



Syracuse University Florence

STUDENT HANDBOOK



TABLE OF CONTENTS

Director’s Welcome.....	3
Syracuse Florence Staff.....	4-6
ACADEMICS	
Textbooks and Course packs	7
My Slice Info and Transcript Requests.....	8
COMMUNICATIONS, MAIL & MONEY	
Cell Phones	9
Computer and Internet Access.....	10
Incoming & Outgoing Mail.....	11-12
Getting Money in Florence and pickpocketing.....	13
FLORENCE TRANSPORTATION	
Getting Around Florence.....	14-17
Bus Tickets Chart.....	15
SAFETY & SECURITY	
Standards of Behavior at Syracuse Florence.....	18-21
Syracuse Florence Copyright Policy.....	22
Personal Safety.....	23
Medical Services & the Emergency Card	24-25
Student Travel Form, International SOS, & Syracuse Abroad Insurance.....	26
Smart Travel Resources.....	27
SYRACUSE FLORENCE HOUSING GUIDE	
Living in a Homestay	29-37
Living in an Apartment	38-45
Syracuse Florence Facilities	46
Neighborhood Map	47

The Academic Calendar and Field Trip Schedule is updated every semester and is available on our website:

<http://suabroad.syr.edu/florence/>

You can also find us on Facebook!

<https://www.facebook.com/Syracuse-University-Florence-17068777825/>

DIRECTOR'S WELCOME

"Italy is a dream that keeps returning for the rest of your life."

Anna Akhmatova

Dear students,

Welcome to Syracuse Florence. You have chosen to attend one of the oldest and most prestigious study abroad programs in Europe.

Our students consistently affirm that this experience has opened their eyes, leading them to a deeper world view, to a better understanding of what it means to be part of a global community.

Be open. You will return to the US with a very different view of your own culture as a result of your stay here in Italy.

Be engaged. You will develop skills and experiences a classroom setting will never provide. This program will provide you with many opportunities to take part in this culture, not as passive observers, but as active participants through homestays, internships and planned activities with your Italian peers.

Be curious. You will be challenged by our distinguished faculty as you learn in surprising ways. Your classroom will be the museums, churches and historical sites in Florence and other parts of Italy. Your language lab will be the dinner table as you try out new vocabulary on your Italian hosts. Through it all our dedicated faculty and professional staff will provide the insight, guidance and encouragement needed to take full advantage of all this program has to offer.

I welcome you to enjoy your semester with us.

Sincerely,

Saša Perugini
Director
Syracuse University Florence

Perugini, Sasha, Director
(Villa Rossa, Room 22)

Barnett, Kevin; *Technology Manager*
(Villa Rossa, Room 20; Ext. 355; jkbarnet@syr.edu)

Kevin Barnett provides oversight for all technology operations in collaboration with and reporting to ITS and Syracuse Abroad. This includes technology architecture and design, hardware and software life-cycle management as well as the initiation of new projects. He is also responsible for ensuring compliance with data security and privacy regulations.

Colchie, Julia *Field Trips Program Coordinator*
(Villa Rossa, Room 26; Ext. 382; jcolchie@syr.edu)

Julia Colchie coordinates the Syracuse Florence Field Trip Program which includes all-school, course-specific, and optional field trips, in addition to short-term, summer, and faculty-led programs. She handles field trip scheduling and reimbursement approvals in the case of conflicting course field trips, as well as all course fee budgets for the center.

Compton, Cathleen; *Supervisor of Academics, Registrar*
(Villa Rossa, Room 24; Ext. 323; cmcompto@syr.edu)

Cathleen Compton is a member of the academic team. She is responsible for overseeing academic administration, including registration processes; course changes; class and exam scheduling; deadlines; records management. and grades.

Degli Innocenti, Rossana; *Logistics and Risk Management*
(Villa Rossa, Room 29; Ext. 337; rdinnoce@syr.edu)

Rossana Degli Innocenti oversees all ordinary maintenance of Syracuse Florence's buildings and grounds and leased properties, and she is responsible for ensuring that Italian and American safety codes are met and respected.

Fantoni, Lucia; *Assistant to the Business Office*
(Villa Rossa, Room 25; Ext. 352; lfantoni@syr.edu)

Lucia Fantoni assists the Business Manager with the collection and dispersal of funds, payments and general business operations.

Francini, Antonella; *Intensive Language Program Coordinator*
(Villino, 3rd floor; Ext. 361; asfranci@syr.edu)

At Syracuse Florence Antonella teaches Italian and comparative literature, often through interdisciplinary perspectives, and coordinates Syracuse programs at the University of Florence.

Haag, Jennifer; *Assistant to the School of Architecture*
(Piazzale Donatello, 25; Ext. 345; jrhaag@syr.edu)

Jennifer Haag handles budget transactions and bookkeeping operations for the Architecture department in cooperation with the Business Manager. She is responsible for organizing the architecture field study trips, cataloging new acquisitions and maintaining updated files in the Faculty Research Library. She also coordinates office operations and building maintenance for the Architecture Studios.

Hetzel, Sylvia; *Library Coordinator and Web Content Administrator*
(Villino, ground floor; Ext. 359; syhetzel@syr.edu)

Sylvia Hetzel is responsible for all library operations and academic resource services and provides digital information support, as well as research assistance, to students and faculty. She is the web content administrator for the Syracuse Florence website and a member of the emergency phone team.

Honour, Melanie; Student Life Advisor

(Villa Rossa, Room 10; Ext. 321; mchonour@syr.edu)

Melanie provides general information and support to students in the Student Life Office, including scheduling students' doctor appointments and taking sign-ups for student activities. As a member of the student emergency network, she keeps the 24/7 emergency phone on a rotating basis.

Kleine, Amy; Assistant Director for Health and Wellness

(Villa Rossa, Room 33; Ext. 324; askleine@syr.edu)

Amy Kleine assists students with physical and mental health and wellness and handles accommodation requests for students with special needs. During the fall semester she teaches the First Year Forum course and coordinates the Freshmen Discovery Florence Program on site, and during the spring and summer term she teaches a course on cross-cultural studies. As a member of the emergency team, she keeps the 24/7 emergency phone on a rotating basis.

Landi, Fabio; Network Systems Assistant

(Villa Rossa, Room 20; Ext. 329; flandi@syr.edu)

Fabio Landi assists the IT manager with maintaining the school's extensive computer network and technical operations.

Landi, Silvia; Front Desk Reception and Building Maintenance

(Villa Rossa, Room 29; Ext. 337; slandi@syr.edu)

Silvia Landi provides front desk reception services for students and visitors to Villa Rossa. She is also responsible for mail distribution, classroom and equipment upkeep, cleaning and maintenance services, and assisting with special events.

Mugelli, Roberta; Housing Office Assistant

(Villa Rossa, Room 21; Ext. 328; rmugelli@syr.edu)

Roberta Mugelli assists with the placements of students in Italian home stays and apartments. She acts as the primary liaison with the host families.

Naso, Aurelia; Field Trip Program Risk Management and Administration Officer

(Villa Rossa, Room 26; Ext. 332; aunaso@syr.edu)

Aurélia Naso handles general risk management procedures and protocol for the Field Trip Program, and assists the Field Trip Program Coordinator with administrative duties, logistics, and quality control.

Picchi, Francesca; Business and HR Manager

(Villa Rossa, Room 25; Ext. 326; fpicchi@syr.edu)

Francesca Picchi is responsible for personnel management as well as all financial matters and business operations.

Piombino, Natalia; Lecture Series Coordinator

(Villino, 2nd floor; Ext. 330; npiombin@syr.edu)

Prof. Natalia Piombino teaches Italian history and society at Syracuse Florence and is coordinator of the Syracuse Florence Lecture Series.

Sassonia, Gelso; Facilities & Grounds Maintenance

(Villa Rossa, Room 29; Ext. 337; gsassoni@syr.edu)

Gelso Sassonia assists with the upkeep of Syracuse Florence building and grounds as well as with audiovisual equipment operations and maintenance.

Shanks, David; School of Architecture Department Coordinator

(Piazzale Donatello, 25; Ext. 346; drshanks@syr.edu)

Prof. Shanks is a practicing architect and Associate Professor at Syracuse University's School of Architecture in Syracuse, New York. He teaches architectural design studio and survey of Italian architecture courses at Syracuse Florence and currently coordinates the School of Architecture Florence program.

Spini, Debora; *Internship Program Coordinator*

(Villino, 3rd floor; Ext 382; dspini@syr.edu)

Prof. Debora Spini is a scholar in social and political philosophy. She teaches courses on political theory, contemporary history, politics and gender issues. She has been coordinator of the internship program since 2001.

Stromberg, Kirsten; *Studio Arts Department Supervisor*

(Piazzale Donatello, 21; Ext. 342; kstrombe@syr.edu)

Prof. Stromberg is an active painter who exhibits internationally. She teaches beginning, intermediate and advanced painting at Syracuse University Florence and is supervisor for the Studio Art department in charge of exhibitions and the visiting artist lecture series.

Tarini, Loredana; *Italian Language & Culture Department Coordinator*

(Villa Rossa, Rm. 27; Ext. 339; ltarini@syr.edu)

Prof. Loredana Tarini teaches Italian language and culture courses at Syracuse Florence and has been coordinator of the Italian Language and Culture Department since 1994.

Tarnopolsky, Michelle; *Assistant to the Director*

(Villa Rossa, Rm. 23; Ext. 336; mtarnopo@syr.edu)

Michelle Tarnopolsky provides administrative assistance to the director, including all appointment scheduling. She liaises with administrative offices at Syracuse Abroad and Syracuse University Europe and organizes itineraries for visitors from the home campus.

Vallier, Bob; *Assistant Director for Teaching and Learning*

(Villa Rossa, Rm. 24; Ext. 386; rvallier@syr.edu)

Bob Vallier oversees the Academic Office. He is available for any/all things Academic. In his role he advises students, is responsible for academic policies, and trouble-shoots academic problems.

Verri, Alessandro; *Front Desk Receptionist and Student Life Assistant*

(Villa Rossa, Front Desk; Ext 322; averri@syr.edu)

Alessandro is responsible for covering the Villa Rossa Front Desk and central phone line, distributing mail and providing assistance to the Student Life Office. As a member of the student emergency phone team, he keeps the 24/7 emergency phone on a rotating basis.

Volpe, Jessica; *Assistant Director for Student Life*

(Villa Rossa, Room 21; Ext. 327; jbvolpe@syr.edu)

Jessica Volpe oversees the Student Life and Housing offices. She is responsible for organizing orientation and is also a member of the emergency team.

Italian Language Textbooks*

All Italian language textbooks are available for purchase at **La Feltrinelli bookstore on Via de' Cerretani, N. 40r** (also near Piazza del Duomo). All purchases are non-refundable. If unused, a store credit may be given.

Non-Language Textbooks*

All textbooks for non-language courses are available for purchase at the **Paperback Exchange** bookshop, **Via delle Oche, 4r. Before purchasing, please observe the bookshop's refund policies below.**

Refunds

Some books are eligible for total refund if the request is approved by the bookshop manager and **all** of the following criteria are met:

1. You're **dropping a class**. Be sure you have the **drop slip** from the Syracuse Florence Registrar with you.
2. Your **receipt of purchase** is provided.
3. The return date is within the **first month of the semester** AND within a **maximum of 15 days** from the date of purchase.

The book is **new and in mint condition** (When applicable, shrink-wrap must be intact and the CD pouch unopened.)

The following items, however, are NOT eligible for refund under any conditions:

- Italian language textbooks and workbooks.
- Summer course books.
- Obsolete items, **new editions** in progress, **overstocks**

End-Semester Buy-Back Policy

Some textbooks are eligible for **partial** refund at the end of the semester. The buy-back value is determined by the shop on the basis of original purchase price and condition of the book. Textbooks in good condition (i.e. no writing, highlighting or underlining) can receive up to a 30% cash refund.

Coursepacks*

Coursepacks (or course readers) are available for purchase at the **Copisteria Universale** office supplies shop on **Via La Farina, 10r** (near Piazzale Donatello).

Coursepacks must be **ordered and paid for in advance**. In many cases they can be printed and bound immediately; in others you may need to return to pick up your copy the next day.

All coursepacks are **non-refundable**; it is therefore advisable that you not make purchases until you are sure of staying in a class.

