



ACADEMIC
STUDIES ABROAD

Site-Specific Guide – Florence, Italy

Contents:

PRE-DEPARTURE

- Important Phone Numbers
- International Dialing Instructions
- Passport and Visa
- Budgeting for Your Trip

ARRIVAL

- Airport Pick-up

ACADEMICS

- Florence University of the Arts
- Academic Calendar
- Academic Policies

EVERYDAY LIFE

- Housing
- Apartment Tips
- Local Transportation
- Practical Info
- How to Dress in Italy
- Italian Culture Tips
- Basic Italian Words/Phrases
- Weather
- National Holidays

STAYING IN TOUCH

- Time Difference
- Computers and Internet

Please see our [Pre-Departure Guide for All Programs](#) for additional important pre-departure information!

PRE-DEPARTURE

Important Phone Numbers

**** PROGRAM THESE EMERGENCY NUMBERS INTO YOUR CELL PHONE****

<p><u>ASA Office in Boston, MA</u> Academic Studies Abroad 72 River Park Street, Suite 104 Needham, MA 02494 Tel: 617-327-9388 24-hour Emergency Cell: 413-221-4559 Email: hello@academicstudies.com Web: www.academicstudies.com</p> <p><u>U.S. Consulate in Florence</u> Lungarno Vespucci, 38 50123 Florence Hours of Operation: Mon-Fri, 8:30am-12:30pm Tel: +39 055 266 951 https://it.usembassy.gov/embassy-consulates/florence/</p>	<p><u>Florence University of the Arts (FUA)</u> Corso Tintori, 21 50122 Florence Tel: +39 055 244 664 Website: http://www.fua.it/ -FUA's Emergency Number (AFTER HOURS, in case of emergency only): 347 376 9632 (as dialed in Italy)</p> <p><u>Additional FUA Contact Info</u> <i>(Local numbers, as dialed in Italy)</i> <u>FUA MAIN CAMPUS (FINE ARTS, DIVA, IDEAS, J SCHOOL)</u> – Corso dei Tintori, 21 (tel: 055 246 9016) <u>APICIUS</u> – Via Guelfa, 85 (tel: 055 265 8135) <u>GANZO</u> – Via Dei Macci, 85/r (tel: 055 241 076) <u>FAST & FLY</u> – Borgo Pinti, 20/r (tel: 055 263 3190) <u>REGISTRAR</u> admissions@fua.it (tel: 055 246 9016) <u>SAS & ISB</u> – Via Dell'Oriuolo, 43 (tel: 055 246 9016) <u>SQUOLA</u> – Via San Gallo, 45/r (tel: 055 263 3170) <u>STUDENT LIFE, STUDENT SERVICES, AND HOUSING OFFICE</u> – Corso dei Tintori, 21 (tel: 055 244 4664) sld-studentservices@fua.it</p>
<p><u>ASA Site Director in Florence - Chiara D'Alessandro</u></p> <p>► Cell Phone (Save THIS number in your Phone Contacts): +39 335 741 0590</p> <p>If you save Chiara's number exactly as above and have the app Whatsapp, you can text/call her for free if your phone is connected to WiFi or data.</p> <p>If direct dialing: 011 39 335 741 0590 (from the U.S.) / 335 741 0590 (in Italy)</p> <p>Email: chiaradalessandro36@gmail.com</p>	<p><u>Local Emergency Numbers</u> <i>(Local numbers, as dialed in Italy)</i> Ambulance: 118 Fire: 115 Hospital (Piazza Santa Maria Nuova): 055 69381 Police/Carabinieri: 113/112 <i>(Police Station/Questura is located at Via Zara 2 – 055 49771 Carabinieri is at Borgo Ognissanti 48 – 055 27661)</i></p> <p>-FUA's Emergency Number (AFTER HOURS, in case of emergency only): 347 376 9632 (as dialed in Italy)</p>
<p><u>English Speaking Doctors</u> <i>(Local numbers, as dialed in Italy)</i> Medical Service (Via Roma 4, near Piazza Duomo) 055 475 411 / www.medicalservice.firenze.it <i>(English speaking practitioners and specialists are available by appt or during walk-in hours: Mon-Fri 11am-12pm; 1-3pm; 5-6pm. Sat 11am-12pm; 1-3pm. The clinic also offers house calls 24/7, including Sat & Sun, for a small extra charge.)</i></p> <p>Dr. Stephen Kerr (Piazza del Mercato Nuovo 1, near the wild boar statue) 055 288 055 www.dr-kerr.com <i>(Available by appointment or during walk-in hours from Mon-Fri 3pm-5pm.)</i></p> <p>Villa Donatello Fast Aid (Piazzale Donatello 14) 055 50975 or 055 5097797 / https://villadonatello.com/percorsi-di-cura/fast-aid-eng/ <i>(Walk-in hours 8am-8pm, 7 days a week)</i></p> <p>Bring your CISI medical insurance card! (This is emailed to you before departure.)</p>	<p><u>Other Useful Contacts</u> <i>(Local numbers, as dialed in Italy)</i> 24-Hour Pharmacies: Farmacia Comunale (inside the Santa Maria Novella train station): 055 289 435 / Farmacia All'Insegna del Moro (Piazza San Giovanni 20/r) 055 211 343 Taxi: 055 4390 / 055 4242 / 055 4499 / 055 4798 <u>Florence Airport</u>: 055 30615 Lost Luggage @ Florence Airport: 055 306 1664 <u>Pisa Airport</u>: 050 849 111 Florence Lost & Found (Via F. Veracini 5): 055 334 802 / oggettitrovati@serviziallastrada.it</p> <p><u>U.S. Banks in Florence</u> Bank of America (BNL D'Italia): Citibank (Barclays): -Piazza della Repubblica, 21R - Via Don G. Minzoni, 9 -Via dei Cerretani, 6N -Via Ghibellina, corner of Via Verdi</p>

In an emergency, please contact your ASA Site Director *immediately*. It is of utmost importance that you notify your ASA Site Director of any problems, issues, or concerns that you encounter while you're abroad.

International Dialing Instructions

011 = INTERNATIONAL DIALING CODE 39 = COUNTRY CODE (ITALY)

--To call from the U.S. to Italy, dial 011-39 + the local telephone number. For example, if the phone number is listed as (+39) 335 714 6082, you would dial 011 39 335 714 6082.

--To call the U.S. from Italy, dial 001 + area code and number.

--To call an Italian number within Italy, leave off the int'l code and country code (e.g. 335 714 6082).

Passport and Visa

All students must have a passport that is valid for at least 6 months beyond the day you plan to return to the U.S.

SEMESTER students! To legalize your stay in Italy, you need to apply for a **Permit of Stay** by registering at the local police station in Florence within 10 days of arrival (*cost: €120 in cash; approx. US\$140*). **Per Italian law, obtaining the Permit of Stay is MANDATORY for all semester students.** Chiara and the staff at Florence University of the Arts will help everyone through this process. **The list of documents you must bring with you in order to get your Permit of Stay can be found on your LAST-MINUTE CHECKLIST.**

What should I do if I lose my passport?

