public System for Digital Identity) or CIE (CElectronic Identity Card)*.

The path to the online forms is: **Accedi → Moduli online → Compila → Centri Ricreativi Estivi (Login → Online Forms → Fill in → Summer Camps).**

Please note that a separate application must be completed for each child.

In order to proceed smoothly with the booking, it is advisable to have the following ready in advance:

- tax code of the holder of parental responsibility/guardian
- tax code no. of the child
- SPID or CIE credentials
- ISEE (indicator of equivalent economic situation) 2026
- e-mail address, which will be used as the contact for ALL communications relating to the service
- telephone contact details
- details of the persons authorised to pick up the child (surname, first name, date of birth, mobile phone number, etc.).

For assistance in completing the application online, to request an appointment for assisted completion or for any clarification, please refer to the last page for contact details.

Booking applications for the service **will not be accepted** if there are any unpaid invoices for attendance at summer camps in previous years. This applies to invoices payable by the applicant, the co-liable parent/guardian or any other person in whose name the invoice(s) for the service were issued.

*More information on SPID and how to obtain it, can be found at www.spid.gov.it.

Information on how to activate the CIE (electronic ID card) can be found at <https://www.cartaidentita.interno.gov.it/attiva/>

IMPORTANT NOTE

The E-Civis system contains the data of the person, referred to as the "Tutore" (Guardian), who submitted the application for enrolment in the summer camp service in 2025 or in previous years.

It is advisable that the application for 2026 be submitted by the person registered as the "Tutore".

The person registered as "Tutore" in the E-Civis system is the addressee of the payment notice and the related invoice.

If it is necessary to proceed to change the "Tutore" BEFORE SUBMITTING THE BOOKING APPLICATION, it will be necessary to contact the offices immediately (see last page for contact details)

Moreover, BEFORE SUBMITTING THE BOOKING APPLICATION, by accessing the E-Civis platform, the guardian can change all his/her data with the exception of first name, surname and tax code and correct and/or modify his/her e-mail address and/or telephone number, etc. The "Tutore" change form will be published on the E-Civis system and on the Municipality of Udine's website, on the page dedicated to summer camps-

Requests to change the "Tutore" should be sent by 10/03/2026 in order to allow the system to be updated.

Once the application has been submitted, the data entered can no longer be changed.

2. Access to the service

In order to facilitate access to the service as many families as possible, it is possible to book a **maximum of three sessions** for each child.

3. Submission of Applications

Please take great care when completing the application because, once it has been submitted, it will be automatically recorded and it will **no longer** be possible to modify, delete or resubmit it yourself.

To modify or delete the submitted application, the "Tutore" must write to progettieducativi@comune.udine.it and ask for its deletion. Since no direct changes can be made, the application must be cancelled and resubmitted. The cancellation request must include the application ID number issued by the E-Civis system and a copy of the "Tutore's" identity document.

Cancellation requests must be sent to: progettieducativi@comune.udine.it by 10/03/2026.

After the booking deadline (12/03/2026, 12:00 noon), the data entered in the application (including sessions, times, sites, etc.) can no longer be changed.

4. Criteria for drawing up the ranking lists

The ranking lists are drawn up according to the priority criteria set out in the Regulation for attendance at summer camps (CRE), as amended by Municipal Council Resolution No. 11 of 28/03/2022, namely:

- residence in the Municipality of Udine of the child or at least one of the holders of parental responsibility
- child with recognised disability certification pursuant to Law 104/92 at the time of application (up to a maximum of 10% of the places available for each session at each summer camp)
- child whose holders of parental responsibility are both in employment, even if not living together, or, in the case of a single-parent household, child with an employed holder of parental responsibility
- child with other cohabiting children enrolled in summer camps organised by the Municipality of Udine
- economic situation of families, measured by the ISEE (indicator of equivalent economic situation): families with a lower ISEE value have priority

These conditions must be met at the time of the online booking and therefore declared when completing the booking application.

For the purposes of drawing up the ranking lists, the above parameters will be applied using the ISEE value available on the INPS (National Social Security Institute) portal on the booking closing date.

Applications from non-residents are accepted only after resident applications, to fill any remaining places, and the same criteria are applied.