**Syracuse University Florence makes no profits from its collaboration with Paperback Exchange and Florence Copy and takes no responsibility for how they enforce their policies and/or administer their services.*

The Syracuse Florence Library keeps at least one copy of all textbooks and coursepacks on reserve in the Library Office (ground floor of the Villino). Reserve books are available for 2-hour consultation on a first-come, first-served basis. If you have any questions, please contact Sylvia Hetzel, syhetzel@syr.edu or stop by the Library Office.



My Slice is the Syracuse University Portal providing the following services:

- Enrollment Information
- Bursar Account
- Blackboard
- Grades
- Request Transcripts
- Activate SU Email

How do I Access My Slice?

Go to myslice.syr.edu

Enter your Net ID and password

If you have not yet created a Net ID, have your SUID number ready to create your account and click on "Activate your NetID". If you don't know your SUID number, see Kevin Barnett in the Villa Rossa, Room 20

Signon

NetID

Password

PROTECT YOURSELF: Don't share your password with anybody, including your peers, friends and family members. Treat your password like the PIN for your ATM card - as your secret!

[Forgot your Password?](#) [Activate your NetID](#)

To protect your personal information, be sure to close your web browser when you are done.

All official email for SU and non-SU students will be sent to your NetID@syr.edu address only (SUmmail) .

You have the option of forwarding this email to another account. The reason for using this address is primarily because we cannot guarantee delivery or trace problems to outside email services and email is our official form of communication.

You can check your SUmmail on the web at <http://sumail.syr.edu> (log in with yourNetID@syr.edu and SU password) or add it to your smartphone (see below).

OPTIONAL forwarding of your SUmmail to another account: Once you are logged in to SUmmail via the web (<http://sumail.syr.edu>), you can set up automatic forwarding of incoming messages to another email account if you wish. Click the gear icon on the top right for Settings, then type "forwarding" in the search box. Click "Start Forwarding" and enter your external email address. We recommend that you click the box for the option to keep copies of messages in your SUmmail inbox in case there is a problem. Click "Save". If you turn on forwarding, please test it by sending a message to your SU address from an outside account to make sure it is working! Senders may not get a bounce notice if your forwarding address has a typo.

REQUESTING YOUR TRANSCRIPT

Once **all** your grades have been posted on your Myslice account, you will need to submit a transcript request form so your home institution can award you credit (note that transcripts are only sent upon request and cannot be released if you have an outstanding balance or hold on your Bursar account).

Transcripts for Visiting Students

Your home college or university will need an official transcript from Syracuse University in order to award credit for your Syracuse Abroad program. Transcripts are not issued automatically – you need to submit a request to the Syracuse University transcript office after your abroad ends and you have confirmed that all your grades are posted and you have no financial holds. Please visit the ['Alumni' section of our website](#) for detailed instructions on requesting your transcript.

Cell Phones

It is important to remember that all International phone calls (especially from cellular phones) are extremely expensive!

There are fundamental differences between American and Italian cellular phone plans. The American concept of a monthly cell phone plan with “minutes” (free nights/weekends vs. daytime minutes) is not valid in Italy. **Instead, you can either purchase a cell phone which will cost an upfront purchase price + traffic incurred, or purchase an Italian Sim card.** Either way, you must pay for all calls made from your cell phone to another phone number. All incoming calls to your Italian cell phone number are free.

There are many cellular communications service providers: **TIM, Vodafone, Wind** and **Tre** to name a few. The differences between the carriers are minimal and will probably not affect your choice of cellular plan.

Things to consider when buying a cell phone or Italian Sim Card:

- You have to physically recharge the credit yourself—either by buying a recharge card (una ricarica) or taking your phone number and means of payment to a Tabacchi (some, not all, offer this second option).
- The only way to see an itemized list of your phone charges is by signing up for this service on the service provider’s website (TIM, Vodafone, Wind, etc).
- Some phones/plans allow you to access individual call costs, and some do not.
- Ask at the store if you can sell back the phone at the end of your stay. If so, what are the conditions?
- You may choose your phone model and service provider.

Past students have bought cell phones from:

- Ritar-Via Buonvicini, 12-12a
- Wind—Via degli Artisti, 19a/r
- Nokia Point—Via degli Artisti, 45
- Euronics—Viale dei Mille, 140

Tips & General Information:

- Save all receipts, boxes, manuals, etc. as proof of purchase and to facilitate resale (if possible).
- Read the instruction manual before using.
- Be sure to read any contracts/agreements before signing them.
- Ask to have the phone set to English language to facilitate use.
- Cell phones are prime targets for pick-pockets so beware on buses and in crowded locales.
- If your phone is lost or stolen, block your number immediately by contacting the store or service carrier to avoid fraudulent charges. Sometimes recuperating unused credit is possible.
- All phone charges in Italy are more expensive than in the United States!
- Be sure to turn off your cell phone during classes and while in the library. Other inappropriate places for use include churches, museums, libraries, etc.
- **Don’t forget to turn your phone number into room 10.** It is important that Syracuse Florence has your number on file for any eventual urgent messages we may need to relay to you.

Please Note: Syracuse University Florence provides this information as a courtesy to all interested parties. It is not offered as a recommendation. Consultations, contracts and all other relationships between buyer/client and vendor/service provider are considered private and payment for all services contracted is the sole responsibility of the student.

Computer and Internet Access

INTERNET ACCESS ON SYRACUSE FLORENCE CAMPUS

There are 18 computers that are available for students to use in the basement of the Villa Rossa. They are all equipped with Windows 10, as well as all the programs you need to study and complete assignments. Software includes Microsoft Office, Skype and Adobe Acrobat Pro to create PDFs. You will log in using your NetID and password which connects to the Syracuse University home campus servers. Syracuse University students will see their same personal home directory (H: drive) that they seen on main campus.

We also are connected to Syracuse University's "AirOrangeX", the same wireless network used on Syracuse University home campus for any portable devices with WiFi capability. All students will be able to connect using their active NetID and password for the first time they connect.

If you have any trouble connecting to AirOrangeX with your smartphone or other WiFi device, please check <http://airorangehelp.syr.edu/> or by sending an email to FLRhelp@syr.edu.

More information can be found at: <http://its.syr.edu/wireless/>

There is also a 'Skype Room' so you can keep in touch with friends and loved ones from home. The Webcams are available to you, but you are responsible for supplying your own headset with microphone, which can be purchased at a very low cost at the local electronics store.

INTERNET ACCESS IN YOUR HOMESTAY/APARTMENT

All of our homestay families should have some form of internet at home. If you are used to constantly being connected you may need to purchase your own internet key as some families are not on "unlimited access" internet. All of our apartments are set up with internet access.

There are several companies that offer an internet key (the shops indicated are close to the Syracuse Florence campus):

- **TIM** (www.tim.it) – via Pacinotti 45/R
- **Vodafone** (www.vodafone.it) – via degli Artisti, 45 or viale dei Mille 140 (Euronics)
- **Wind** (www.wind.it) – via degli Artisti 19a/R
- **Tre (3)** (www.tre.it) – Piazza della Libertà 38/R

Some companies will be able to tell you what areas have coverage.

You are usually asked to purchase the key, and then you are billed monthly. Be aware that if you roam outside the set network, you could accrue very high fees. To avoid this, we recommend that you do not use your internet key outside of Italy.

There is sometimes the option to get an internet key with a SIM card in it, which is similar to the 'pay as you go' phone cards. This option is ideal for students who plan on traveling frequently outside of Italy, wishing to use the internet.

Incoming & Outgoing Mail

RECEIVING LETTERS

Letters and postcards sent from the U.S. to Italy via regular airmail usually arrive in 10 to 14 business days. Letters should be addressed as follows:

YOUR FULL NAME
c/o SYRACUSE UNIVERSITY FLORENCE
PIAZZA SAVONAROLA, 15
50132 FIRENZE
ITALIA

Your letters will be sorted by the first letter of your last name and put in the corresponding mailbox on the ground floor of the Villa Rossa across from the campus café.

RECEIVING PACKAGES

If you receive a package or an express mailing (Fed Ex, UPS, etc.), the Student Life Office will sign for the package, assuming the package has not been taxed by Italian customs officials, and put a colored slip in your box notifying you of the delivery. You will then pick up the delivery in the Student Life Office.

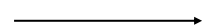
SYRACUSE FLORENCE POLICY ON STUDENT PACKAGES STOPPED BY ITALIAN CUSTOMS

When a package arrives here at the school with customs fees to pay, Syracuse University Florence cannot pay these fees on your behalf, nor are we authorized to provide customs brokerage services. In such cases, our policy is to collect the relevant documentation (such as the shipment waybill) from the courier. We then put this information, together with an instruction sheet and the forms, in your mailbox here at school. If you follow the instructions provided in a timely manner (i.e. within one or two days), receiving your package should not be a problem. For these reasons, it is imperative that you check your mail every day. To avoid having to pay customs, tell the sender **not** to declare value higher than 20 dollars on the package and to indicate that it is a used item or gift. Do not insure the package if possible.

IMPORTANT REMINDERS

Please share the following information with any friends or family members who might send you a package:

- Never send anything of high monetary or sentimental value.
- Packages containing food items and/or vitamins are often inspected by Italian customs officials, causing long delays and incurring taxes/processing fees.
- Packages containing cosmetic products, shampoo, body washes require filling out extra forms.
- Packages containing computers (or hard drives, memory devices, etc), digital cameras, cell phones, iPods, and so on are always inspected and heavily taxed. Avoid having such items sent to you.
- It is illegal to send controlled substances (alcohol, most prescription medications) across international borders without an import/export license.
- Sending prescription medications and contact lenses requires a complicated clearance process, involving legal and medical declarations.
- Packages marked as "gift", those with a low declared value, and those containing "used personal effects" usually arrive with nothing to pay; however, this does not guarantee that the packages will not be inspected by customs authorities.
- We recommend that you do not have letters sent to your Florence apartment or homestay.
- A list of items that cannot be sent into Italy can be found at www.usps.com.



SENDING LETTERS FROM ITALY TO THE U.S.

Letters sent to the U.S. usually arrive within 10 business days. The cost of sending a letter or postcard via airmail to the U.S. is 2.80 euro. Stamps (“francobolli”) can be bought at the Post Office or at any *tabaccheria* (small tobacco shops that, in addition to cigarettes, sell stamps, bus tickets, etc. Look for the blue and white “T” outside the shop).

SHIPPING PACKAGES HOME

We recommend that you wait until the end of the semester to take gifts home with you on the plane. However, if you prefer ship your gifts home, or you’d like to ship some of your winter clothing home, there are several options available to you. Suggestions to consider are Mail Boxes Etc., getting extra luggage, Poste Italiane, and other shipping companies.

Mail Boxes Etc. takes care of everything so all you’d have to do is contact them. The price for shipments depends on the content. Local-pickups are available for shipments of any package size and you can track your package if needed all the way to the destination.

Locations in Florence:

Via San Gallo 61/R, Firenze

Tel: 055/2466660 E-mail: mbe345@mbe.it

Corso dei Tintori 39 rosso, Firenze

Tel: 055/4630418 E-mail: mbe288@mbe.it

Getting extra luggage will come out to be about the same price or even cheaper than MBE which will enable you to pack more items than MBE would allow. For this reason you may want to check with your airline to see how much it’ll cost.

Poste Italiane might be the least expensive option. One concern is that your package has a slight chance of being lost and it also could be held longer up in customs. You have the option to track your package in Italy or in the US or both at an additional cost. Wine and used clothing cannot be shipped through the Poste Italiane.

Locations near Syracuse Florence

Piazza Libertà, 40

Piazza Augusto Conti, 1

Large Central Post Office

Via Pellicceria, 3 (Piazza Repubblica)

Other Shipping Companies: Many of these companies have special licenses that allow for shipping of liquids. All take care of luggage pick-up, shipping, and delivery to your U.S. Address (All-inclusive).

Past students have used the following companies:

www.Sendmybag.com

www.shippingcompany.it

www.caratello.net/eng/shipping-luggage-for-students.php

If you’re not too sure about what you can send to the United States, read here to find out more:

<http://italy.usembassy.gov/foodalchool.html> and <http://www.cbp.gov/travel/international-visitors/kbyg/prohibited-restricted>

Getting Money in Florence

The best way to get money in Florence, in Italy, and throughout Europe is with a Bancomat (ATM machine). Credit cards such as **Visa** or **MasterCard** provide an international PIN (personal identification number). Prior to coming to Italy, contact your credit card provider to make sure your card can be used in foreign countries and that you have a 4 or 5 digit PIN. If your card is actually a **checking account debit card** linked to an international Visa or MasterCard network, you will get the best exchange rate and will not be charged interest. (You will be debited a service charge for each transaction, the amount of this charge is determined by your US bank.)