Contact the local police, the U.S. Embassy, and your ASA Site Director immediately. Having a photocopy of your passport on hand will make it MUCH easier to have it replaced.

-U.S. Embassy in Rome: <https://it.usembassy.gov/>

-U.S. Consulate in Florence: <https://it.usembassy.gov/embassy-consulates/florence/>

Budgeting for Your Trip

The **EURO (€)** became the official currency of Italy on January 1, 1999. Bills come in denominations of €5, €10, €20, €50, €100, €200 and €500. Coins come in denominations of €2, €1, 50 cents, 20 cents, 10 cents, 5 cents, 2 cents and 1 cent. The exchange rate fluctuates all the time, so go to <http://www.XE.com> for the current rate.

How much money should I bring?

Recommended amount: **US\$250-300 PER WEEK OF YOUR STAY**

Please note that these are general guidelines based on what past students have reported spending. Some students spend less and others more. The above figures do not allow for traveling every weekend, eating out a lot, or shopping every day.

What expenses should I budget for?

**** Housing, medical insurance, and all other ASA services are not included during the break between semesters or terms.**

*** = Accounted for in weekly money recommendation above.**

1. Damage Deposit – **US\$350**, paid to ASA 30 days prior to departure.
2. Permit of Stay - **€120 in cash (approx. US\$140) (SEMESTER students only)**
3. Meals*
Each apartment has a fully equipped kitchen.
4. Books and supplies
Budget **US\$500 per semester / US\$250 per summer session.** (Do NOT purchase any books or materials until you get to Florence.)
5. Course Fees
Course Fees are not included in tuition and must be paid by the student to Florence University of the Arts in euros cash, after arrival. Course Fees cover the cost of mandatory academic field trips and/or course materials. *Classes in the following subject areas usually have Course Fees:* studio art, food/wine classes, photography, fashion, music, hospitality, art history, science/mathematics, design, some liberal arts classes. **Most Course Fees average €50-100 per course, although the fee may be higher for certain classes.** You received a list of Course Fees for your term when you received your Class Schedule email from ASA. Be sure to check the Course Fees and your Class Schedule to see if you will be responsible for any Course Fees.
6. Local transportation*
Budget **US\$250 per semester / US\$100 per summer session.** Local transportation includes getting to and from class, getting around town during your free time, getting to and from where your group is meeting to depart for an excursion and getting home after an excursion, etc. This may include paying for bus and taxi fares. (Most students are able to walk to/from class, and some take the bus.)
7. Phone usage (calls and text messages)
Budget **US\$400 per semester / US\$75 per summer session.**
8. Spending money/Personal expenses*
Entertainment, shopping, souvenirs, dining out, travel, haircuts, toothpaste, etc. This is accounted for in our weekly money recommendation (see previous page).
9. Meals on excursions*
10. Transportation back to the airport at the end of the program
Budget **US\$40**

ARRIVAL

Airport Pick-up

What should I do when I get off the plane at Florence airport?

► After you de-plane, you will go through Passport Control (also called Immigration) and Customs. After Passport Control and Customs, follow signs to baggage claim. Delayed baggage must be reported to your airline's lost luggage counter before exiting the baggage claim area!

► **After claiming your bags, exit into the airport lobby and look for an ASA sign OR a sign with your name on it.** Your ASA Site Director or one of our drivers will be waiting for you in the airport lobby. They **cannot** meet you in baggage claim!

► Once you've found an ASA staff member or driver, we'll take you to your program housing.

► **Address for delivery of delayed luggage:**

Please have lost luggage delivered to:

Your First & Last Name
c/o FUA
Corso Tintori 21
50122 Firenze

If my flight is delayed, will you still pick me up at the airport?

If you will not be arriving as scheduled, it is YOUR responsibility to notify the emergency contact person indicated on your **Last-Minute Checklist**. They will let you know if you will still be picked up at the airport. We will make every effort to pick you up!

ACADEMICS

Florence University of the Arts

Schools and Institutions within FUA: "PALAZZI" is FUA's group of academic, interdisciplinary institutions located in the historic center of Florence. Here is a list of schools and institutions within FUA:

- FUA main website: <http://fua.it/>
 - Location (FUA Main Campus): [Corso dei Tintori, 21](#)
- APICIUS International School of Hospitality – <http://apicius.it/>
 - Location: [Via Guelfa, 85](#)
- DIVA School of Digital Imaging and Visual Arts – <http://fua.it/The-Schools/school-diva.html>
 - Location: [Corso dei Tintori, 21](#)
- FAST School of Fashion and Accessory Studies and Technology – <http://fastflorence.it/>
 - Location: [Borgo Pinti, 20/r](#)
- FLY Fashion Loves You (Retail store open to the public featuring emerging designers and high quality vintage; also the creative learning lab and show space for Fashion students at FUA) – <http://fly.fashionlovesyou.it/>
 - Location: [Borgo Pinti, 20/r](#)

- GANZO Restaurant (Fine Dining restaurant run by APICIUS faculty and students) - <http://www.ganzoflorence.com/>
 - Location: [Via Dei Macci, 85/r](#)
- IDEAS School of Interior Design, Environmental Architecture, and Sustainability – <http://fua.it/The-Schools/schools-ideas.html>
 - Location: [Corso dei Tintori, 21](#)
- ISB International Business School – <http://fua.it/The-Schools/international-school-of-business-isb.html>
 - Location: [Via Dell’Oriuolo, 43](#)
- J SCHOOL School of Journalism, Communication, and Publishing – <http://fua.it/The-Schools/school-of-journalism-communication-publishing.html>
 - Location: [Corso dei Tintori, 21](#)
- SAS School of Arts and Sciences - <http://fua.it/The-Schools/school-sas.html>
 - Location (Fine Arts department): [Corso dei Tintori, 21](#)
 - Location (All other departments): [Via Dell’Oriuolo, 43](#)
- SQUOLA Center for Cultural and Italian Studies – <http://fua.it/The-Schools/school-squola.html>
 - Location: [Via San Gallo, 45/r](#)
- Student Life Department & Student Services
 - Location: [Corso dei Tintori, 21](#)

Click here for a CAMPUS MAP: <http://fua.it/Key-Info/maps-locations-contacts.html>

Contacts at FUA

Academic Office

academics.advisor@fua.it

Registrar

admissions@fua.it

Student Life Department & Student Services

sld-studentservices@fua.it

Receiving Packages at FUA

You may be charged a customs fee (sometimes expensive!) to receive a package, so we DO NOT recommend sending packages to Italy unless truly necessary! The FUA front desk will NOT pay the customs for you, but rather arrange a new drop off at a later date. They will send you an e-mail with the new delivery date and the custom fee to be paid. You are responsible for getting the money to the front desk before the new delivery date, otherwise your package will not be accepted.

ALL MAIL/PACKAGES MUST BE SENT TO THE FOLLOWING ADDRESS (never to your apartment!!)