5. **Ranking lists**

No provisional ranking lists will be issued. The final ranking lists will be published approximately at the beginning of April and can be consulted on the Municipality of Udine (www.comune.udine.it). The ranking lists can be consulted by site and by session.

To consult the ranking lists, you will need the application number issued by the E-Civis system.

6. **Waiting lists**

For each summer camp, a waiting list will be drawn up to fill any places that become available due to withdrawals or where reserved places have not been fully taken up.

7. **Payments**

A PagoPA payment notice, made out to the parent/guardian, will be sent to those who, based on the above criteria, are included in the ranking list, exclusively to the email address provided at the time of registration. To avoid possible problems in receiving emails, after publication of the ranking lists it is advisable to retrieve the PagoPA payment notice by accessing your personal area in the E-Civis system or, alternatively, via the Efil website using your SPID credentials.

PLEASE ALSO CHECK THAT THE EMAIL HAS NOT BEEN DELIVERED TO YOUR SPAM FOLDER.

To finalise enrolment in the summer camp, payment **must be made by the date indicated in the PagoPA notice. After this date, the booking will be automatically cancelled without further notice** and therefore no service will be provided to the user, with consequent termination of any contractual relationship as provided for by Art. 26 of the Italian Presidential Decree no. 633/1972.

The invoice will be sent automatically to all users in the ranking list. A credit note will be issued for any sessions not confirmed by payment of the PagoPA notice.

Lastly, please remember to keep the invoice together with the payment receipt, issued by the PagoPA system, in order to obtain any contributions/benefits (e.g. "Dote Famiglia").

Please do not make any payments after the date indicated in the PagoPA notice.

The booking will in any case be cancelled, and any refund of sums paid will be made according to the time frames set out in section E) paragraph 4.

Receipted invoices can be retrieved by accessing your personal tax account ("cassetto fiscale") with the Italian Revenue Agency.

7.1 **How much does it cost to enrol children in summer camps?**

To facilitate the planning of expenses, an online cost simulator is available on the summer camps page. By entering the required data, you can obtain an immediate estimate of the costs.

Note: The amount obtained is for **guidance only**; the final figure will be that shown on the PagoPA payment notice.

For more information on fees, see section E) Fees, Special Conditions and Refunds

Please note that payment of the full amount must be made by the date indicated in the PagoPA notice.

B) AGE GROUPS, LOCATIONS and SESSIONS, OPENING HOURS

1. Age groups, sites

The school premises are not equipped with an air-conditioning system.

a. CRE 3-6 YEARS (“Giocaestate”) (Play summer)

These centres are for children **born after 01/01/2020 who are at least three years old** at the time of attendance and take place at the following nursery schools:

- “I Maggio” school - Via Martignacco no. 60
- “Maria Forte” school - Via R. di Giusto no. 84
- “Via Baldasseria Media” school - Via Baldasseria Media no. 23
- “Zambelli”* school * - Via Bernardinis no. 105

***NOTE:** In view of the consistently high demand for bookings for the Zambelli CRE in sessions 1 (29/06–10/07) and 2 (13/07–24/07), and in order to better meet families’ needs,
- the first 40 children on the ranking list will be assigned the 'Zambelli' site
- the next 40 children (i.e. from number 41 to number 80) will be assigned ex officio to the 'Marco Volpe' seat in via Marco Volpe no. 30.
Please note that **the assigned site is final**: it is therefore not possible to request a change or to give up the 'Marco Volpe' site in order to wait for a place at the 'Zambelli' site. The booking of anyone who gives up either of the two sites will be automatically cancelled.

b. CRE 6-11 YEARS (“Giocaestate”)(Play summer)

These centres are for **children born between 01/01/2015 and 31/12/2020** and take place at the following primary schools:

- “Nievo” school * - Via Gorizia no. 19
- “Divisione Alpina Julia” school - Piazza Polonia no. 1
- “Alberti” school - Via Baldasseria Media no. 25
- “Pellico” school - Via San Pietro no. 70
- “Girardini” school - Via Judrio no. 1/A

***NOTES:** In view of the consistently high demand for bookings for the Nievo CRE in sessions 1 (29/06–10/07) and 2 (13/07–24/07), and in order to better meet families’ needs:
- the first 75 children in the ranking list will be assigned the 'Nievo' seat.
- the next 45 children (i.e. from number 76 to number 120) will be assigned ex officio to the “Zorutti” site in via XXX Ottobre no. 17.
Please note that **the assigned site is final**: it is therefore not possible to request a change or to give up the Zorutti site in order to wait for a place at the Nievo site. The booking of anyone who gives up either of the two sites will be automatically cancelled.