Another option is getting money wired to Italy in about 1-2 days through *Western Union*. To find a location in Italy, phone 800 464 464 or by visiting their website, www.westernunion.it.

Western Union in the Historical Center of Florence:

- ◆ Piazza della Stazione Santa Maria Novella, Ground Floor Exchange Office (Train Station)
- ◆ Via Calzaiuoli, 3 (Btw. Duomo and Pza. Signoria)
- ◆ Via Calzaiuoli, 42 (Btw. Duomo and Pza. Signoria)
- ◆ Piazza S. Giovanni, 7 (near Duomo)
- ◆ Via Por Santa Maria, 3 (near Uffizi)

CONVERSION RATE FROM EURO TO DOLLARS:

A helpful way to know approximately how much money you are spending while in Italy is the following rule:

Euro € 1,00 = US Dollars \$1.18

Please be aware that exchange rates fluctuate daily.

<http://www.xe.com/> is a popular internet conversion website

Emergency Cash: In the event of an emergency students can borrow up to € 385 Euro from Syracuse Florence. You must sign a promissory note stating that you agree to pay the loan back before you leave the program. See visit the Business Office (VR, room 25), Monday - Thursday 9am-1pm.

As of January 2012, banks in Italy exchange currency ONLY to clients who possess a bank account in Italy. Obtaining a bank account is not recommended because of high fees that it could incur. Exchange centers are located in the historical city center of Florence.

Travelers checks are not recommended as many places no longer accept them for exchange. Also, personal checks CANNOT be cashed in Italy.

Procedure for lost or stolen items: If you are a victim of pick pocketing, the first thing you need to do is file a "*denuncia*" (police report) in the city your belongings were lost or stolen. The police station in Florence you should contact is, *Polizia di Stato* on Via Zara, 2. The report can be made in English. After you have filed a *denuncia* you can begin to replace your:

- ◆ Passport— contact the nearest consulate or embassy. You need to bring your *Denuncia* with you. Copies of your passport were made during orientation, make sure you always carry a copy with you.
- ◆ Entrance Keycard --contact Melanie Honour at Mchonour@syr.edu immediately after your keys are lost or stolen. To receive your deposit back at the end of the semester, a police report must be made where it states your keys were stolen. In the case that you lose your keycard, no deposit is returned.

"I was pick pocketed!"

Pick pocketing is prevalent in Italy and causes much unwanted stress. It is very important to pay close attention to your important belongings (See page 23).

How to avoid getting pickpocketed:

1. Use purses that zip close and do not hang them on the back of your chair in public places.
2. Do not place your wallet in your back pocket. Instead, use front pockets, inside your jacket or use a money belt if possible.
3. Be aware of strangers trying to distract you.
4. Keep your belongings close to you at all times (in particular on the bus or train, at cafes, clubs, stations & pubs).
5. Separate your cash, credit cards and place your debit and/or passport in a protected compartment.

Getting Around Florence

Getting around Florence can be very confusing at first, but don't worry; it will eventually become second nature. Just remember to find a reference point in the city (like the Duomo) so you can always orient yourself. It's also OK to get lost every now and then (if time permits) because getting *un-lost* is one of the best ways to learn your way around the city!

ON FOOT

The best way to see Florence is on foot! The narrow twisting medieval streets and Roman grid-plan of the historical city-center make it ideal for exploring the city on foot. Street names sometimes change from corner to corner even though it might not be apparent (Borgo San Lorenzo becomes Via Ginori which becomes Via San Gallo) so it is always a good idea to carry a good map, preferably one with a street index. Free city maps are available from ATAF or you can purchase one at the tourist information office (APT) on Via Cavour, but you might want to invest in a sturdier map (maps in the Streetwise series are both plastic coated and include a street index) from a local bookshop or newspaper stand.

Street names are located on marble or granite plaques attached to the sides of buildings and there are two street numbering systems – one black, for private residences, one red, for businesses. Good walking shoes are important, as you will soon notice the uneven cobble-stoned streets and narrow sidewalks that are characteristic of most Italian cities. A word of caution: be sure to watch out for traffic, as it is not uncommon for bikers, motor scooters and even the occasional car to be found going the wrong way down a one-way street. Try to cross streets at designated crosswalks (white striped areas) but don't assume that vehicles will automatically stop for you!

BY BUS

Should you want to explore further afield to the surrounding suburban areas and other local townships (the Cascine park, Bagno a Ripoli, the Oltrarno area, etc.) you can do so on Florence's extensive bus system. City buses, operated by ATAF either run in a loop (like the #12 and #13 that lead up to Piazzale Michelangelo) or back and forth between two *capolinee*, or major departure points. Buses can only be taken from an established stop, *fermata*, designated by an orange sign with the number and name of the route.

The black dot-arrow combination pointing towards future bus stops on the route is a helpful indication of the direction the bus will be traveling. As your bus is approaching the *fermata*, signal the driver to stop by waving, otherwise he might not pick you up.

You can download route timetables and other information (in English!) from www.ataf.net and bus maps are available in the ATAF *Sala Servizio Clienti* (Customer Service Office) in *Piazza stazione*.

Get directions using Google Maps. It provides step-by-step instructions, schedules, and calculates travel time. You can conveniently print the map and to take with you, just in case you get lost.

TIP: Insert exact addresses. It takes just one word to completely change the address.

Before boarding, you can purchase an ATAF ticket at any authorized vendor including *Tabacchi* shops, bars, newspaper stands and the ATAF office at the central train station. For a higher price, you may also buy tickets on board with cash only. **Tickets need to be validated upon boarding the bus** by using the machines located in either the front or back of the bus. Tickets are good for 90 minutes of ride time – no matter how many transfers you make. The chart on the next page outlines the different types of tickets.



Bus Tickets in Florence

Type of Ticket	Cost	Validation period	Recommended for...
Monthly Bus Pass* <i>Abbonamento Mensile</i>	35,00 Euro = unlimited rides + one time fee for the 'UNICA TOSCANA' Card	A single calendar month (January, September, etc.)	Very frequent bus usage (daily)
Electronic Tickets* <i>Carnet 10 Biglietti</i>	14 Euro = 10 rides	90 consecutive minutes	Fairly frequent bus usage (a few times a week)
Single Ticket <i>Biglietto Singolo</i>	1,50 Euro = 1 ride	90 consecutive minutes	Very infrequent bus usage (for when you're caught in the rain)
On-board <i>A bordo</i>	2,50 Euro = 1 ride	90 consecutive minutes	When you are in a pinch!
Airport Shuttle Bus <i>VOLAINBUS</i>	6 Euro = 1 way <i>(bought on board)</i> 10 Euro = Round Trip	No stops	Getting to Peretola Airport
Single Ride Text Message <i>Biglietto con SMS</i> 055.488.0105 "Ataf"	1,80 + your cellphone carriers cost of a text message = 1 ride	90 consecutive minutes	Very infrequent bus usage (for when you're caught in the rain)

*Unica Toscana Card which allows you to purchase Monthly Bus Passes and Electronic Tickets must be applied for and purchased in person at the ATAF Point inside the Santa Maria Novella Train station Ticket Office/*biglietteria* (counter/*sportelli* #'s 8 and 9). Look for the ATAF logo. Hours: Monday-Saturday from 6:45am – 8:00pm. Closed on Sundays and holidays.

Be aware of the following:

- ◆ **You are not entitled to a "student monthly bus pass" (23euro).** Only EU citizens can get this discount. Some sale points will give you the pass anyway because you say you are a student, however, the agents who check the tickets will give you a fine because you are not eligible for this discounted pass.
- ◆ Riding the bus without a properly validated ticket is not only illegal and can incur hefty fines, but also gives Italians a bad impression of foreigners – remember, we are all ambassadors of our home country as well as guests in Florence.
- ◆ Tickets are randomly checked by plain-clothed ATAF employees who will require you to provide a properly validated bus ticket. If you are caught without a ticket you will need to provide identification and the fine usually must be paid on the spot to the controller or within 5 working days of the issuance of the ticket at the ATAF office at the central train station. ***First time abusers are fined 55euro.**
- ◆ While the ATAF bus system provides comprehensive coverage of the city by day, there are only a few bus routes that operate late at night, and these run rather infrequently. Plan accordingly.

Visit www.ataf.net for current bus schedules

BY TAXI

Taxis in Florence can be expensive, but sharing with others will cut costs (Max allowed is 4 passengers). You will need to call a taxi (see numbers below) or catch one from a designated taxi stand; you cannot hail a cab on the street as you may be used to doing in New York or London. If calling, you will need to provide the operator with the address from which you need to be picked up and at times phone number. You will be given the name and number "Sigla" ("Roma 23") of the cab that has been assigned to your service, along with the expected arrival wait time – usually 3-5 minutes. Once you are in the taxi, give the driver the address to which you are traveling. You may reserve a tax only within 24 hours of the pickup time. If you need to use a credit card, you must specify when making the reservation.

Fare rates are posted in the cab, but there are surcharges for the phone request service; Sunday, holiday and light night travel; the transport of baggage; and trips outside of the urban center. During the day, you should expect to pay between 8 and 12 Euros for a city-wide journey, while at night this will cost between 9 and 16 Euros. There is a 10% discount for females traveling alone between 10pm and 4am, but you must ask the driver as soon as you get in the car.

What the meter reads upon getting into the taxi depends on the time, whether it is a holiday, and if you called to request one, etc). There will always be at least 3,30 euro (daytime fare) or 6,60 euro (nighttime-after 10pm fare) on the meter when you get into the taxi. Complete list of tariffs can be viewed via the company websites: <http://www.4390.it/en/> and <http://www.4242.it/tariffario/>

Example of what to say when calling for a taxi:

Dial + 39 055 4930 or +39 055 4242

The dispatcher will answer in Italian with the name of the company and their name.

Say "vorrei un taxi in _____" (example of our campus: "vorrei un taxi in Piazza Savonarola, numero quindici" - "I would like a taxi in Piazza Savonarola, 15)

When you call for a taxi sometimes instead of having you wait on the line for a response, the dispatcher will state that they will send you a text message confirming the pickup time with the call signal of the taxi. Sometimes, the dispatcher may not understand where you are requesting the taxi. Try to speak slowly and clearly. Alternately, you can send a text to request a taxi.

Taxi Numbers: 055-4390 055-4242 055-4798

Send your pick up location via text to +39 333 80 77 555 (RadioTaxi4390)

Taxi Stands:

Piazza del Duomo, Piazza Beccaria, Piazza delle Cure, Piazzale Donatello, Viale Mazzini, Piazza San Marco, Piazza della Repubblica, Piazza Ferrucci, Piazzale Porta Romana, Piazza Alberti, Stazione Santa Maria Novella

BY BIKE

If you are cautious and ride defensively, a bike is a great way to move around Florence. The city is relatively flat and there are bike lanes surrounding the entire historical center. Follow basic safety rules: wear a helmet, ride on the right-hand side of the road, follow traffic and obey traffic signals and signs. Be sure to invest in a sturdy lock – as bike theft is rampant in Florence!

Used bikes can be hard to find but some stores will rent bikes or buy them back for a portion of the purchase price at the end of the semester. Below is a list of bicycle vendors students have recommended in the past:

Florence by Bike, Via San Zanobi, 120-122r (near Piazza Indipendenza)

New and used bikes. Florence by Bike will buy your new bike back if you return it within four months. See their website for details: www.florencebybike.it

La bottega della Bici, Via Fra' Bartolommeo, 2r (near Syracuse Florence campus)

New and used bikes, bike repair

Giramondo By Bike, Via Ghibellina, 68r

New and used bikes, bike repair. Rent for the semester for €1 a day.
www.rentbikeflorence.com/

Ciclo City, Via G.P. Orsini, 4/a (near Piazza Ravenna)

New and used bikes

Cerbai, Via delle Ruote, 28r (between Via Cavour & Piazza Indipendenza)

Bike repairs

Berti Fernando Eredi, Via Volturmo, 1/r (near the Campo Marte Stadium)

repairs and occasional used bikes for sale

Cooperativa Ulisse, Via Baccio Bandinelli, 84

used/refurbished bike sales on Friday afternoons starting at 3:00 pm

To purchase a bike you must first reserve it online. You can reserve up to two bikes to view when you arrive at the store and their inventory updates every Wednesday. Make sure you check your email and press the link to confirm the reservation or you will not be added to the queue for the bike. Then you must pick up the bike that Friday. If you do not arrive by 3:15 and there is another person after you in the queue for that specific bike, it may go to someone else!

www.cooperativaulisse.it

Bike Sharing in Florence:

Mobike (Orange)-- <https://mobike.com/it/>

App allows you to utilize the bikes around the city on an as-need basis.