Your name
 c/o FUA
 Corso dei Tintori, 21
 50122 Florence
 ITALY

Academic Calendar

Please note: Calendar is subject to change. Excursion dates and locations will be announced by email shortly prior to departure. **All Orientation meetings are mandatory.**

At the following link, you can see the basic Academic Calendar for your program:

<https://www.academicstudies.com/program-calendars/florence-italy>

Academic Policies

All FUA courses are taught in English, *except* Italian language and any other courses which indicate that they are taught in Italian.

Course Numbering System

All of the undergraduate courses are numbered in the following manner:

100 - 299 lower division courses

300 - 399 Upper division courses

400 - 499 Introductory courses to graduate studies

500 – 599 lower division graduate studies

600 – 699 Upper division graduate studies

The first 2 alpha characters designate the “school” within the PALAZZI institutional system:

For example: LA AH RA 300 - Renaissance Art in Florence

LA: School of liberal arts

AH: Department of art History and architecture

RA: Renaissance art

300: Upper division course

Add / Drop Procedures and Final Registration

You can make ONE add/drop to your class schedule after arrival. Please listen carefully during your Orientation with FUA (after arrival) for add/drop procedures and limitations. FUA’s add/drop procedures must be followed exactly. No exceptions are made to FUA’s add/drop requirements and procedures. *A level change in an Italian language course does NOT count as your one add/drop.*

Academic Honesty and Behavior Policy

During orientation students are required to sign an agreement regarding academic honesty and rules of behavior.

Course Fees (Materials & Mandatory Academic Field Trips)

Certain courses require additional fees to cover the costs of consumable materials, supplies, specialized equipment as well as mandatory academic field trips. In addition, students enrolled in culinary programs must purchase or rent a professional “uniform kit” in order to participate in the program. ASA gives students a list of Course Fees along with their class schedule, well in advance of departure.

Attendance Policy

Academic integrity and mutual respect between instructor and student are the foundation of any academic institution. This is reflected in the attendance policy. **Class attendance is mandatory and counts towards the final grade. The number of allowed absences is based on the number of class meetings. Exceeding the number of allowed absences will result in**

automatic failure of the class. Students who arrive late or depart early from class may be counted as an absence. During orientation on site, FUA will explain in detail their attendance policy and how many missed classes are allowed before automatic failure of the class.

Grading System and Guide

All PALAZZI member institutions subscribe to the following grading scale. **It is NOT permitted to audit a course or take it pass, fail or incomplete.**

A 93 - 100%	A- 90 - 92%	B 87 - 89%	B+ 83 - 86%	B 80 - 82%
C+ 77 - 79%	C 73 - 76%	C- 70 - 72%	D 60 - 69%	F 0 - 59%

F: Failure – In addition to the numeric grade for student's outcome, there is the possibility of failure for excessive absence (see attendance policy).

W: Official Withdrawal – Semester students may withdraw from a course at any time until the ninth week of the semester and receive a W on their transcript. The deadline for Summer students to withdraw and receive a W on the transcript depends on your session – check with FUA Registrar's office to be sure. Students are eligible for withdrawal only if the number of absences do not exceed the limit for automatic failure. Any withdrawal after classes have begun must be officially registered by filling out the required forms and returning it to the FUA Registrar's office. Withdrawal entails forfeiture of course credits as well as tuition and fees. Students who drop courses without going through FUA's withdrawal procedure will receive a failing grade ("F") on their records.

WF: Failure to Withdraw – Is assigned to students who do not withdraw by the final withdrawal date for their session/term.

Midterm and Final Exams

All students **must** take all quizzes, midterm exams and final exams at the established exam time and date indicated in the course syllabus.

Permission may be given to reschedule exams ON A CASE-BY-CASE BASIS ONLY. Example of emergencies that may allow for rescheduled exams: 1) Student is hospitalized, 2) Student has a significant health or mental health issue, or 3) Student has an emergency family-related issue. Examples of situations that are never approved: 1) Student wants to attend a wedding, graduation, family reunion, etc., 2) Student has made personal travel plans, 3) Student has family or friends visiting, 4) Student accidentally booked their flight to return home a day early, etc.

There is no guarantee that a request to reschedule an exam will be approved. Each case will be individually reviewed by the Academic Deans. Requests must be made in writing directly to the Dean of the School and the Dean of Students and must provide full details regarding the request, plus any documentation requested by the Deans. Requests must be filed prior to the date of the scheduled exam. If a student is approved to reschedule an exam, the student will not under any circumstance be able to reschedule a second time. *Additional fee applies to rescheduled exams.*

Students with Disabilities

PALAZZI member institutions are committed to providing all students with a comfortable, productive and non-discriminative academic environment. Assistance is offered to students who have demonstrable and/or documented learning disabilities. Students should note that they might not have the same level of services and facilities available to them as their home institution.

PALAZZI member institutions offer separate exam rooms, extra time for exams, and the use of one's laptop computer for written exams. All other accommodations must be negotiated on a case-by-case basis in advance of the student's arrival in Italy and may require additional fees. Students needing accommodation must notify the FUA registrar prior to the start of the semester and provide documentation. Notification or documentation of a learning or physical disability may not be submitted once the term has started. Every effort will be made to accommodate students with physical disabilities.

Non-Discrimination Policy

Institutional policy prohibits discrimination against current or prospective students and employees on the basis of race, color, sex, religion, national origin, age, disability, sexual orientation or any other legally protected characteristic.

Student Life Department (SLD)

The FUA Student Life Department was created to offer all students of the affiliated schools a safe, educational and entertaining environment in which they can discover the city of Florence, Italian culture and language, and foster relationships with fellow students and become acquainted with the local community. The mission of Student Services is to offer a unique, culturally relevant and personally enriching program of activities and opportunities to participating students.

Student Life Department organizes FREE activities for FUA students, such as:

- Sports Night (Soccer)
- The Palestra (Mini gym) – FUA has an on-site workout room with machines, weights, as well as fitness classes (yoga, pilates, Zumba, dance)
- Connecting Cultures (on-going orientation program)
- Conversation Exchange (You meet with an Italian person to practice your Italian; and they practice their English.)
- Community Service Projects
- Italian Family Club (be “adopted” by an Italian family and have weekly activities with them)
- Music Night
- Blending (student Newsletter and Magazine)
- Contemporary Italian Lecture and Film Series
- Walking Tours
- Taste Italy

The FUA Student Life Department also organizes reasonably priced, all-inclusive weekend trips around Italy (both day and overnight) for which you can buy tickets.

EVERYDAY LIFE

Housing

ASA will email you your housing assignment **approximately 2 weeks before** your program start date.

You will live in a fully furnished shared apartment with anywhere from 2 to 8 occupants. Bedrooms are usually double occupancy; a small number are triple or single occupancy. You are responsible for your own meals and laundry. The apartments are usually located a 10-20 minute walk from campus.

► **Bedding and towels are provided.**

► All apartments are NON-SMOKING.