CRE 11-14 YEARS (Summer Play Camp)

They are for children born between **01/01/2012 and 31/12/2015** and take place at the following lower secondary school:

- "Ellero" school - Via Divisione Julia no. 1

2. Sessions

CRE 3-6, 6-11 and 11-14 years will run in two-week sessions (10 working days, Monday to Friday):

a. The sessions for CRE 3–6 and 6–11 years are as follows:

- Pre-shift: from 15 June to 26 June (CRE 6-11: for 'Nievo', 'Divisione Alpina Julia' and 'Alberti' schools)
- Session 1: 29 June to 10 July
- Session 2: 13 July to 24 July
- Session 3: 27 July to 7 August
- Session 4: 10 August to 21 August

b. Sessions for CRE 11-14 years are as follows:

- Session 1: 29 June to 10 July
- Session 2: 13 July to 24 July
- Session 3: 27 July to 7 August

3. Operating hours

All summer camps follow the same timetable:

- drop-off from 7.45 a.m. to 9.00 a.m.
- first pick-up from 1.00 p.m. to 1.15 p.m. (including lunch)
- second pick-up from 3.30 p.m. to 4.15 p.m.

Parents/guardians must be punctual when dropping off and collecting their children.

In the case of exceptional commitments (e.g. medical appointments), arrivals or departures outside the above time slots are allowed. Adequate written notice, signed by the holder of parental responsibility, is required and must be given to the centre coordinator and sent to progettieducativi@comune.udine.it.

C) SUMMER CAMP ACTIVITIES

1. Programme

The daily schedule is approximately as follows:

CRE 3-6 YEARS	CRE 6-11 YEARS	CRE 11-14 YEARS
7:45 - 9:00 Welcome. Introductory activities and introduction to the story of the day. Animation activities with games and action songs	7:45 - 9:00 Welcome. Warm-up activities and movement games	7:45 - 9:00 Welcome. Indoor motor games. Party games
9:00 a.m. - 9:30 a.m. Snack and daily care/hygiene.	9:00 a.m. - 10:30 a.m. Group games	9:00 a.m. - 10:30 a.m. Workshops
9:30 a.m. - 11:00 a.m. Theatre, creative and sensory activities	10:30 a.m. - 11:00 a.m. Snack and free play	10:30 a.m. - 11:00 a.m. Lunch
11:00 a.m. - 12:00 noon Movement and/or play activities	11:00 a.m. - 11:30 a.m. Movement and sports activities	11:00 a.m. - 12:00 noon Sports Activities
12:00 a.m. - 1:15 p.m Lunch preparation and lunch	11:30 a.m. - 12:30 p.m. Team activities: treasure hunt, orienteering, games	12:00 noon - 1:15 p.m. Lunch

1.15 p.m. - 2:00 p.m. Free play-relaxation moment	12.30 p.m. -1.15 p.m. Lunch	1:15 p.m. - 2:00 p.m. Free play, relaxation time, homework
2:00 p.m. - 3:15 p.m. Games, readings, workshops, expressive activities	1:15 p.m. - 3:00 p.m. Creative workshops, expressive activities, musical games	2:00 p.m. - 3:15 p.m. Role-playing, board games, fun activities
3:15 p.m. - 3:30 p.m. Lunch	3:00 p.m. - 3:30 p.m. Snack and free play	3:15 p.m. - 3:30 p.m. Lunch
3:30 p.m. - 4:15 p.m. Second pick-up	3:30 p.m. - 4:15 p.m. Second pick-up	3:30 p.m. - 4:15 p.m. Second pick-up

2. What to bring to the Summer Camp

- Personalised water bottle
- Cap
- A labelled bag containing indoor for CRE 6-11 and 11-14 years old
- A labelled bag with a complete change of clothes for CRE 3–6 years

Comfortable clothing and footwear are recommended.