To use Mobike for the first time, you will need to pay a € 1 refundable flat-rate deposit in addition to the selected plan, unless you choose to purchase a 180 or 360-day Mobike Pass: in this case you can also use the service without paying the security deposit. A single ride costs €0.50 for every 30 minutes in Florence and Milan. Charging starts when the bicycle is released. The timer will reset each time the bike is locked. NOTE: If the usage is less than 30 minutes the minimum standard minimum rate will be applied (€0.50).

Coming soon...

OFO (yellow bikes) -- <https://www.ofo.com/it/en>

SAFETY & SECURITY

Overview

The most effective learning occurs in an environment that is safe and characterized by integrity and mutual respect among members of the community. Syracuse University Abroad fosters such an environment by expecting that program participants adhere to documented Standards of Behavior. Adherence to principles of good conduct promotes safety, a respect for cultural diversity, and the fullest access to all there is to learn during your international experience. Syracuse Abroad is committed to principles of fundamental fairness when considering administrative action for cases of alleged student misconduct. Toward this end, this information details both the Syracuse Abroad Standards of Behavior and its relationship with the Syracuse University Code of Student Conduct as well as the process by which Syracuse Abroad will review incidents of misconduct.

Syracuse Abroad Standards of Behavior

Students participating in Syracuse Abroad programs, regardless of their home institution, must abide by the following:

- Laws and cultural norms of the host country
- Syracuse University Code of Student Conduct
- Housing rules as detailed by each Syracuse Abroad center
- **Policies and procedures of Syracuse Abroad and the host institution (if applicable)**

Sexual Misconduct and Other Types of Harassment and Discrimination

Syracuse University prohibits harassment or discrimination related to any protected category including creed, ethnic or national origin, gender, pregnancy, disability, marital status, political or social affiliation, age, race, color, veteran status, military status, religion, sexual orientation, domestic violence status, gender identity, gender expression, or perceived gender. Any complaint of discrimination or harassment related to any of these protected bases should be reported to the University's Chief Equal Opportunity, Inclusion, and Resolution Services Office by the Syracuse Abroad Assistant Director, Student Services. The Chief Equal Opportunity, Inclusion, and Resolution Services Office is responsible for coordinating compliance efforts under the various laws including Titles VI, IX and Section 504 of the Rehabilitation Act. Contact information for Equal Opportunity, Inclusion and Resolution Services: 005 Steele Hall, Syracuse University, Syracuse, NY 13244-1520; email: e-eoirs@syr.edu; telephone: 315-443-4018.

Other examples of Standards of Behavior violations include but are not limited to:

- Damage to property
- Violation of housing rules with host families, apartments, or other housing arranged by Syracuse Abroad and/or conduct that jeopardizes the relationship between an Syracuse Abroad program and its established housing providers.
- Violation of hotel rules during orientation, field study seminars, or course related field trips
- Disorderly conduct, public intoxication, and/or excessive use of alcohol
- Use or distribution of illegal drugs

Students who violate the aforementioned policies are subject to both administrative action by Syracuse Abroad and/or the judicial system procedures of their home institution. Reports of misconduct will be provided to the student's home college for consideration by the relevant judicial system as detailed below. All students are expected to be aware of the aforementioned policies and abide by them.

Accountability Process

The process outlined below describes how you will be held accountable when your behaviors do not match Syracuse Abroad's Standards of Behavior.

1. Documentation

Documentation occurs when a student or staff member observes a situation or obtains information that may indicate individual student behavior has deviated from expectations. Details of the incident will be documented via an incident report and you may be asked for information as part of this process. Keep in mind that failure to comply with directives of staff made in the course of exercising their duties violates behavioral standards and may constitute a separate violation of the Standards of Behavior. Incident reports are filed with the director of the program and/or his/her designee.

2. Initial Review

Senior staff will determine whether the information in the incident report constitutes a violation of behavioral standards. If senior staff determines that the incident report reflects a violation of behavioral standards, the student will be issued a warning and/or called to a meeting.

3. Notice

If the incident is determined to be a behavioral standards issue, you will be sent a letter from the senior staff of your program outlining the specific behavioral standard(s) violations with which you are charged. The letter may serve as a formal warning (see Sanctions) or it will outline a date and time for a meeting with a senior staff member to discuss these issues.

4. Meeting

If your letter calls you to a meeting with a senior staff member you are required to meet at the time scheduled in the letter, unless you have an academic conflict (e.g., class or examination). The senior staff member will serve as the hearing officer for the case. In this meeting you will discuss the incident, and you will be afforded an opportunity to tell your side of the story. If you are found responsible for violating the Standards of Behavior, a sanction will be determined by the hearing officer.

5. Appeal

You may appeal the decision reached in the initial meeting for the following reasons: (1) procedural error that can be shown to have had a detrimental impact on the outcome of the meeting; (2) grossly inappropriate sanction having no reasonable relationship to the charges; or (3) new evidence not reasonably available at the time of the original meeting. Appeals may be addressed in writing to the Syracuse Abroad Associate Provost, International Education and Engagement and the assistant director of admissions and student services within five business days after the written decision has been made available.

Sanctions

Students who violate Syracuse Abroad Standards of Behavior will be subject to different sanction levels in accordance with the seriousness of the violation. The levels are:

1. Warning

In instances of less serious deviation from the Syracuse Abroad Standards of Behavior, the student will be formally warned in a letter from the onsite program director or his/her designee which details the possible consequences of continuing such behavior.

2. Disciplinary Reprimand

This status indicates that the student has made a serious violation of the Standards of Behavior and/or has already received a warning for prior behavior. Continued poor behavior could lead to disciplinary probation, expulsion from housing, or expulsion from the program.

The onsite program director will formally document that the student's behavior has been deemed unacceptable. A copy of the documentation will be sent to the Syracuse Abroad Associate Provost, International Education and Engagement and the Syracuse University Office of Student Rights and Responsibilities (Syracuse University students) or the student's home institution study abroad office (visiting students).

Sanctions for a disciplinary reprimand may include meeting with a staff member for counseling, completing community service (restorative punishment), and/or writing a research paper.

3. Disciplinary Probation

This action constitutes a change in status between good standing and suspension or expulsion from the Syracuse Abroad program. The student is allowed to remain enrolled in the Syracuse Abroad program with restrictions. Further violations may lead to immediate suspension or expulsion from the program and perhaps the university. The decision to place a student on disciplinary probation will be made by the onsite program director in consultation with the Syracuse Abroad Associate Provost, International Education.

The onsite program director will formally document the student's behavior as well as the conditions by which the student will remain enrolled in the program. A copy of the documentation will be sent to the Syracuse Abroad Associate Provost, International Education and Engagement and the Syracuse University Office of Student Rights and Responsibilities (Syracuse University students) or the student's home institution study abroad office (visiting students).

The student must have a series of meetings with appropriate staff, abide by the conditions outlined in the formal documentation, complete community service (restorative punishment), and/or write a research paper related to the violation.

4. Residential probation with possible removal or expulsion

This status indicates that the student has violated housing rules as outlined by the Syracuse Abroad center, host institution, or housing agent. The decision to place a student on residential probation will

be made by the onsite program director in consultation with the Syracuse Abroad Associate Provost, International Education and Engagement. The onsite program director will formally document the student's behavior as well as the conditions by which the student will remain in Syracuse Abroad sponsored housing. A copy of the documentation will be sent to the Syracuse Abroad Associate Provost, International Education and Engagement and the Syracuse University Office of Student Rights and Responsibilities (Syracuse University students) or the student's home institution study abroad office (visiting students).

The student must have a series of meetings with appropriate staff, abide by the conditions outlined in the formal documentation, complete community service (restorative punishment), and/or write a research paper related to the violation.

Further violations may result in [1] the immediate removal of the student from Syracuse Abroad sponsored housing and [2] possible expulsion from the program. In the case of immediate removal, the student will be required to find and pay for their own housing for the duration of the program and to sign a Notice Regarding Independent Housing Arrangements. There will be no refund of the housing fee in the case of removal or expulsion. The decision to remove or expel students will be made jointly by the onsite program director and the Syracuse Abroad Associate Provost, International Education and Engagement.

5. Suspension or termination from the Syracuse University Abroad program

The Syracuse Abroad Associate Provost, International Education and Engagement may suspend or terminate a student's participation in the Syracuse Abroad program in the event that student fails to comply with the program Conditions of Participation or other Syracuse University policies and procedures, or if Syracuse Abroad believes that the student's participation poses a danger to the student or others or threatens to impede orderly conduct of the Syracuse Abroad programs. Such suspension or termination is in addition to, and not in lieu of, disciplinary action that may be imposed by Syracuse University or the student's home institution pursuant to applicable policies and procedures.

COPYRIGHT POLICY FOR SYRACUSE FLORENCE'S COMPUTER AND NETWORK SYSTEMS

Syracuse University Florence takes very seriously the need to respect the copyright of those involved in creating and disseminating copyright material, such as music, films, software and other literary, artistic and scientific works.

The Institution is also concerned that the misuse of your computer or Syracuse Florence's network could violate the law, or create security breaches which might affect your work and that of your fellow students and professors.

Below are listed a set of rules created by Syracuse Florence that you are required to adhere to, in order to connect to the network.

Syracuse University in Florence faculty, staff and students may not:

- make, store, transmit or make available copies of copyright material on Syracuse Florence systems, equipment or storage media, unless they have obtained express prior written authorization from the relevant copyright owner(s):
- upload, store or make available unauthorized copies of copyright material via the Syracuse Florence local area network or the internet using Syracuse Florence's systems, equipment or storage media.
- assist or participate in any infringement of copyright by operating or connecting to a peer-to-peer 'file-sharing' network, or operating a peer-to-peer index of sever, using Syracuse Florence systems or equipment on school grounds.

Syracuse Florence is responsible for carrying out this policy. The only exception to the above rules is the use by faculty and staff of copyright material strictly for educational purposes in accordance with the limits permitted by copyright law.

Any questions as to whether one may copy or use copyrighted material in ways covered by this policy should be raised with the Director of Syracuse Florence before proceeding.

Syracuse Florence faculty, staff and students who contravene this policy will be subject to temporary or permanent disconnection of their IP address and/or computer account. They will be charged for any costs incurred by Syracuse Florence and may be subject to disciplinary procedures, which could include a permanent ban on the use of Syracuse Florence's computer facilities and network.

Any materials that violate this policy are subject to immediate removal.

Personal Safety

Your personal safety during your stay in Florence is a priority.

While our mission is to provide academic excellence and opportunities for intercultural exchange and outreach, we also realize that these objectives cannot be reached if you are physically unwell or unsafe. Please read these suggestions for a safe semester.

1. Drinking alcohol is the number one threat to your safety. “Binge-drinking” impairs your judgment and causes you to behave in unsafe ways. While under the influence, you may decide to take dangerous risks such as walking home alone late at night, losing track of your belongings in a disco, or going home with someone you don’t know well. All of these behaviors seriously put your safety at risk. Further, being drunk in Italy is not considered “cool” or “fun”. Italians do not drink to get drunk, but rather may savor a fine bottle of wine with dinner. Drinking alcohol is generally associated with a meal, and done in moderation.

2. Theft and pick-pocketing are common occurrences here in Italy. Be careful with your belongings. Keep careful watch on your bag and wallet at all times. Particularly problematic places are public areas such as transportation terminals (bus and train), tourist areas (such as the city center, and while waiting outside at museum and church entrances), restaurants, and night-clubs. (Procedure for lost items, see page 13)

3. Unwanted attention on the street or in public places is a nuisance which can happen to women here in Italy. Follow the lead of Italian women and observe how they do not respond or look in the direction of the offender. Do not talk to the person, or make eye contact; simply keep walking, and if you are followed, go into the nearest bar, restaurant, store, etc. and ask for assistance. If this occurs on a bus or train, ask the driver or ticket controller to help you. “Ciao bella” is not a compliment when heard from a passerby.