► **We cannot guarantee one standard of housing. Every apartment is different** in size, structure, number of rooms, size of rooms, room composition, etc. Bedrooms may be shared OR individual. In Italy, it is very common for apartments NOT to have separate living room and dining room. In many Italian homes, the living room and dining room are one combined room. **Internet is provided.**

► **All students must abide by the ASA Code of Conduct that they signed prior to departure.** Violating the Code of Conduct may lead to expulsion from your housing and/or from the ASA program. Any student removed from housing will be responsible for finding his/her own housing and will not receive a refund.

Drug/Alcohol Policy

Drug use and alcohol abuse AT ANY TIME, ANYWHERE WHILE THE PROGRAM IS IN SESSION is strictly prohibited and may lead to you being removed from your housing and/or the program. Being drunk is considered abuse of alcohol.

Guests

OVERNIGHT GUESTS OF ANY KIND ARE NOT ALLOWED UNDER ANY CIRCUMSTANCE, PER ITALIAN LAW! BY LAW, ONLY PEOPLE REGISTERED AS LIVING IN A RESIDENCE MAY STAY THERE. SUBLETTING IS NOT PERMITTED UNDER ANY CIRCUMSTANCE. If overnight guests are caught in your apartment, you could also be fined or be prosecuted under Italian law. Your neighbors will call the police if there is too much traffic in and out of your apartment. Repeat violators will be removed from ASA housing with no refund. You may have guests in your apartment during the day, as long as they are accompanied by you, but by law, they must leave by 11pm.

► **Please remember that YOU are responsible for your guests' behavior. NEVER invite casual acquaintances or new friends who you have just met to your apartment!**

Conduct

Living in Italy means that you are subject to Italian laws and standards of living! These laws are quite different from what you are accustomed to in the U.S.

In addition, it is important to appreciate that your apartment building houses Florentine residents and families who permanently live and work in Florence. *You will be living as*

GUESTS among these families. Be friendly if you encounter them in your building! It can only benefit you to create goodwill with your neighbors!

Students must remember that they are NOT living in a dormitory or residence hall or on a U.S. campus. You are living IN THE CITY, among permanent residents. You must conduct yourself as a responsible adult and observe certain housing policies and safety procedures, such as:

- Not accommodating overnight guests.
- Keeping noise to a minimum.
- Conserving utility usage. (Utilities in Europe are much more expensive.)
- Keep your apartment door locked AT ALL TIMES, even while you are at home.
- Make sure the front door to your building locks behind you EACH time you enter. Don't let the door swing shut – always TURN AROUND and make sure it locks.
- Never hold the door for someone unless you are SURE they live in your building. This is a common way for thieves to get in a building and rob people. Do not worry that you are being rude! Your neighbors will appreciate that you are being careful!

Flexibility and consideration for your housemates and neighbors are essential to a successful and rewarding experience.

Maintenance

Florence's sewage system has been around since the Renaissance, so be gentle with the plumbing! **The toilet and drains are not a garbage disposal – do NOT flush things like food, hair, sanitary items, cotton balls, dental floss, or the like.** Only liquids should go down drains. **You will be charged for plumbing fees due to misuse.**

Students are responsible for daily maintenance, including cleaning the apartment, taking out the garbage DAILY (this is standard practice in Europe), washing your sheets and towels, reporting maintenance issues (e.g. clogged drain) to your ASA Site Director, changing light bulbs, and other such tasks.

You must keep your living area clean and organized at all times. Do not leave trash lying around the apartment or in the stairwells, as this could interfere with maintenance.

You will be charged for any damages, as well as utility overages, when you leave your apartment. (During your orientation in Florence, your ASA Site Director will talk about how to conserve utility usage so you don't have overages. In addition, a section on Conserving Utility Usage can be found below.)

National Quiet Hour Laws & Noise Advisories

In Italy, there are national "quiet hour" laws that must be observed after 11 pm every night until 9 am. Excessive noise made between 11pm and 9am could result in arrest and a misdemeanor charge. Italian laws concerning cases of disturbing the peace are very strict. If you make excess noise and the police are summoned, heavy fines will be levied. Repeated problems of this nature can lead to removal from ASA housing and/or the ASA program.

Loud music, loud talking and shouting are not permitted in ASA housing. You will not have a curfew, but please be considerate of your roommates and especially of other people in your building by being EXTRA quiet when returning home late at night. Be sure to take off your shoes as soon as you enter your apartment (even during the day), because shoes, and especially shoes with heels, will produce loud noise in your downstairs neighbor's apartment.

Parties are NOT permitted. Your neighbors will not hesitate to call the police at the slightest disturbance after hours!

Keys

You will receive ONE set of keys. It is forbidden to make copies of these keys or lend them to anyone. Be careful not to lose them! If you lose your keys, you will be responsible for the cost of changing the locks for your apartment AND the building front door, and issuing brand new keys for everyone.

Move-Out

When you vacate your apartment at the end of the semester, all personal items, including trash, toiletries, food, etc. must be removed from the apartment. Everything that was present in the apartment at check-in must be present and in good condition. You must leave the apartment clean, remove all food and personal items, return all furniture to its original position, wash your dishes, take out the garbage, turn off the gas and all appliances and lights, close all windows and wash all linens.

Conserving Utility Usage

► **Utilities such as water, electricity, and gas (heat) are much more expensive in Europe than they are in the U.S. In Italy, the heat may only turn on at certain times of the day, by Italian law.**

Here are some tips to conserve energy:

- Avoid taking more than one or long showers – also, your roommates might have ice-cold showers!
- Washing machines are MUCH smaller than you are used to, and the cycle takes nearly an hour, so don't be afraid to re-wear your clothes! Re-wearing clothes will reduce the amount of laundry you do (and water and electricity you use). Use 50-60° water for whites and 30° for dark colors. If you don't have enough for a full load, consider hand washing. Always wash delicate items by hand (i.e. sweaters, undergarments), as the washing machines can be hard on delicates. **YOU WILL NOT HAVE A CLOTHES DRYER** – this is not standard in Italian homes. You will need to hang dry your clothes (try putting them near the heater). Your apartment will have a clothesline or drying rack for clothes. Or, you can take your wet clothes to a Laundromat – they have dryers there.
- Florence is an ancient city, so the buildings are very old. Having the washing machine, hair dryer, and all the lights on will blow the fuses. If you **TURN OFF / UNPLUG** all appliances and devices when not in use, you will not only save utilities but you'll also avoid blowing the fuses. If you do blow the fuses, it's easy to fix, but you need to know where the circuit breakers are. You can avoid this problem by only using what you need. **Turn off the lights when leaving a room to save electricity. If you go away for the weekend, be sure not to leave any lights on!**
- Stoves and ovens are generally gas operated. You may have a switch or valve to turn on the gas and then have to light the burners on the stove with a match or a sparker, which you can buy at the supermarket. You may also have a water heater in the kitchen that

you must turn on in order to have hot water. This is a common misunderstanding when students first move in – if you don't have hot water, it's probably because you have to turn on the water heater. It is usually located in the kitchen. Finally, turn off the gas if everyone will be out of town.