3. Field Trips/Outings

Outings are planned during the summer camp and, for CRE 6–11 and 11–14 years, one trip is organised for each session.

Children must be able to take part independently in all trips/outings without endangering their own safety or that of others.

No alternative activities are provided on trip/outing days; therefore, children who are not authorised to take part in the trips on those days cannot attend the summer camp.

(D) SUPPORT FOR DISADVANTAGED CHILDREN

When registering online for the summer camp service, the parent/guardian must indicate whether the child has a disability or is in a disadvantaged situation by completing the mandatory information sheet included in the booking application. It is understood that the child must be able to take part in activities within the group to which he/she is assigned and must not require a separate space or one-to-one support. The content in the information sheet is used to understand the child's needs better and to agree on the most appropriate arrangements for attendance at the service, should the child be included in the ranking list.

The office reserves the right to contact the parent/guardian of children not previously known to the service and, where deemed appropriate, also those already known, in order to obtain further details on the reported needs. Any such contact is for information purposes only and can in no case be taken to mean that the child will be admitted to the summer camp. Information on any admission to the summer camp will be given **exclusively** through the approved ranking lists.

On the basis of the information received, a joint assessment may be carried out with the contractor providing the summer camp service and, where appropriate, with Social Services. The assessment will take into consideration the child's needs, how suitable the CRE service is to his/her needs and characteristics, the time spent at the centre, and whether or not it is possible for the child to take part in trips and outings.

Please note that a 1:1 educator/child ratio is not provided for. In each summer camp and for each shift, there is a socio-educational leader who works alongside the camp staff and is responsible for all disadvantaged children enrolled in that session at that centre.

In order to participate in the summer camp service, children must have a basic ability to take part in group activities, games and social interaction, as well as sufficient independence with regard to

personal hygiene, eating and toileting. They must also have an age-appropriate ability to regulate their emotions (e.g. managing frustration, anger, etc.).

To this end, parents/guardians are asked to carefully assess the child's ability to cope with the level of commitment required to attend the summer camp, possibly indicating a shorter attendance period.

It should be noted that the summer camp service is not of a social-welfare nature and does not provide social-welfare staff. The participation of children who require a 1:1 educator-to-child ratio in the summer camp is subject to the following conditions:

1. the possibility of assigning to the child an operator/educator with specific skills for individual assistance, made available by the Social Services of the municipalities of the "Friuli Centrale" catchment area
2. during the hours and shifts not covered by the operator/educator referred to in point 1, the family must provide the child with its own trusted operator, in order to ensure their attendance at the summer camp for the times indicated at registration.

The assignment and presence of professional staff in one-to-one support is an essential requirement for the enrolment of minors in particularly disadvantaged situations, so as to ensure that the service is provided under the most suitable conditions for them.

D1) EXPERIMENTAL "STARS AT PLAY" SERVICE

The experimental service called "Stelle in Gioco" is an inclusive activity programme organised within the "Divisione Alpina Julia" summer camp, aimed at children with special educational needs aged 6–11.

This service was created with the aim of offering a high-quality summer experience that combines inclusion, well-being and tailored educational support, in close synergy with the activities of the host facility.

The following types of activities will be offered:

- fun-recreational activities: motor games, creative activities aimed at stimulating fun, movement and expressiveness
- workshops: sensory and hands-on experiences, expressive activities
- educational and discovery outings in the local area, with a flexible activity structure, respectful of individual pacing and adaptable to the needs of the participating children.

Spaces will be organised to be accessible, orderly and stimulating, fostering autonomy and opportunities for safe, free exploration. The setting will include themed corners and a relaxation area designed as a reassuring, cool-down area.

The "Stars in Play" service is indicatively active during the following periods:

Pre-session: 15 June to 26 June

Session 1: 29 June to 10 July

Session 2: 13 July to 24 July

To support participation that is as enjoyable and inclusive as possible, it is recommended that attendance periods be chosen according to the child's specific needs, in a way that respects their individual pace and rhythm.