4. Your Syracuse Florence emergency card should always be with you in your wallet. The Syracuse Florence emergency cellular phone number is listed on the card which can be called at any-time for emergency assistance.

5. In general maintain the same safe behaviors you would if you were in a large city in the United States. Florence and Italy can give the appearance of being safer, given the different lifestyle, habits and customs. However, the same crimes that happen in the States can happen here as well... use your city street smarts, and stay safe!

SEXUAL MISCONDUCT and OTHER TYPES OF HARASSMENT and DISCRIMINATION

Syracuse University prohibits harassment or discrimination related to any protected category including creed, ethnic or national origin, gender, pregnancy, disability, marital status, political or social affiliation, age, race, color, veteran status, military status, religion, sexual orientation, domestic violence status, gender identity, gender expression or perceived gender.

Syracuse Florence Student supports:

Center office address: Piazza Savonarola 15 / Center phone: 055.5031.31

•Asst. Director for Health & Wellness, Amy Kleine, askleine@syr.edu. Office: 055.5031.324

•Asst. Director for Student Life, Jessica Volpe, jbvolpe@syr.edu. Office: 055.5031.327

•Syracuse Florence Director, Dr. Perugini, perugini@syr.edu.

•Syracuse Abroad Case Manager, Bridget Demorest (located in the Syracuse office), brhughes@syr.edu. Office: +1.315.443.1844

*Please see the "Building a Safe Campus Abroad" and "Student Handbook" PDFs for in depth information.

Use this QR code, also on your pen found in your Orientation Packet

or direct link: <http://suabroad.syr.edu/florence/handouts/>

Medical Services in Florence**Syracuse University Florence:**

During the fall and spring semesters, Syracuse Florence employs an English-speaking doctor who visits the campus three times a week. Students can make an appointment with Dr. Agnese Linari in the Student Life Office (Room 10 of the Villa Rossa). The visit is a service provided by the university and is, therefore, free of charge.

Schedule: Every Monday & Wednesday from 2-4 p.m. and Tuesday from 3-5pm in the Annex Building.

If you are unable to visit our in-house doctor, here are some other options from which you may obtain service. Please note that you are responsible for payment for these external medical services.

Medical Service Florence:

English-speaking general practitioners and specialists

Via Roma, 4

Tel: 055-475 411

Open clinic: Monday to Friday 11:00am-12:00pm / 1:00pm - 3:00pm / 5:00pm-6:00pm

Saturday 11:00am-12:00pm / 1:00pm - 3:00pm

24-hour service by appointment (call office number for cell phone number of doctor on duty-there is a recorded message on office number in both Italian and English)

During open clinic hours the cost will be around €45 depending on the type of visit. After hours home visits will cost around €75.

Antonella Curcio, M.D.-Gynecologist:

Speaks English

Via Lamarmora, 26

Tel: 055-575 329

Appointments available Tuesday-Friday, all charges payable in cash at time of appointment

Dott. Bindi, D.D.S.-Dentist:

Speaks English

Via G. Carducci, 16

Tel: 055-263 8544

All major credit cards accepted

Santa Maria Nuova-Public Emergency Hospital:

Piazza Santa Maria Nuova (near the Duomo)

The nearest public emergency hospital to the Syracuse Florence campus is Santa Maria Nuova. Usually there is an English-speaking physician on duty. Make sure to bring your passport and a copy of your Emergency Italian Insurance.

A Note on Your Personal Safety (please refer to pg. 23 of your student handbook for more details)

While our mission is to provide academic excellence and opportunities for intercultural exchange and outreach, we also realize that these objectives cannot be reached if you are physically unwell or unsafe. Please read these suggestions for a safe semester:

- 1. Drinking alcohol** is the number one threat to your safety. "Binge-drinking" impairs your judgment and causes you to behave in unsafe ways. Drinking alcohol is generally associated with a meal, and done in moderation.
- 2. Theft and pick-pocketing** are common occurrences here in Italy. Be careful with your belongings. Keep careful watch on your bag and wallet at all times. Particularly problematic places are public areas such as transportation terminals (bus and train), tourist areas, restaurants, and nightclubs. (Procedure for lost/stolen items, see page 13 of your student handbook)
- 3. Unwanted attention** on the street or in public places is a nuisance which can happen to women here in Italy. Do not talk to the person, or make eye contact; simply keep walking, and if you are followed, go into the nearest bar, restaurant, store, etc. and ask for assistance.
- 4. In general** maintain the same safe behaviors you would if you were in a large city in the United States. Florence and Italy can give the appearance of being safer, given the different lifestyle, habits and customs. However, the same crimes that happen in the States can happen here as well... use your city street smarts, and stay safe!

In Case of Extreme Emergency: Your Syracuse Florence Emergency Card

During the Orientation meeting at the beginning of the semester, you will receive an emergency number card.

Carry this card with you at all times.

Syracuse Florence emergency cellular phone:

At the bottom right-hand corner on one side of the card, you will find written, "In case of extreme emergency" and the Syracuse Florence cellular number. This cell number is a 24-hour emergency service provided by Syracuse Florence in case of extreme emergency. The cell phone is rotated among various staff members during the semester. Please note that due to the architecture of many Italian buildings, train tunnels, and the prohibition of cell phone use in public places such as hospitals, the number could be temporarily unreachable. In this case, please leave a message on the answering machine—the staff member will be checking messages regularly, and will call back as soon as he or she can.

The Syracuse Florence emergency cellular number is to be used only in the case of extreme emergency.

Examples of these emergencies include:

- Inability to get yourself to the emergency hospital
- Sexual assault
- Any legal emergency (*Please remember, when in a foreign country, you are subject to your host country's laws.*)
- A classmate/housemate is unexplainably missing

For all other medical and housing situations, please contact the school during regular office hours; Monday-Thursday 8:30am-6:00pm and Friday 8:30am-2:00pm.

IN CASE OF SEXUAL ASSAULT

Please follow the following procedure closely:

- 1. NOTIFY Syracuse Florence** (school: 055-503131 or emergency cell number on your orange card)
- 2. TAKE A TAXI TO THE "OSPEDALE CAREGGI."**

TELL THE DRIVER TO TAKE YOU TO: "PRESIDIO GINECOLOGICO DI OSPEDALE CAREGGI"

You must do this before reporting the incident to the police. At the hospital they will do the necessary paperwork and tests and send you to the proper police department.

Syracuse Florence Emergency Card

CARRY THIS CARD WITH YOU AT ALL TIMES

Other Important Numbers

Florence Taxi +39 055.4390 or +39 055.4242
U.S. Consulate (lost passports) +39 055.266951
Syracuse Abroad +1 315.443.3471

24 Hour Pharmacies (farmacie aperte 24 ore)

Farmacia del Moro 20/r (Duomo) +39 055.211343
Santa Maria Novella (train station) +39 055.289435
Via Calzaiuoli 7/r +39 055.215472

Syracuse University, Florence

Piazza Savonarola, 15 — Firenze
+39 055.503131 suabroad.syr.edu/florence/

Emergency Numbers

General Emergency: **112** (U.S. 911 equivalent)
Medical Service-Florence: **+39 055.475411**
(24 hours by appointment: Via Roma, 4)

Campus Doctor

M&W 2-4pm / T 3-5pm/ in Annex
(appt. taken in the Student Life Office)

In Case of Extreme Emergency

SUF Emergency phone
+39 335 721 8484

Student Travel Form, International SOS, & Syracuse Abroad Insurance

[Student Travel Form](#)

Any student who spends any nights away from your registered Florence address, you must fill in Syracuse Florence's online travel form. The link to the travel form is found on the homepage of the Syracuse Florence website. Student Life sends out a weekly reminder email.

Letting Syracuse Florence's staff know of your travel plans greatly aids our ability to offer help should you need it. Completing the mandatory travel form simply gives you an extra layer of comfort and security while you're off exploring the continent and beyond.

[International SOS](#)

Syracuse University is an institutional member of International SOS, a company that provides students studying abroad access to a full range of medical information and emergency services, including evacuation. For many years, ISOS has provided emergency medical services for world-wide organizations and corporations.

An ISOS membership card will be distributed to you during orientation. Please use the Syracuse University membership number on the front of the card to access the ISOS website (<https://www.internationalsos.com/>) before you begin travelling. Students should sign and carry the card with them at all times or download the smartphone app. Parents/guardians should record the membership number and website address so they also have access.

As a member, you have access to ISOS **information** services at no charge. These information services range from the website information provided (including country risk ratings, State Department postings, medical travel recommendations, and immunization requirements) to access to medical doctors via phone consultation, referrals to English-speaking doctors, to care assessment and translation services in case of hospitalization

The ISOS 24-hour information services and smart phone application are especially valuable when you are traveling during breaks, or visiting destinations where you have no local contacts and find yourself needing medical advice. Please download the smartphone app, and register your travel information on the MyTrips portal (<https://mytrips.travelsecurity.com/>).

Please note that **use of actual medical services (beyond information services) is not free**. While you have access to ISOS clinics and doctors around the world, you will be responsible for the cost of such services if not covered by your health insurance policy, or the [Syracuse Abroad Insurance policy](#). The ISOS program and membership is not an insurance plan.

[Syracuse Abroad Insurance policy](#) basics:

Emergency coverage for accidents and illnesses: Examples: Food poisoning, strep throat. Preventative care & pre-existing diagnoses are not covered (check-ups, health screenings, health maintenance)

Mental health & wellness coverage: Counseling Services are covered up to 10 visits

Personal Property Coverage: Caution: Mobile phones, laptops, cameras are not covered!

How does it work?: Pay initial fees, then receive reimbursement **via claim submission**. Contact Bridget Demorest, brhughes@syr.edu for assistance with filing a claim.

Smart Travel and Security Resources

ORANGE ALERT

[Orange Alert](#), Syracuse University's crisis notification system, uses text messages, phone, and email alerts to provide rapid notification and instructions to members of the University community in the event of a critical incident in progress. Critical incidents could include an individual who is considered armed and dangerous, a hazardous materials incident, an explosion, or any other event in which there is an immediate threat of physical harm or death to campus community members. The phone number for SMS and automated voice messaging is the one you provided as your primary phone for Italy. Please let the Student Life Office know if this number changes during the semester so we can update our list.

Please refer to the following websites for updated Travel Advisories:

State Department Website: Travel Warnings

<http://travel.state.gov/content/passports/en/alertswarnings.html>

The State Department issues Travel Warnings to recommend postponing travel to a country because of widespread civil unrest, dangerous conditions, terrorist activity or, in some cases, because the U.S. has no diplomatic relations with the country and may have great difficulty in assisting U.S. citizens in distress. Travel Alerts disseminate information quickly about terrorist threats or other relatively short-term or transnational conditions that could pose significant risks to you and affect your travel plans. U.S. embassies and consulates send out security or emergency messages to alert U.S. citizens to fast-breaking events, such as demonstrations, coups, approaching storms, and crime. Even if particular alerts or warnings lie several weeks or even a month or more back, it is still very advisable to take note of them.

State Department Website: Traveler's Checklist

<http://travel.state.gov/content/passports/en/go/checklist.html>

OSAC Rome Report:

<https://www.osac.gov/Pages/ContentReportDetails.aspx?cid=19149>

State Department Website: STEP program

<https://step.state.gov/step/>

Enroll to receive security messages and make it easier to locate you in an emergency.

US Homeland Security on active shooter:

https://www.dhs.gov/xlibrary/assets/active_shooter_pocket_card.pdf

American Red Cross also has advice regarding terrorist attacks and active shooters: <http://www.redcross.org/prepare/disaster/terrorism> and http://www.redcross.org/images/MEDIA_CustomProductCatalog/m38944921_ActiveShooterHowtoRespond_BOOKLET.PDF

For further information:

Visit the Department of State website for country by country profiles:

<http://travel.state.gov/content/passports/en/country.html>

Always stay updated via the various news networks.