- When it turns cold, **DO NOT run the heat all night.** Warm up the apartment before bed and then turn it down. The warmth will last through the night. As a general rule, homes in Europe are not heated as well as homes here – and since utilities are cheaper here, we are more likely to crank up the heat, whereas a European would instead put on a sweater. You may need to reverse your thinking about that. For students abroad during colder months, bring warm pajamas and socks and clothes you can layer when you're at home.
- **Your apartment will NOT be air conditioned.** The best way to keep your apartment cool in the summer is to keep it dark. Close the outside shutters during the hottest part of the day, and your apartment will feel air-conditioned. You'll also be provided with a fan.

Local Transportation

Taxis

IN FLORENCE, TAXIS CANNOT BE HAILED. To get a taxi, your options are:

- 1) Walk to one of the taxi stands in the main squares** (Duomo, San Marco, Repubblica)
- 2) Walk to the taxi stand at the train station**
- 3) Call ahead for a taxi, and they will pick you up. Phone numbers: 055-4499, 055-4390, 055-4242 or 055 4798

****Very late at night or very early in the morning, do not count on there being taxis at one of the taxi stands – there probably won't be any. If it is very late or very early, call for a taxi – otherwise you could end up roaming the streets alone at night or being late for your flight, if you are going to the airport.** If you need a ride to the airport, call a day ahead to schedule your taxi, and they will come to your apartment to pick you up. Taxis in Florence are generally reliable in showing up at the right day and time if you have scheduled the ride by phone.

Taxis sometimes accept cash only! It is normal for them to charge a supplement (1-2 euro, usually) for each piece of luggage and for journeys at night. Taxis in Florence charge a flat rate to go to the city from the airport, or go to the airport from the city.

City Buses

Florence's bus system spreads all over the city, and buses run frequently. The bus service for most routes starts at 5:30am and ends around midnight. A few buses run all night but only the very general routes. Most buses start and end at the railway station. Florence's city bus company is called **ATAF** - the large orange buses which you will see around the city.

The small buses A, B, C and D are especially useful because they never leave the historical center of town. **Bus schedules and routes are available at the ATAF office** or at www.ataf.net. Here are a few routes that students often use:

Bus 7 - Fiesole

Bus 12, 13 - Piazzale Michelangelo

Bus 62 - Florence Airport

Bus Tickets

Single tickets: €1.20 (valid for 70 minutes), €4.00 (valid for 24 hours)

Tickets can be purchased at Tabacchi shops, newsstands, and at ticket machines before boarding. If buying a ticket on board, make sure you have coins (they don't make change). Once on board, insert your single ticket into the small orange box and it will be stamped with the time. You can change buses during the duration of your ticket. Monthly bus passes are also available and can be purchased Mon-Fri at the **ATAF Office**, located to the right as you exit the train station.

Important information about Season Bus Tickets

Season tickets must be validated the first time you use them and **must always be carried with you, along with a form of ID (copy of passport). Fines are very expensive if you are caught riding the bus without your ticket, or without having stamped it.**

Bus Travel Outside of Florence

Sita, Lazzi and Copit are three bus companies which have routes that travel outside of Florence's city limits. Both bus terminals are located near the train station. **SITA** has buses that depart for Siena, San Gimignano, Volterra, the Chianti wine country, etc. **Lazzi** has routes going to Lucca, Viareggio, Pisa etc. **Copit** serves Prato, Calenzano, Poggio a Caiano and Impruneta.

Train Travel Outside of Florence

Trains are an excellent way of traveling in many European countries. Various discount tickets exist (i.e. Eurail pass), which are worth considering if you plan to travel extensively.

Individual train tickets and schedules can be purchased at the train station and from all major travel agents (with no extra charge). For info, visit www.ferroviedellostato.it

► YOU MUST VALIDATE YOUR TICKET WHEN YOU BOARD THE TRAIN! YELLOW BOXES ARE SET UP RIGHT BY EACH TRACK EXPRESSLY FOR THIS PURPOSE. IF YOU FORGET TO DO, SO THE CONDUCTOR WILL MAKE YOU PAY A FINE.

Practical Info – Groceries, Movies, Restaurants

Grocery Stores

- **Mercato San Lorenzo (market)**- Via dell'Ariento (8am-2pm every day except Sundays and public holidays)
- **Mercato Sant'Ambrogio (market)**- Piazza Ghiberti (8am-2pm every day except Sundays and holidays)
- **Mercato Santo Spirito (market)**- Piazza Santo Spirito (every morning except Sundays and public holidays; all day on the second Sunday of every month)
- **Mercato delle Cure (market)**- Piazza delle Cure (every morning except Sundays and public holidays)
- **Conad City (supermarket)**- Corso Tintori 18 and Via Piatrapiana 42
- **Carrefour (supermarket)**- Via Carducci 8

- **Coop (supermarket)**- Via Cimabue 49, Via Salvi Cristiani 16, Via Gian Paolo Orsini 41r, Via Gramsci 18 - Fiesole

Movies

Foreign films are usually dubbed in Italian. However, some cinemas give you the opportunity to view films in their original language (such as English) – these will be labeled “VO” which means Original Version. Going to an Italian movie could prove to be an interesting cultural experience as well as a great way to practice Italian.

Often times you can get discounted movie tickets by showing your student card. At most of these locations discount prices do not apply on the weekends though. Wednesdays are also discounted days.

Astra Due
Piazza Beccaria
Tel. 0552343666

Castello Cineteca di Firenze
Via Reginaldo Giuliani, 347
Tel: 055450749

Alfieri Atlier
Via dell’Ulivo, 6
Tel: 055240720

Fulgor
Via Maso Finiguerra 1
Tel: 055-2381881

Religious Services

Anglican & Protestant
St. Mark’s Church of England
V. Maggio 16
Tel. 055294764
Sunday 9 and 10:30 am

Jewish (Orthodox)
Tempio Israelito
V. Farini,4
Tel. 055245252
Friday: sunset, Sat. 8:45 am

Catholic (in English)
Duomo
Piazza Duomo tel. 0552302885
Only on Saturday at 5 p.m.
(On the first Saturday of the month mass is at 5 p.m. in the Church of the Misericordia)

Synagogue
Via L.C. Farini, 4

American Church of Saint James
Via B. Rucellai, 9
All services are in English

Islamic
Centro Culturale Islamico
P. degli Scarlatti, 1
Tel. 055711648

Luggage Storage

If you plan to travel before or after the program and need to store your luggage, here are some options.

Central Train Station
Santa Maria Novella
Piazza Stazione, 1
Tel. 055 2352190

Track #16
€2.58 for 12 hours
Open daily from 4:15 a.m to 1:30 a.m

The train station luggage storage only accepts luggage for a maximum weight of 20 kilos and for a maximum of five days.

Mail Boxes Etc.

-Via San Gallo, 26/r
Tel. 055268173

-Via della Scala 13/r
Tel. 0554630418

-Corso Tintori 39/r
Tel: 0552466660

Cyberlinkplus

Via Bernardo Cennini, 12
Tel. 055 0119423

Restaurants

Pizzeria il Pizzaiuolo
Via de'Macci, 113r
Tel. 055241171

Vast selection of pizzas, all really good!!!