The service is mainly organised in morning time slots, which have proved particularly effective in ensuring children's wellbeing and engagement while reducing the risk of fatigue.

Time slots:

- drop-off from 8 a.m. to 9 a.m.
- pick-up from 1.30 p.m. to 2 p.m. (including lunch)

Children may be welcomed until 4:00 p.m., subject to a joint assessment by the municipal offices and the service provider.

(E) RATES, SPECIAL CONDITIONS AND REFUNDS

Participants in the summer camp service are charged individual rates for each session, as established by Municipal Council Resolution No. 592 of 18/11/2025.

1. Special conditions for residents in the municipality of Udine:

- Rates calculated according to ISEE brackets

I.S.E. BRACKETS	Timetable 7:45 a.m. - 1:15 p.m.			Timetable 7:45 a.m. - 4:15 p.m.		
	Rate €	V.A.T. €	Rate including VAT €	Rate €	VAT €	Rate including VAT €
- from € 0.00 to € 10,000.00	31.17	6.86	38.03	47.95	10.55	58.50
- from € 10,000.01 to € 18,000.00	62.34	13.71	76.05	95.90	21.10	117.00
- from € 18,000.01 to € 25,000.00	103.90	22.86	126.76	159.84	35.16	195.00
- from € 25,000.01 to € 30,000.00	109.02	23.98	133.00	168.03	36.97	205.00
- over € 30,000.00	114.75	25.25	140.00	176.23	38.77	215.00

- If siblings are enrolled in the same session, the rate for the first child is payable in full, while the fees for the second and any subsequent child (brother and/or sister) are reduced by 20%.
- A full exemption from payment is granted in situations of serious financial hardship, ascertained and certified by the Social Services of the Municipality of Udine.

2. Rates for non-residents in the Municipality of Udine:

Timetable 7:45 a.m. - 1:15 p.m.			Timetable 7:45 a.m. - 4:15 p.m.		
Rate €	V.A.T. €	Rate including VAT €	Rate €	VAT €	Rate including VAT €
118.28	26.02	144.30	181.97	40.03	222.00

3. ISEE certificate

In order to benefit from reduced fees, applicants **must be resident in the Municipality of Udine** and must hold an **ISEE 2026 certificate** by the application deadline.

Any fee reduction will be calculated automatically on the basis of the value for *means-tested benefits for minors or families with children* that is valid and available in the INPS portal on the date bookings close.

For users who have indicated that they wish to benefit from ISEE-based fee reductions and have authorised the Municipal Administration to use the ISEE data held in the INPS database, the Administration will automatically retrieve the relevant data from the INPS portal once the booking phase has closed. The parent/guardian therefore should **not** indicate the value on the application.

Users who have declared that they DO NOT WISH to benefit from ISEE-based fee reductions and have not authorised the Municipal Administration to use the ISEE data held in the INPS database will be charged the maximum fee.

4. Refunds

The attendance fee may be refunded as follows:

- 100% of the amount paid, only if the withdrawal is received by the competent office by 31 May 2026
- up to 60% of the amount paid, only in the event of non-use of the service, i.e. if the child is unable to attend the chosen session for serious, justified and documented reasons. The session is considered to be unattended if the child is absent on all days of the session or on all but one. Requests for a refund must reach the competent offices within 15 (fifteen) days of the end of the session.

Refund applications, completed on the appropriate form, must be submitted to the competent office within the dates and deadlines indicated above.

The refund request form will be published in the E-Civis system and on the Municipality of Udine website, on the page dedicated to the summer camps.

Refunds will be issued from September 2026.

F) CATERING SERVICE

Meals will be provided by the School Catering Service and will include lunch and mid-morning and mid-afternoon snacks, in accordance with the menu approved by the Health Authority.

On planned outings, children will receive a packed lunch, also provided by the municipal catering service.

Bringing any food or drink into the summer camp is strictly prohibited.

By completing the **“Special diet request”** section of the application form, the parent/guardian may indicate that the child needs a special diet for health reasons, must avoid certain foods due to allergies or intolerances, or must avoid specific foods for religious, ethical or cultural reasons.