SYRACUSE FLORENCE HOUSING GUIDE

A Guide to Living
with a Host Family
or in an Apartment

Jessica Volpe Assistant Director for Student Life
jbvolpe@syr.edu

Roberta Mugelli Assistant to the Housing Office
rmugelli@syr.edu

Housing Office
Villa Rossa, Room 21

By Appointment:
10am-12pm / 2:30pm-4:30pm Monday-Thursday

Living in a Homestay

Mandatory Question and Answer Session

There will be a mandatory Q/A session during Orientation for all students who will be living with hosts. The housing staff will go over the general rules regarding your homestay experience. There will be a group of hosts available who can answer your questions regarding your homestay and who will share their advice and stories regarding past students.

Meeting Your Hosts

In the afternoon the day after your arrival, you will meet your host and go to your new home. There will be a schedule of meeting times listed in the foyer of the Villa Rossa. Consult this schedule for your appointment time. You will be asked together with your host to sign a letter written in Italian that your Host has already signed. This letter does not bind you in any way to your accommodation; it is only a formality that we keep on file in agreement with the *Comune di Firenze* (Municipality of Florence). You will receive at this time a **Bilingual Food Check list** and a **Full Immersion Weekend Check List** which we recommend you go over together with your host during the first weekend.

Gifts for Your Host Family

Past students have told us that they would have liked to bring their host families a small gift from their hometown. Other students prefer to buy flowers or candies when they arrive. Please note that bringing a gift is not mandatory but will always be appreciated.

Full Immersion Weekend

I enjoyed the full immersion weekend because my host mother not only made it easy to adjust but also helped me feel comfortable around her.

The “Full Immersion Weekend”, the first weekend of the semester, is different from all the others. While students are normally free on weekends to participate in field study excursions or to travel on their own, the full immersion weekend was established to spend time with the host family and to become oriented to the city of Florence and the immediate neighborhood.

During the semester, host families provide breakfast everyday you are there and dinner 5 times a week. During the “Full Immersion Weekend” students will receive breakfast and dinner on Saturday and all three meals on Sunday. During this extra family time, students and host families can talk about food preferences (please see the **Bilingual Food Check List**) and other household needs such as Meet the Family Check List.

Students should use this weekend to walk around their new neighborhood and find out where to buy bus tickets or even a great local *gelato*. Your host family may decide to take you on a small day trip or take a drive around the city.

From past experience, this weekend has proven to be invaluable for students and host families to get to know each other better before classes begin. Students learn to orient themselves within the host family and the city of Florence. We hope that this weekend is the start of a relationship that will last a lifetime.

Italian Family and Culture

The Italian Family Today

Often students have already formulated expectations about Italian families, whether consciously or unconsciously, perhaps based on their friends' experiences or on their own Italo-American backgrounds. The Italy they encounter upon arrival can be quite surprising. Just as American society changed drastically during the 1960s and 70s, Italian society, too, has seen major social changes over the past few decades, changes that brought both advantages and problems. The increase in women working outside the home, the number of young people who seek higher education, and the legalization of divorce have all caused profound changes within the family structure. Yet family values are still the focus of Italian society, and the Italian family has remained a very close social unit. Whether married, single or divorced, all Italians tend to maintain very strong links with their parents, adult children, and other relatives. Often generations share housing; grown children or elderly parents may live with your hosts. Even if they do not share a home, extended families may eat lunch (*pranzo*) and/or dinner (*cena*) together every day. Elderly parents are respected and looked after, sometimes on a daily basis, whether they live at home with their children or independently.

The Italian Mother

Although roles have changed for women in Italy, the mother remains the dominant figure in the Italian home. She typically runs every aspect of domestic life, and you may see her helping her family in ways you consider excessive or unnecessary. To American eyes, it may seem that Italian mothers spoil their children and husbands, or sacrifice too much to please every member of the family. Especially if the mother also works outside the home, the Italian family dynamic can seem unfair and unbalanced. However, Italians themselves believe that it is the mother who keeps the family together, who creates and maintains the familial links, who is the bond that unifies all members. She, in turn, knows she can depend on the rest of her family in her time of need. Generally speaking, the role of mother and homemaker is a much respected position in Italian society.

Italian Meals

Food and meals in Italy are a very important part of family life. They tend to be more formal affairs where the entire family sits down to a carefully set dinner table, tablecloth and all. Italians have certain taboos when it comes to food combinations and eating certain things at the appropriate time. Cappuccino is considered a breakfast drink and is not appropriate after lunch or dinner. Instead, *caffè* can be ordered anytime of the day. Italians drink water and wine at meals. If they have pizza, they will drink soft drinks or beer. It is considered polite to always keep both hands on the table and never on your lap.

Italian Dress Code

Italians are very proud of their clothing styles and traditions. Dressing appropriately in Italy is very important and will impact how you are perceived by Italians. Italians dress according to the seasons and rarely deviate from seasonally-appropriate attire. In general, they tend to wear warmer clothes than their American counterparts and may worry about you getting a *frescata* ("catching a chill") if you do not sufficiently cover yourself. Florentines tend to wear more classic styles, preferring basic colors such as black, brown and white. Remember, Italians dress elegantly in the city: flip flops are for summer holidays at the beach and sweatpants are for the gym. A lot depends on the nature of your family.

Living With Your Host Family Guidelines

Acquire a New Culture

An important aspect of coming to Italy is learning about the culture. The best way you can do this is to immerse yourself into the Italian lifestyle. Those of you who make this effort will be compensated at the end of the semester with the feeling that you've grown a great deal.

Your hosts will be of great importance in the process that you've started, that of temporarily (and perhaps permanently) acquiring a new culture. They will help you understand how Italians live and think, and how they express likes and dislikes. It is essential that the relationship with your host be one of mutual trust. The best way for them to trust you is for you to respect their rules and regulations. A household, as you all know, is very different from your home and from a hotel: you are expected to treat it accordingly and respectfully.

Initial Adjustment period

"Observe a lot the first days and try to adapt or fall into the host's way of life; eating times and habits, sense of humor, and household behavior."

Most students expect to "feel at home" from the very first moment they walk through the door. This is a legitimate expectation, but can be reached only if you give yourself time to overcome initial stress and a certain amount of "culture shock" before feeling comfortable. Remember that most of the effort must be made by you because your hosts are already "at home." Their routine life goes on with jobs, school, worries and joys, and they expect you to just fit in. They will be flexible and understanding because they have seen these initial difficulties often before (Don't be annoyed if they refer to other students who lived with them. This is not meant as a comparison, but just to show that they know where you're coming from). The best source of suggestions and advice is other students' experiences:

"It is definitely a two-way effort, and I felt that I had to make a lot of the effort. the customs were different, and there was no way to avoid stepping on a few toes by accident."

"Don't wait for them to ask you everything. Ask them too."

"Don't be bothered by first reactions or tone of voice. Italians have expressions (body and facial) that may seem rude or abrupt by American standards but are not in this culture."

Drinking

There is no drinking age in Italy. From a young age, Italians are used to seeing wine on the table at meal times. Italians enjoy their wine in moderation and therefore, binge drinking is not usually an issue here. If you have alcohol in your room or come home drunk, your host will be very concerned about your safety, your mental and physical health. You will hear about it and so will the housing office. They may serve wine with dinner, but will have strict ideas about how much young people should drink. Your family may not be outspoken, but the expectation is that you will drink moderately: one or two glasses are the norm. It is not permitted to have any alcohol in your room.

Public drunkenness, whether on the street or in a bar is an arrestable offense. In addition to the legal consequences, there are cultural ones: too many drinks destroy your chances of a genuine relationship with Italians and makes foreigners look bad. Do not embarrass hosts or create problems for them in this respect. Since you are their guests, they are responsible for what happens in their household. Any complaints regarding the aforementioned behavior can result in dismissal from the home and, depending on the gravity, dismissal from the program.

Meals

"Don't run to your room after dinner. Stick around to chat (or watch TV) with them."

Your host will provide you with breakfast and dinner Monday through Friday. On Saturday and Sunday, only breakfast will be served. Since each student has different tastes, we suggest that you speak openly with your host right from the beginning about what foods you like. Take advantage of the **Bilingual Food Check list** that you will receive at the placement meeting during Orientation and go through it with your host as soon as possible.

Remember that during the **Full Immersion Weekend**, the first weekend of the semester, you will receive breakfast and dinner on Saturday and breakfast, lunch and dinner on Sunday.

Breakfast (*colazione*) in Italy is light and simple, generally consisting of *caffè latte* or tea, biscuits or brioche and, on request, fruit. You may substitute biscuits for bread and marmalade, or yogurt, or corn flakes. Cereal for breakfast is not as common in Italy, and can be costly compared to in America. Your host may provide cereal for you; however, if you consume more than one box per week, you will have to provide for it personally out of your own funds.

Dinner (*cena*) can vary from pasta or soup, salad or a cooked vegetable, cheese and fruit. Meat may be a part of the above menu, or it may substitute the first course (i.e. pasta or soup).

MEALS DO'S AND DON'TS

Do: Find out what time your host family normally eats and respect meal times. (Italians usually eat dinner around 8pm.)

Do: Speak Italian with your host family and your roommate during meals. It is considered rude to speak English as your hosts do not understand what you are saying.

Do: Let your host know in advance if you will not be home or will arrive late for a meal (you are not reimbursed for missed meals).

Do: Dress neatly for dinner. Your hosts will be shocked if you walk around barefoot, if you wear ragged jeans or shirts, or wear pajamas at meal times.

Do: If you have a field trip scheduled for a Friday and will therefore miss your Friday dinner, you can ask your host family whether or not it would be possible to have dinner on Sunday. Some hosts may not be able to fulfill this request. *Please note that you and your roommate must agree to the same schedule: dinner on Friday or on Sunday. These requests should be made in advance.*

Do: You may request to keep some food or drinks either in the refrigerator or in the cabinets.

Don't: Do not bring friends or family members to meals unless your host has invited them. Guests should bring a gift such as flowers, wine or dessert to the host. A follow-up card or letter of thanks is a polite way to say thank you.

Don't: Please note that kitchen use is not the norm nor is food to be taken from the house. Therefore, you are responsible for your lunches and snacks.

Keys

You will be given a set of keys and will keep them for the entire semester. For security reasons, your host may ask for them when you leave for semester break. Don't forget that in the event of damage or loss of keys you will be held personally responsible for not only the copies, but also for the lock. The price to change the armor-plated door lock will cost about 225.00 Euro (Some may cost less; it will depend on the type of lock). Copies of keys can cost from 3.00 to 15.00 Euro, also depending on the type of key.

Curfew

Your hosts are aware of the fact that you are a young adult and want to go out at night with friends. But remember, again, that you are not living in a hotel. It is not advisable to stay out late during week days, although you may do so on weekends.

CURFEW DO'S AND DON'TS

Do: Let your host know if your plan to stay out for the night.

Do: If you leave for the weekend, advise your host family ahead of time and let them know where you are going and when you will return. This is for your own security, as well as simple courtesy. You will not be reimbursed for missed meals or nights.

Don't: Please, don't come in making noise and turning on all the lights at three or four in the morning!

Fall and Spring Break

Your accommodation is *not covered during the week of break* (for Fall and Spring Semester students. Summer Programs not included), therefore you are responsible for your own board, lodging and travel expenses during the vacation period. Your hosts expect you to be away during mid-semester break and to return on Sunday evening (except for Intensive Language Program students) as this week is not covered in your Housing Fee. You may, of course, leave your belongings in your room.

If you plan to remain in Florence during the ten days of break, you must discuss this with your hosts to make sure that you *can* stay in their home for the week as they may also have made plans to go away during this time. Should you stay with your host, you must personally reimburse them, as this is not covered in your program fee. Not all hosts will have the possibility to provide accommodations during break week.

Laundry

Your hosts will wash your clothes for you. However, you may be asked to hang them out to dry (dryers are not used in Italy due to the cost). Use of the washing machine is granted once a week. Please discuss details with hosts. We suggest that you set a 'laundry day' (for example, every Monday) in order to avoid misunderstandings.

Washing machines are much smaller in Italy and therefore *loads are much smaller*. Don't think that you can hand over twelve pairs of dirty socks, ten blouses or shirts and six pairs of jeans every week. They only have to wash a reasonable amount of clothes once a week (i.e., one pair of jeans, five blouses or shirts, a daily change of underwear, one skirt and one dress for girls, and two pairs of trousers for guys). Do not use the machine for heavy clothes! (Coats, jackets, heavy sweaters, etc. must be taken to the dry cleaners and paid for out of personal funds.) Jeans, however, can be washed. Delicate clothes should be taken to the cleaners, but be aware that cleaners are more expensive here than in the States.