Caffè Italiano
Via della Condotta, 56r
Tel. 055291082

Only three kinds of pizza – authentic and inexpensive!

Rossopomodoro
Piazza del Mercato Centrale

Both pizzeria and restaurant,
Really nice and the pizzas are great!

Zaza
Piazza del Mercato Centrale,
26,r
Tel. 055215411

Good prices for really good food. The truffle sauce fettuccine is a must!

Acqua al 2
Via della Vigna Vecchia 42r
Tel. 055 284170

This restaurant is always crowded. The food is excellent – try the pasta sampler!!

Latini
Via dei Palchetti, 6r
Tel. 055210916

The best for the Florentine steak. Just mind that the steak is never well done!

Osteria delle belle donne
Via delle belle donne, 16r
Tel. 0552382609

Really pretty restaurant, quiet and with delicious “crema al mascarpone”.

Golden View
Via dei bardi, 58r
Tel. 055214502

As suggested by the name, this place has a great view over the River. They also have live jazz music (check when on www.goldenviewopenbar.com)

Mario (only at lunch)
Via Rosina, 2
Tel. 055218550

Really informal place, you might be sharing the table with other people, the food is very typical and quite cheap.

Tijuana (Mexican)
Via ghibelliana, 156r
Tel. 0552341330

The food is great and the drinks are good too. Try to go on a weekday since when it's busy the service is bad.

Dionisio (Greek)
Via San Gallo, 16r
Tel. 055217882

Not expensive, big portions of yummy food! The staff is friendly and nice.

Wabi Sabi (Japanese)
Viale dei Mille, 53r
Tel. 055587779

A little pricey but really good!

Kome (Japanese)
Via dei benci, 41r
Tel. 0552008009

Said to be the best Japanese food in Florence

Haveli (Indian)
Viale Fratelli Rosselli, 33r
Tel. 055355695

Not the best location but the food is good!

Il Mandarinino (Chinese)
Via della Condotta, 17r
Tel. 0552396130

Really good Chinese food! Nice & clean too.

Take-Out

Lì x Lì
Via XXVII Aprile, 42r
Tel. 055483307

The panini are really good and the two men who own the shop are really nice.

The Oil Shoppe
Via Sant'Egidio, 22r
Tel. 0552001092

This is the only place with American-style sandwiches, they have tons of different options and a very long line!!

Sushi Mania
Via dei servi, 79r
Tel. 055211815

Cheap and fast sushi!

Brunch

La Via dell'Acqua
Via dell'acqua, 2b

Wednesday to Sunday, American brunch!

Angeles
Via del Proconsolo, 29r
Tel. 0552398762

Always open, this is both a brunch place and an aperitivo. Mondays vegetarian aperitivo, Tuesdays Swedish, Wednesday Sushi and Thursdays Brazilian

Aperitivo

The custom of having an *aperitivo* before dinner hours is common in Italy. The word “*aperitivo*” derives from the Latin verb “*aperire*” which means “to open,” and that is just what an *aperitivo* is: an opener to the meal. While elsewhere in the world *aperitivo* usually refers to a pre-dinner drink or cocktail, in Italy it also implies tasty snacks put out for customers to enjoy (included in the price of the drink). The food varies from place to place and can range from olives and chips to elaborate buffets with hot pasta dishes, cheese, and ham. Standard *aperitivo* starts at 7:00 p.m. and ends around 9:00 p.m. The atmosphere is friendly and relaxed, and prices range from 6 to 8 euro.

Slowly

Via porta Rossa, 63

Buffet and hot dishes, really worth it!

Caffè la Torre

Lungarno Cellini, 65r

Buffet and hot dishes always crowded!

Chiaroscuro

Via del corso

Quiet atmosphere, if you want to relax!

How to Dress in Italy

Neatness is an Italian virtue. You should expect to dress more formally in Italy and you must be aware that you are not on a U.S. college campus. Also, Italians tend to wear more dark/neutral colors (black, gray, beige, brown). If you bring clothes in these colors, you will not only blend in better, but you'll save space in your suitcase because you can mix and match using fewer pieces.

Example: You may walk into a local bar wearing flip-flops and a college T-shirt and ask for a can of coca-cola at 10:00 a.m. Immediately, you will notice that you are the only one in the bar with open-toed shoes, a short sleeved shirt, no jacket and drinking a Coke. The rest of the patrons of the bar will be “dressed up” wearing jackets, pants, closed-toe shoes or boots and ordering a coffee.

While people may, of course, dress as they prefer around Florence, keep in mind that it is easy to stick out as a foreigner because of your clothing. Italians simply tend to have a more formal way of dressing than is typical of American college students. **Italians do not go out in public in sweats, stretch pants, yoga pants, or flip flops, unless they are on their way to the gym. Flip flops are only worn at the beach. Pajamas are never to be worn outside your apartment.**

Many churches (the Vatican included) do not allow people to enter unless their legs and shoulders are covered, even in summer months, so keep this in mind while travelling or while on a program field trip/excursion.

Leave your high heels at home! Streets in Italy are mostly cobblestone, which is notoriously uneven. It is not advisable to attempt to walk on cobblestone in any sort of heel (even a low heel), especially if the streets are slippery from rain. Students HAVE sprained their ankles this way and spent the rest of the semester on crutches. It is MUCH easier than you realize to slip or sprain your ankle. Broken heels and straps are common, too. Be careful if you're walking on cobblestone and please don't wear heels! Finally, it is difficult to

roll your suitcases on the cobblestone – you may have to carry them, so try not to pack too heavy. Watch out for broken suitcase wheels from the cobblestone. Happens all the time...some students have had to buy brand new luggage.

Italian Culture Tips

Cash Is King

You will find that some establishments (restaurants and shops) only accept cash. Those that accept credit/debit cards may ask you if you have cash or discourage you from paying with your card. You'll need to carry more cash than you are used to carrying at home.

Don't Ask to Split the Bill

Do not ask your waiter to split up a bill for you, and NEVER ask them to charge the bill to more than one credit/debit card. This is generally an "American thing" and is not acceptable to request pretty much anywhere in Europe. You will need to simply calculate the amount owed by each person and then each person puts in some cash.

Italian Manners

When you enter a store, restaurant, coffee bar, or if you encounter the residents in your building, it is polite to greet them. In the morning, you would say, "*buon giorno*," and after lunch, "*buona sera*." Upon leaving, you would say "*arrivederLa*," or "*arrivederci*" for the people with whom you are more familiar. When you are introduced to someone, say "*piacere*" ("it's a pleasure") or "*molto lieto*" ("pleased to meet you").

Italians do not consider a door to be "closed" unless it is *locked*—as in restroom doors.

Shopping

Upon entering a shop, one asks permission, "*permesso?*" **Never touch items in a market or shop unless you ask "*posso*" ("may I?")** A rule of thumb is: Look at the other shoppers, and if you don't see them touching the merchandise, do the same.