In the case of a special diet for health reasons, the medical certificate for the special diet, **if not already submitted during the school year**, must be sent no later than 15 days before the start of the pre-session/session of the summer camp exclusively to the following e-mail address: ristorazione.scuole@comune.udine.it.

For all **communications and information concerning the catering service** users should contact the School Catering Office at the following contact details:

E-mail: ristorazione.scuole@comune.udine.it

Telephone number 0432 -1272720

Further information on the catering service is available on the following page of the Municipality of Udine's website: <https://www.comune.udine.it/Servizi/Ristorazione-Scolastica>

The catering provider for the 3–6 age group summer camps is CIRFOOD s.c., which offers families access to the “Menù Chiaro” website (for further information <https://www.menuchiaro.it/comunediu dine/it/#/HomeMenu>), where they can consult the daily menu and find advice on healthy, informed eating.

The catering provider for the 6–11 and 11–14 age-group summer camps is CAMST, which offers families access to a dedicated website and app (for further information <https://ristorazione scolastica.it/udine/menu/>) where they can consult the daily menu and find advice on healthy, informed eating.

G) PARTICIPATION IN THE SSUMMER CAMP SERVICE

1. User duties

Participants in the summer camp service, in addition to what is set out in the previous articles, must:

- wear practical clothing suitable for the activities carried out at the summer camps;
- maintain correct, respectful and non-violent behaviour towards both people and property.

The Head of the competent Service reserves the right to take measures against users (oral or written reprimand, removal or suspension, depending on the seriousness of the case) if it is established that the statements made in the application form are false. Such measures may also be taken in the event of conduct that seriously disrupts the proper functioning of the summer camp and/or causes damage to the Municipal Administration.

The municipal administration accepts no responsibility for the loss or theft of clothing or personal belongings.

2. Life-saving medication

For the management of life-saving medication, please send a communication to progettieducativi@comune.udine.it by 31/05/2026, so that the necessary procedures can be activated with the service providers. Please note that a medical certificate authorising the administration of medication during the opening hours and in the premises of the summer camp, together with the relevant treatment plan, must be provided.

H) CHECKS ON DECLARATIONS

The municipal administration is required to verify, including on a sample basis, the declarations submitted in the application pursuant to the Italian Presidential Decree no. 445/2000. If, on the basis of the checks carried out, it emerges that the declarations submitted, including those relating to children in disadvantaged situations, are untrue, the consequences laid down in the Italian Presidential Decree no. 445/2000 will apply.

I) DOCUMENTS

Current rate schedule

https://www.comune.udine.it/ocmultibinary/download/9448/117688/12/cbc84fc7d408ae176084b9306c54da7d.pdf/file/AIIC_DGD_592.pdf

Regulations for attending summer

camps https://www.comune.udine.it/ocmultibinary/download/3076/49798/5/e6856c06163bdcdb36aa50bb89a9f967.pdf/file/Regolamento_CRE.pdf

Charter of Services for Summer Camps

<https://www.comune.udine.it/ocmultibinary/download/13229/194981/5/99e030cda22d01e3eebdd2f6f40c1f.pdf/file/cartaservizicre.pdf>

All documents can be downloaded from the Municipality of Udine website.

**FOR FURTHER INFORMATION AND CLARIFICATION
OR FOR ASSISTANCE IN COMPLETING THE ONLINE APPLICATION FORM (by appointment only on
Tuesdays and Thursdays)**

**CULTURE AND EDUCATION SERVICE
O.U. EDUCATIONAL PROJECTS**

Office opening hours: Monday to Friday from 8:30 a.m. to 12.30 p.m.

Telephone: (0432) 1272714 – 1272790 – 1272718

E-mail: progettieducativi@comune.udine.it

Website: www.comune.udine.it

DIGITAL FACILITATION SERVICE

The Municipality of Udine has activated the Digital Facilitation Service that provides free assistance on digital services and technologies.

Among the support services offered are:

- activate the CIE Electronic Identity Card to access public administration portals
- retrieve CIE pin and puk codes, modify contact details, retrieve SPID access data

For more information, please visit the Udine City Council website
<https://www.comune.udine.it/Servizi/Servizio-di-Facilitazione-Digitale>