You do not have to pay for detergent, however, you do have to purchase your own soap should you decide to hand wash certain articles. Whenever you hand wash something make sure that you do it in the proper place and that you know where clothes should be hung to dry (don't hang clothes to drip-dry over wooden chairs, parquet or marble floors!).

Phones

You are not allowed to use the telephone for outgoing calls under any circumstances with the sole exception of an emergency (i.e. illness or accident). You can, however, receive calls from your friends and relatives. Remind your friends and family to keep the calls short (10 minutes) and to call you only when necessary. Please ask your friends and family not to call too often or at inconvenient times (during meal times and never after 10:00 PM if it's not an emergency). Keep in mind the difference in time between here and the US. We are 6 hours ahead of EST. A 30 min. phone call is considered a long call and unacceptable!

PHONE DO'S AND DON'TS

Do: You can buy inexpensive international calling cards to use to call overseas. Please explain clearly to your hosts what you are doing and that they will not be charged.

Do: We recommend that you buy or rent a cell phone in Italy so that you can converse with your friends without disturbing your host family.

Don't: Please turn off your cell phone during family meals and please do not make or receive calls after 10:00 pm.

Don't: Do not give your phone number or address to strangers or to people you just met.

Your Room

Please keep in mind that there is less space in Italy. Homes and rooms are generally smaller than what you may be used to. Your host will supply you with clean towels and bed sheets once a week. You should air your room daily and keep it neat and orderly. (Italians have very high standards of neatness). Hosts are not expected to pick up your clothes and books in order to clean it (usually once a week)—although you may find some *mamma's* who do so!

ROOM DO'S AND DON'TS

Do: Find out what day your host mother usually cleans your room to avoid misunderstandings.

Don't: Friends and family cannot stay for the night unless they are invited by your host.

Don't: Do not stick or nail anything on walls and avoid moving furniture.

Utilities

The costs of utilities such as electricity, water, gas and telephone are prohibitively expensive in Italy and will be watched very carefully in your family. So, you must learn to turn off the lights each time you leave a room and take brief showers (5-10 minute.) Please do not expect to take more than one shower per day as the bathroom must be shared with others.

UTILITY DO'S AND DON'TS

Do: Please use the toilet brush that is located in every Italian bathroom.

Don't: Do not plug in American appliances without using an appropriate adaptor. The voltage in Italy is 220 and only 110 in the US.

Don't: Do not step out of the shower and walk around the house with bare wet feet as most floors in Italy are delicate (polished marble or parquet). Most Italians wear a bathrobe and slippers when they get out of a shower.

Don't: Do not put tampax, sanitary napkins, cotton balls, Q-tips or anything else down the toilet (you will be responsible for plumbing charges) and remove hair from drain after washing or showering to avoid clogging. NB: drain pipes are smaller in Italy and therefore water drains slower and pipes are apt to clog.

Privacy

"The concepts of privacy and personal space are very different in Italy. As a matter of fact, there is no word in the Italian language for 'privacy.' If I try to go into my room and close the door, the Signora comes by to check on me. I realize now that she was just worried about my well-being."

When you live in a home you live with a family, sharing their space, their time and even their feelings. It may seem strange to you how much everyone at home seems to worry and to be apprehensive about other family members. This caring initially strikes many of our students as a violation of their privacy but this is just part of being close and showing that you care about the others.

Don't expect to be very independent. You will be considered part of the home unit. Don't feel criticized when your family members ask questions or make personal observations. Don't be insulted if they ask you to do or not to do something, if they move your things, clean your room, seem worried if you're late, or if you don't feel like eating. Always remember that this means you are part of the family and they are acting towards you as they would any other relative. One student's view of this: "I sometimes get annoyed with how much they make me eat, but they just do that because that is how they express love. Food means care here."

If you feel that your freedom as an individual is seriously threatened, then you can talk politely to the head of the household, to the Housing Supervisor or to the Assistant to the Housing Office. We will help both parties and keep the channels of communication open. Most of the time, the problems that arise between students and their hosts are due almost always to cultural differences. The best way to solve these minor problems here in Italy is often through an honest, open discussion.

Homestay FAQ

1. What if I don't speak a word of Italian? How will I communicate with my host family, especially in the beginning?

We do our best to place students who have not yet studied Italian in families that speak some English. Don't get frustrated in the beginning. You will be amazed how fast your Italian will improve. Remember that smiles and gestures often say more than words.

Note: Families that do speak English will help you out at the beginning but they are also told to speak exclusively Italian as soon as possible.

2. I have a very particular diet. How do I work this out with my host family?

During your initial placement with the family you will be given a bi-lingual food list that you are encouraged to discuss with your family during the first full-immersion weekend.

3. I'm a 'night owl' and often like to stay out late at night. Can I do this with my host family?

There is no curfew. You will have your own set of keys and the choice to come home when you wish. It is critical however that you are respectful of your host family, and take care not to disturb them should you come home late.

4. I've heard Italians are very social and somewhat noisy. Will I have my privacy?

It is true that privacy does not have as high a cultural value in Italy as it does in America. You will be expected to leave the door to your room open when you are at home and not lock yourself in. Also, your host mother may come to your room to *mettere a posto* ("tidy up".) Some students find this a violation of their space. You need to remember that she is simply treating you as she would any other family member.

That said, if you need private time, your host will certainly understand and respect your wishes.

5. I'm a very independent person. Will I be able to keep my independence?

The homestay experience should by no means Syracuse Florence negate your independence. However, this does not exonerate you from common courtesy, such as informing your host family in advance if you are running late for dinner, etc.

6. Can I stay in my homestay before the program begins or after it is over?

Your housing is covered only during the duration of the program and you are not allowed to stay before or beyond the program in Syracuse Florence housing. The Student Life Office will have suggestions on hotels and hostels in Florence.

Homestay Change Policy

“Many students consider leaving their families after the first couple of weeks. Don't be so impatient, think about why you wanted to live with a family and don't be so ready to leave and move. “

First Two Weeks: Adaptation period

After the housing placement, a two week period of adaptation is required before any housing moves are considered—except in particular cases such as a student with allergies being placed in a home with animals.

After Two Weeks: Resolution period

The following policies are applicable:

Step 1: The student must first try to work out the problem in-house; with or without the assistance of the housing coordinator, depending on the case.

Step 2: If the problem is such that the student has a justified reason for moving, the housing office will assign a new host family. Note that this process will take approximately 5-7 business days from the time the decision is made.

Homestay Reassignment Process

The process of reassigning a homestay is not immediate, regardless of reason for conflict. If approved, students should expect the change to be arranged within five to seven business days. Unlike a dormitory setting, once housing assignments are made, unassigned families are no longer obligated to remain available to Syracuse University in Florence. This means that any point in the semester, a change in housing not only requires individual meetings with all involved parties, but also strict vetting and re-inspection of back up hosts to establish availability and ensure program standards of quality have been maintained.

Once a host family is selected and approved for reassignment, the family must be given 24 hours minimum to prepare the home and schedule for student arrival. Reassignment additionally requires the Housing Office to communicate relevant documentation (i.e. signed host agreement, updated student address, passport, visa, permit of stay information) to be legally registered with the proper authorities and immigration offices. In this case, the Housing Office is subject to external working timelines, limited office hours, and the like.

Finally, it is also important to note that a change in host families will likely entail relocation further from campus or the city center, as nearby host families are almost always the first requested or assigned and, due to high demand, are rarely left as backup options.

Moving Out of Syracuse Florence Housing

After these efforts, if a student in Syracuse Florence housing decides to move independent of our housing, the student must get the following:

- written permission of parents or guardian
- a letter of approval from the home school
- Syracuse Florence approval from both the housing supervisor and the director

If the reasons are justifiable and the request of change is within the first month (no later than the final deadline for course/credit change) a 50% refund is applied. If done after this deadline, no refund is available.

If the reasons are unjustifiable (as determined by the director and housing supervisor), the student may choose to go 'independent' but will receive no refund.

Living in an Apartment

Two days after arriving to your apartment....

Students must do the following:

- Sign the lease contract
- Bring 1 photocopy of both your passport visa on which you've written both your permanent home address and the city and state of your birth

Note on security deposits and cleaning fee (no cash is needed up front)

- A *security deposit* of €100 will be deducted from your first food allowance payment. Before "checking out" of your apartment at the end of the semester, you will need to request the landlord to come in to inspect the apartment. As long as all is in order and nothing is broken or missing you will receive your security deposit back.
- Cleaning fee (35 euro): The Housing Office takes care of paying the monthly rent and utilities, but students are responsible for final cleaning charges. This fee will be deducted from your first food allowance.

Food Allowance

Students living in apartments will receive a food allowance of 1.350,00 Euro given in two amounts during the semester:

€ 735,00	first food allowance payment
-€ 135,00	minus security deposit (100 deposit + 35 Cleaning fee)
€ 600,00	Available after contract signing

The second payment of 615.00 Euro is given out the Tuesday after mid-term break.

These two payments are made directly to the student in cash and the security deposit will be returned to the student in cash as well.

Legal Responsibilities

Apartment leasing requires students to be fully responsible for observing all rules stated in the contract and to respect the rights of other tenants in the building.

1. According to police regulations, the apartment cannot be sublet nor can other people live in the apartment (or even spend a few nights) without notifying police authorities. The proprietor, not the lessees, must file the report.
2. The premises must be kept clean and in good condition. If the apartment needs maintenance or servicing, students should contact landlords or the Housing Office for assistance.
3. Neighbors should not be disturbed, especially at night. Remember that there is a law in Italy which allows anybody to call the police for excessive noise after 11:00 PM (Syracuse Florence is not able to offer assistance under such circumstances). As most apartments are located in large apartment buildings, all rules of the building must be respected.
4. The owner will have the right to enter the apartment, after notifying the students, to ensure compliance with the terms of the contract and to show the apartment to future potential lessees.

Inventories

When entering the apartment, students should check to see if everything they need is provided (kitchenware, bedding, towels, etc.) and to check for anything damaged to avoid being held responsible when the final check is made with landlords. If something is missing or damaged, bring it immediately to the attention of the housing office in Room 21 (by and no later than the first week of the semester).

Electricity

Please turn off the lights when you are not in the room or apartment. If water is heated electrically, you should turn the hot water on as needed during the day (i.e. one hour before your shower) or late in the evening to have hot water by morning. In any case, you should turn it off as soon as you are finished. Take brief showers (5-10 minutes max.) so that your housemates have enough hot water too.

Heating

To avoid an unnecessary waste of energy, do not keep windows open when the heating is on. Remember that heating in Italy is kept lower than in most American homes (approx. 60-65°F). Buildings in Italy are also much colder given the type of construction.

In most cases, a thermostat is used to ensure the proper heating. This will be shown to you when you are told how to operate the heating system. According to the Italian law, heating can be on for approximately 10 hours per day. You can tell landlords when you prefer to have it on.

Note: There is a law in Italy prohibiting heating in periods other than November 1st - March 30th. This same law also prohibits that the thermostat be set over 21°C.

Important: Should we find at the end of the semester that the utility bills are exceptionally high, the bill will be divided amongst the flat mates and forwarded in the U.S.

Guests and Social Life

No overnight guests are allowed. This is in accordance with the anti-terrorism law. If you need help to find an accommodation for your guests, you can ask the Housing Office or Student Life Office for help. Avoid having parties or having too many people over. Whenever you do have visitors during the day, and especially at night, try and keep noise to a minimum to avoid complaints from neighbors. Remember that according to the Italian law anybody can call the police after 11:30 PM in case of excessive noise.

Please remember that you are not living in student dorms, but in condominiums where there are seniors, young children and couples who expect that the law be respected. You need to take care also to avoid excessive noise in front of the condominium, in the entrance & hallway, up the stairwell, and on the balcony or in the garden. Your relationship with your neighbors will be much easier if you follow these guidelines.

Management and Maintenance

Apartments are regularly checked by landlords to provide the appropriate maintenance assistance and to see that they are kept in good shape. Before moving into the apartment, you will be given the phone number of your landlord whom you should contact as soon as possible if anything breaks or any damage occurs. Although the Housing Office is always available to assist you with additional phone calls, remember that things get solved much faster if you contact your landlord directly and immediately.

MAINTENANCE DO'S AND DON'TS

Do: Remove hair from drain after washing or showering.