If you are in a food market and you are told it's ok to touch things, always grab a sheet of plastic or a bag to pick up the produce – never touch produce with your bare hands in Italy, as this is considered extremely rude!

At some of the larger stores and chain stores (like H&M) it is perfectly ok to browse, touch things, and carry items to the dressing room, as you are used to doing at home. But at smaller stores and markets, you should always assume you are not permitted to touch things. What is the reasoning behind this? It not only helps prevent shoplifting, but there is a cultural difference behind this as well. People who work in markets or shops in Italy (as well as many other countries in Europe) feel it is their *job* to assist you in selecting something. To take that job away from them would be eliminating their purpose! In a food market, this is especially true because it is the *vendor's job* to select the best, ripest produce for you.

Also keep in mind that in Italy, shops are very small. The window displays may already give an accurate picture of the merchandise available, and the prices are often listed in the window display, too. This is to prevent too much foot traffic in such a small space. It is general practice to enter these small shops only if you are looking to buy, if you see something in the window that sparks your interest and is within your price range. Leisurely browsing in tiny shops may be

discouraged the shopkeeper. Window shopping, on the other hand, is always acceptable and the displays are generally quite beautiful (Italians are very good at optimizing the little space they have). You will find many people pausing in front of store windows to gaze.

In Florence, the mall is located outside of the city center but is accessible by bus. While there are supermarkets, most of them are much smaller than those in the US. You will not find a “wholesale” (Costco) type of store. Most shops specialize in certain types of products (i.e., a key store, a jewelry store, a stationery store, a hardware store, a vegetable market, a fruit market, a butcher, etc). Sometimes, this makes it more challenging to find a specific product, but it can also be fun to see all the different kinds of shops that are around!

Standing in Line

Throughout Italy, most people seem reluctant to stand in line. They often crowd around bank teller windows, ticket booths, food stands and cashiers with little respect for the fact that somebody else arrived there first. This can be a really frustrating experience for most Americans, who are used to an orderly line.

Just understand that this is a cultural difference, and not a display of mean spirited behavior. It is something that takes time to get used to. Patience is a virtue, because there will be times someone who got there after you gets served first! Take a deep breath and remember that this isn't necessarily rude – it's a different “system” to which you have not adapted yet. One tactic is to try to remember who got there before you and after you, stand your ground (don't let people push in front of you), and when it's your turn, step right up! Don't be afraid to be assertive. If you expect the cashier to keep track of who is next and then call you when it's your turn, you'll be waiting all day. The cashier leaves it up to the people to ascertain who is next. Again, don't be afraid to be assertive!

Coffee

While in Italy coffee is certainly an important part of the culture, it differs greatly from the American “stay all day with your laptop” coffeeshouse culture. Places considered “cafes” in the US are typically called “bars” in Italian. Bars offer both coffee and alcoholic beverages, and are usually frequented during the day. There is a reason that Italians drink espresso rather than the large cups of coffee that Americans tend to prefer: speed. A coffee break is a brief event, in and out of the caffè in 5-10 minutes, mostly standing up at the bar counter. In most bars, there are actually different prices for those who drink their espresso standing up and those who prefer table service. There is generally a price list on the wall which indicates both prices. Depending on the location of the bar, this price difference can be quite significant. Bars in the center of Florence (especially those with tables outside in the main squares) tend to charge you not just for the coffee, but for the view as well. A 1 euro coffee can easily become a €6/7 coffee, so be aware. Ordering a “caffè” automatically means “espresso”. If you prefer American style coffee, you need to specify: “caffè Americano” or “caffè lungo”.

“Siesta”

Many businesses close for a few hours in the afternoon for the Italian version of “siesta”. They typically close around 1 pm and re-open between 3:30-4 pm. This includes pharmacies (there are always pharmacies open 24 hours a day), clothing stores, etc. Since Florence is a tourist city, you may even find that things actually stay open (the closer you are to the center). Don't assume they will, though. The farther you are from the center, and especially when you travel to smaller cities in Italy, the more you will need to take these closures into consideration. Businesses tend to stay open until 7 or 8 in the evening.

Eating Out

Italians eat well, and they enjoy the social as well as the gastronomic aspects of a meal. In a good restaurant you are expected to spend enough time and money to eat at least two courses. The first course, the “primo,” can be an “antipasto,” or pasta; the second course, the “secondo,” is meat, vegetables, or fish.

You may find that restaurant service seems less attentive – the waiter will probably not come back multiple times to ask, “How is everything.” This is because the expectation is that you are there to enjoy the food and company and do not want to be interrupted constantly.

Vegetarian & Gluten Free

It is easy to eat vegetarian and gluten free meals in Italy. Most pasta dishes are non-meat; vegetables are plentiful, varied, and well cooked. It is perfectly acceptable to order a couple of vegetables for a second plate (“secondo”).

Italy is considered one of the most gluten-free friendly countries in the world. Students with a gluten-free diet will have no problem finding gluten-free products in markets and supermarkets, as well as gluten-free items on restaurant menus.

The Italian Restaurant Bill

You usually have to *ask* for the bill (“conto”) in a restaurant, as opposed to waiting for them to bring you the bill. Again, this is because the cultural expectation is that you have come to the restaurant to enjoy yourself and do not want to be rushed.

Also, the charges on a restaurant bill can confuse non-Italians. You will see a charge for “servizio” or “coperto.” This is a standard charge per person and covers the tip/service and bread (usually runs between €1-€2 pp). This means that you need to leave only a minimal tip - €0.50 per person is fine.

In a coffee bar, the bill works differently. Usually you have to pay first, then take the receipt “scontrino” to the bar and order your “caffè” or other beverage. When you pay they will ask you, “a tavola?” or “al bar?” which is asking you if you want to eat/drink at a table, or standing at the bar. In most coffee bars, they will charge a bit more if you want to take your food/drinks to a table (as opposed to eating/drinking standing at the bar).

Finally, in a restaurant the waiter will usually ask you: “Frizzante o naturale” which means: Do you want sparkling water (acqua frizzante) or flat/tap water (acqua naturale). There is always a charge for sparkling water. Once in a while, they may charge you for tap water as well.

Tipping

Once again, in Italian restaurants, you will be charged a “coperto” or “servizio”, which is a standard charge per person which usually runs between €1-€2 pp. This will be automatically included on your bill and covers the tip/service, as well as bread. If you wish to leave more of a tip, pocket change is completely acceptable. It is NOT necessary to tip 20% of the bill. A little extra is of course appreciated, but large tips are not expected nor required. Likewise, it is not necessary to tip bartenders. You will be wasting your money if you give them a tip for every drink. Tipping taxi drivers is also not necessary, though a little extra on top of the fare is generally acceptable and appreciated, especially if they have helped you with your luggage.

Drinking

Italians have certain expectations about drinking that are not in line with the drinking habits of many American college students. Disregarding these standards can lead to uncomfortable or dangerous moments.

Italians seldom drink alcohol other than with meals and do not binge drink – this is considered unseemly and in poor taste. “Going out drinking” is not an Italian activity. It is true that wine is considered an integral part of the cuisine, but the expectation is that you drink a glass or two with a meal. Italian law does not tolerate public drunkenness either. Not only will you give a “brutta figura” (a bad impression), you can be arrested and incarcerated for public intoxication. Culturally speaking, in Italy simply being drunk is itself an offense, and it is certainly not an excuse for other types of behavior.

How can I meet Italian people?

Italians can be guarded and reserved individuals at first. As with many Europeans constantly surrounded by foreigners, they may not seem friendly at first, but give them a chance. In order to meet Italians it is suggested that Americans not go out together in large groups, as this tends to intimidate the locals. Italians will be less likely to approach a group of Americans than just two or three of you. It is also easier to meet Italian students if you make an effort to speak their language. Upon hearing Italian, they will recognize that you are open to learning more about them and their culture. Also please be aware that Italians do not award a lot of personal space. They will typically stand or sit very close to one another, often touching each other on the arm or shoulder. This may make you feel uncomfortable at first, but you can observe the people around you to determine what is considered normal.

One of the best ways to make friends with the local students is to participate in an exchange, where you will help an Italian student practice their English and they will help you practice your Italian. The FUA Student Services office may be able to help set up an exchange for you.

As with any initial learning experience, you will encounter people who do not understand you and whom you will not understand. This is part of the learning experience, and the only way to for you overcome the language barrier is to immerse yourself in your language classes and make an active effort to learn the Italian language. Frustration is a natural emotion, but do not let it overwhelm you, as your skills will improve daily!

Basic Italian Words/Phrases

Italian pronunciation is totally consistent. The **c** and the **g** are hard when they are followed by an a, o or u (as in ‘cat’ and ‘got’), and soft when followed by an e or an i (as in ‘child’ or ‘geranium’).

Useful words and phrases

Good morning	Buon giorno
Good afternoon/night	Buona sera/buona notte
Hello/goodbye	Ciao/arrivederci
Please	Per favore
Thank you	Grazie
You’re welcome	Prego
How are you?	Come stai?/Come sta?
I’m fine	Sto bene

I'm sorry

Mi dispiace

Basic vocabulary

I do not understand	Non capisco	Left	Sinistra	Right	Destra
Entrance	Entrata	Exit	Uscita	Open	Aperto
Closed	Chiuso	Good	Buono	Bad	Cattivo
Big	Grande	Small	Piccolo	More	Più
Less	Meno	Hot	Caldo	Cold	Freddo
Today	Oggi	Tomorrow	Domani	Yesterday	Ieri
How much is it?	Quant'è?	When?	Quando?		

Emergencies

Where is the nearest telephone?	Dov'è il telefono più vicino?
There has been an accident	C'è stato un incidente
Call the Police	Chiama/Chiamate la Polizia
Call a doctor/an ambulance	Chiama/Chiamate un dottore/un'ambulanza
First Aid	Pronto Soccorso
Where is the nearest hospital?	Dov'è l'ospedale più vicino?
Help!	Aiuto!

How to be Sick in Italian

Allergy	Allergia	Antibiotic	Antibiotico	Band-aid	Cerotto
Bladder infection	Cistite	Blood	Sangue	Broken Bones	Ossa rotte
Bruise	Livido	Burn	Brucciatura	Chills	Brividi
Cold	Raffreddore	Cold sweat	Sudori freddi	Cough	Tosse
Cramps	Crampi	Cut	Ferita	Diarrhea	Diarrea
Emergency Room	Pronto Soccorso	Faint	Svenimento	Fever	Febbre
Flu	Influenza	Fracture	Frattura	Headache	Mal di testa
Indigestion	Indigestione	Irritation	Irritazione	Jet lag	Fuso orario
Motion sickness	Mal d'auto	Nausea	Nausea	Sunburn	Insolazione
Stomach ache	Mal di pancia	Vertigo	Vertigine	Vomit	Vomito
Yeast infection	Candida				

Weather

FALL - Be prepared for possible hot and humid summer temperatures upon arrival for the Fall semester that may last until the end of September. In October it will begin to cool down, and typically there are rain showers as the Winter temperatures arrive. From the beginning or middle of November, the weather may become quite wintry, and December is usually cold and wet.

SPRING – In January and February, Florence is at its coldest. Prepare for short days and cold temperatures, with sundown between 5-6pm. You will need to pack warm winter clothing that you can layer and a water resistant jacket and shoes/boots. There will be wet, windy and wintry days until mid-March, when it will start to warm up. **European homes aren't heated as well as American homes, so pack accordingly, including warm pajamas and socks, and things you can layer. Students have reported that although the winter weather was not very cold, it felt colder because the heating didn't work as well. Layering your clothes will help.**

SUMMER – Warm and usually humid weather (highs in the 70s-80s). Still, it could get chilly at night or even rain, so bring a sweater/jacket.

(The weather in Florence tends to be quite humid year-round, as the city was built on the Arno River.)

Average Temperature

Years on Record: 10

	YEARLY	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
°F	58	42	44	50	57	64	71	76	75	69	60	50	43

Average High Temperature

Years on Record: 10

	YEARLY	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
°F	69	49	53	60	68	75	84	89	88	81	69	58	50

Average Low Temperature

Years on Record: 10

	YEARLY	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
°F	48	35	36	40	46	53	58	63	62	58	51	42	37

National Holidays

The following is a list of Italy's national holidays. Please keep in mind that many local holidays, saints' days and festivals are also observed. In August, particularly during the weeks either side of *Ferragosto*, when most of the country flees to the coast, many towns are dead, with shops, bars and restaurants closed and a reduced public transport service. Local religious holidays don't generally close down shops and businesses for the whole day, but they do mean that hotels will be fully booked. On Italy's official national holidays, everything closes down except bars and restaurants.

FUA will be closed on:

January 1 New Year's Day
 January 6 Epiphany
 Easter Sunday
 Easter Monday (Monday following Easter - Pasquetta)
 April 25 Liberation Day
 May 1 Labor Day
 June 2 Italian National Holiday
 June 24 San Giovanni (Patron Saint)
 August 15 Assumption
 November 1 All Saints' day
 December 8 Immaculate Conception
 December 25 Christmas Day
 December 26 Saint Stephen's day

STAYING IN TOUCH

- ▶ For information about cell phones abroad, please see the [ASA PRE-DEPARTURE GUIDE FOR ALL PROGRAMS](#)

Time Difference

What is the time difference between Italy and where I live?

The following times are the number of hours BEHIND Italy each region is:

Pacific	Mountain	Central	Eastern
9 hours	8 hours	7 hours	6 hours

So, if it is 6pm in Italy, then it is 12 noon Eastern, 11am Central, and 9am Pacific.

Computers & Internet

Should I bring a laptop?

YES. You will have free wireless Internet access on campus and in your program housing. In addition, Florence University of the Arts has a free Mac computer lab in each building with printers.

- ▶ For information about using a plug adapter with your laptop, SEE [PRE-DEPARTURE GUIDE FOR ALL PROGRAMS](#)