Do: Avoid clogging the kitchen drain with food. (Drain pipes are smaller in Italy and therefore water drains slower and pipes are apt to clog. Syracuse Florence apartments do not have garbage disposals.)

Do: Avoid moving furniture.

Don't: Do not put tampons, sanitary napkins, cotton balls, Q-tips or anything else down the toilet.

Don't: Do not stick or nail anything on walls.

Don't: Do not use 'Liquid Plumber' in the drains as most pipes are plastic and such products can burn holes through them.

Cleaning Your Apartment

Keep your apartment clean! If you clean the apartment regularly, it will be easier to avoid an excessive charge for cleaning expenses at the end of the rental period.

Note: Each housemate will be charged a minimum final cleaning fee of 35.00 Euro that covers linens and basic cleaning charges.

Apartments are equipped with basic cleaning supplies such as brooms and 'floor cleaning cloths'. If your apartment is missing these items, please contact your landlord, or the Housing Office, and ask for them. You will have to, however, purchase detergent. Likewise, you are responsible for replacing light bulbs during your rental period.

Should the cleaner discover any damages not reported at the check-out, a bill will be sent to your home address.

In Case of an Apartment Emergency:

1. Contact your Landlord directly and immediately.
2. If you cannot reach your Landlord, call or come to the Housing Office at School during office hours.
3. If you cannot contact either, and it is an emergency, call 'SOS CASA', tel. 055-43.40.30. You will need to state the problem (please see the **Bilingual Apartment Vocabulary below**), give them your address, and wait at the apartment until they arrive and resolve the problem.
4. You will have to pay cash for the visit. You must get a receipt (*ricevuta*) when you pay the Handy Man. Only with this receipt will you be able to discuss a possible reimbursement.

Note: Do not accept a hand written receipt on plain paper. Make sure you receive a business receipt that includes:

- the name of business (*nome della ditta*)
- receipt number (*numero della ricevuta fiscale*)
- date (*data*)
- explanation of services (*lavoro eseguito*)
- repair man's name (*nome*)
- signature (*firma*)

5. Bring this receipt to the Housing Office and explain what has happened. We will then be able to decide, with your landlord, who is responsible for the damages.

Bathroom - Bagno	Outlet - Presa
Blown fuse - Una valvola saltata	Oven - Forno
Broken - Rotto	Pipe - Tubo
Burnt - Bruciato	Plug - Spina
Chair - Sedia	Plugged/Clogged - Intasato
Closed - Chiuso	Refrigerator - Frigo
Dishwasher - Lavastoviglie	Short circuit - Corto circuito
Door - Porta	Shower - Piano doccia
Door lock - Serratura	Shower curtain—tenda doccia
Electric system - Impianto elettrico	Shower drain - Scarico doccia
Faucet - Rubinetto (miscelatore)	Shower head - Nappa doccia
Flush - Scarico acqua WC	Shower hose - Tubo flessibile
Furniture - Mobile/Mobili	Shower tub - Piatto doccia
Fuse box/Meter - Contatore luce	Shutter - Persiana
Gas burners - Fornelli	Sink - Lavandino
Independent heating unit - Caldaia	Sofa - Divano
Key - Chiave (kee'avâ)	Table - Tavolo
Kitchen - Cucina	Terrace - Terrazzo
Lamp - Lampada	Toilet - WC (voo - chee')
Leaking (water, gas) - Perdita (acqua, gas)	Tub - Vasca da bagno
Light - Luce	Washing machine - Lavatrice
Light bulb - Lampadina	Washing machine door - Oblo'
Living room - Salotto	Washing machine knob - Pulsante
Off - Spento (symbol: O)	Water heater - Scaldacqua
On - Acceso (symbol: I)	Window - finestra
Open - Aperto	

Note: When you sign your apartment contract, you are also agreeing to comply with the apartment guidelines as stated below.

FACSIMILE OF LEASE CONTRACT

This contract was drawn in Florence on (date) _____ between Mr./Mrs. (name of apartment owner) _____ born in _____ on (date) _____ resident in _____, social security number _____ (herewith follows as Owner) and _____ (surname and name of each student) born in _____ on (date) _____ with legal residence in (state, town) _____ citizen of _____ (herewith follows as Lessee).

1. Purpose of Contract

The Owner leases to the above party (or parties) the apartment located in Florence at _____ on the _____ floor and with _____ rooms. The apartment is fully furnished with furniture and accessories in good condition included in the list provided by the Owner at the time keys are consigned.

2. Use of Apartment

The apartment is leased to the party as a place of residence to meet his/her temporary needs in accordance with Art. 1,2 Public Law of July 1987, No. 392. The Lessee is not a resident of Italy and maintains that he/she intends to spend a short period of time in Florence as student and tourist. The Lessee is obliged, from this moment on, to not transfer his or her residency.

3. Length of Contract

This contract will be valid for _____ months, from (date) _____ to (date) _____ and can not be renewed.

4. Rent

The rent will be euro _____ per month including utilities (water, gas, electricity, heating - when needed) have been discussed and agreed upon by both parties as all-inclusive in price.

5. Security Deposit

To guarantee the responsibility born in the present contract, the Lessee will pay a security deposit of Euro _____ which will be refunded at contract expiry.

6. Condition of Apartment and Expenses Borne by Owner

The Owner states that the apartment is in good condition, and it has water, gas, electricity, heating and running hot water. In view of the short duration of the contract, the Owner will pay the expenses connected with running the elevator, cleaning the septic tanks, with plumbing, locks, and doing small repairs including repairs to the walls and ceilings in accordance with Art. 1609 of the Public Law and in particular regarding maintenance of all utilities, locks, walls and ceilings. The apartment is consigned in good condition, already proven and visited by the Owner in accordance with Art. 1575 of the Public Law, save contrary examination furnished by and no later than 8 days from the beginning date of the contract. by the Lessee(s).

7. Accessories and Expenses

The Lessee(s) will pay only for telephone. Accordingly no other fees can be charged to the Lessee(s) except for the final cleaning fee, which can be deducted from the security deposit.

8. Responsibilities of the Parties

The Owner will have the right to enter the apartment to ensure that the terms of the contract are observed, and to show the apartment to other interested parties with previous notification of at least 2 days. The Lessee declares to have read the apartment rules and obliges to respect each. The Lessee agrees to keep the premises clean and not to disturb the neighbors.

9. No-Subletting Clause

The apartment can not be sublet. The Lessee can recede before contract expiry, provided he/she is the position to replace another student under the same conditions agreed to in this contract, nevertheless by previous approval and acceptance of the Owner. The Lessee however has the right to recede from the present contract for serious conditions such as poor maintenance by Owner which impedes normal use, or, neglect to repair the same within ten days of written request made by the Lessee. Under such circumstances the Lessee will not be held responsible for the rent due till expiry rather that due up to the date of recess.

10. Legal Recourse

For any matters not covered in the present document, the interested parties will have recourse to existing laws governing rental contracts.

11. Contract Registration

IVA (value added tax) is not included in the present contract and therefore it is subject to the proportional amount of tax for registration (2%). This cost will be divided equally amongst the contracting parties.

Signed (Owner) _____

Signed(Lessees) _____

Apartment Safety Tips

A good rule of thumb is to look around and note how your Italian neighbors view safety. You might see that extreme care is taken with the closing of their homes and the locking of doors. Theft is a reality here in Florence so don't let your apartment be an easy target! Be sure to take all safety measures to avoid a possible break-in.

When You Leave Your Apartment...

Even if you leave for just a few hours, please do the following:

Double lock all locks and dead-bolts (i.e. Don't just shut the door)

Shut and close properly all windows and shutters.

Inform The Housing Office immediately: if you have lost your keys, your locks don't work properly, or if you have windows that don't work properly.

Be sure to unplug any kind of adaptor or transformer for electrical appliances before leaving. They can stop working and burn the appliance!

Note: Each apartment comes equipped with a fire extinguisher. Make sure you take the time to read the instructions so you know how to use it.

Apartment Living FAQ

1. Is it possible to get a single room in the apartment? Can I get a single room simply by paying more for one?

There are very few single rooms available in the apartments and students usually draw straws or possibly exchange rooms during the course of the semester. It is not possible to pay extra to receive a double room as a single or to "reserve" a single room.

2. How are the apartments furnished and equipped? Are there laundry facilities in the apartment or apartment building?

The apartments are completely furnished and include bedding, utensils, etc. They all have washing machines and a television, but do not have clothes dryers. There are dry cleaners located close to the school.

3. Where are the apartments located? Are they within walking distance of facilities?

The apartments are generally located within a 20-minute walking distance to the architecture and studio arts buildings.

4. Typically, how many students share an apartment?

The number ranges from three to six, with an average of four students in an apartment.

5. What if students choose to move independently after arrival?

Any student who, after arrival, decides he or she wishes to live independent of Syracuse Housing will have to pay a penalty of half their housing fee to do so. This is calculated based on the actual time in Syracuse Florence housing plus half of the balance of the housing fee. This applies to both students in homestays and in apartments.

6. What if students from one Syracuse Florence apartment to another for justifiable reasons?

These students would pay no penalty.

7. What if students wish to move from an apartment into a homestay?

It would be possible pending availability of host families and the willingness of another student in the same program to switch housing situations. These students would pay the equivalent of one month's rent penalty to move out of the apartment.

8. Can I stay in my apartment before the program begins or after it is over?

Your housing is covered only during the duration of the program and you are not allowed to stay before or beyond the program in Syracuse Florence housing. The Student Life Office will have suggestions on hotels and hostels in Florence.

Apartment Change Policy

First Two Weeks: Adaption period

After the housing placement, a two week period of adaptation is required before any housing moves are considered.

After Two Weeks: Resolution period

The following policies are applicable:

- **Step 1:** The student must first try to work out the problem in-house; with or without the assistance of the housing supervisor, depending on the case.
- **Step 2:** If the problem is such that the student has a justified reason for moving, arrangements are made to visit another Syracuse Florence apartment.

Moving Out of Syracuse Florence housing

After these efforts, if a student in Syracuse Florence housing decides to move independent of our housing, the student must get the following:

- written permission from parents or guardian
- a letter of approval from the home school
- Syracuse Florence approval: both housing supervisor and director

If the reasons are justifiable and done within the first month (no later than the final deadline for course/credit changes) a 50% refund is applied. If done after this deadline, no refund is available.

If the reasons are unjustifiable (as determined by the director and housing supervisor), the student may choose to go 'independent' but will receive no refund.

“Moving Out” Checklist

- Make sure the apartment is as clean as when you first moved in; you will avoid being charged an excessive final cleaning bill.
- Empty refrigerator - but leave fridge turned on.
- Take out garbage (bottles included.)
- Do not leave dirty dishes or pans.
- Turn off all lights.
- Close all shutters and windows.
- Remove all belongings.
- Leave keys in your apartment before leaving the apartment.

Note: Each housemate will be charged a minimum final cleaning fee of 35.00 Euro that covers linens and basic cleaning charges.

SYRACUSE FLORENCE FACILITIES DURING FALL/SPRING SEMESTERS

Campus hours are also located on the Syracuse Florence website

The Villa Rossa (VR)

(Mon-Thurs: 8.30-6:30pm Fri: 8.30-2pm Closed on Sat/Sun)

- Located in Piazza Savonarola, 15
- Eight Classrooms
- Administrative offices
- Student Lounge and study areas
- Café Bar
- Syracuse Florence Garden
- Computer Lab (usually the same as library hours)

The Villino

(Mon– Thurs: 8:30am-8:00pm and Fri: 8:30am-2:00pm, Sun: Noon –8pm, Closed on Sat)

- 3 classrooms
- Audio-visual room with 400 videos and DVD's
- Faculty Offices
- TA office
- Reading Rooms

The Library (Located in the Villino)

*(Mon– Thurs: 9:00am-8:00pm and Fri: 9am-2pm, Sun: Noon –8pm, *starting first week of classes* Closed on Sat)*

- Circulation desk and library staff office
- Teatrino (for viewing videos in small groups)

The Printmaking Studio

(Open during class hours)

- Located on via della Robbia, 99.

Donatello 21

(Mon-Sun 8:00am-11pm, hours can fluctuate, please refer to the website)

- Located in Piazzale Donatello
- Studio Arts administrative and faculty offices
- Large, airy studio spaces for paint, sculpture, drawing and restoration
- Garden
- Photolab (open during class hours)

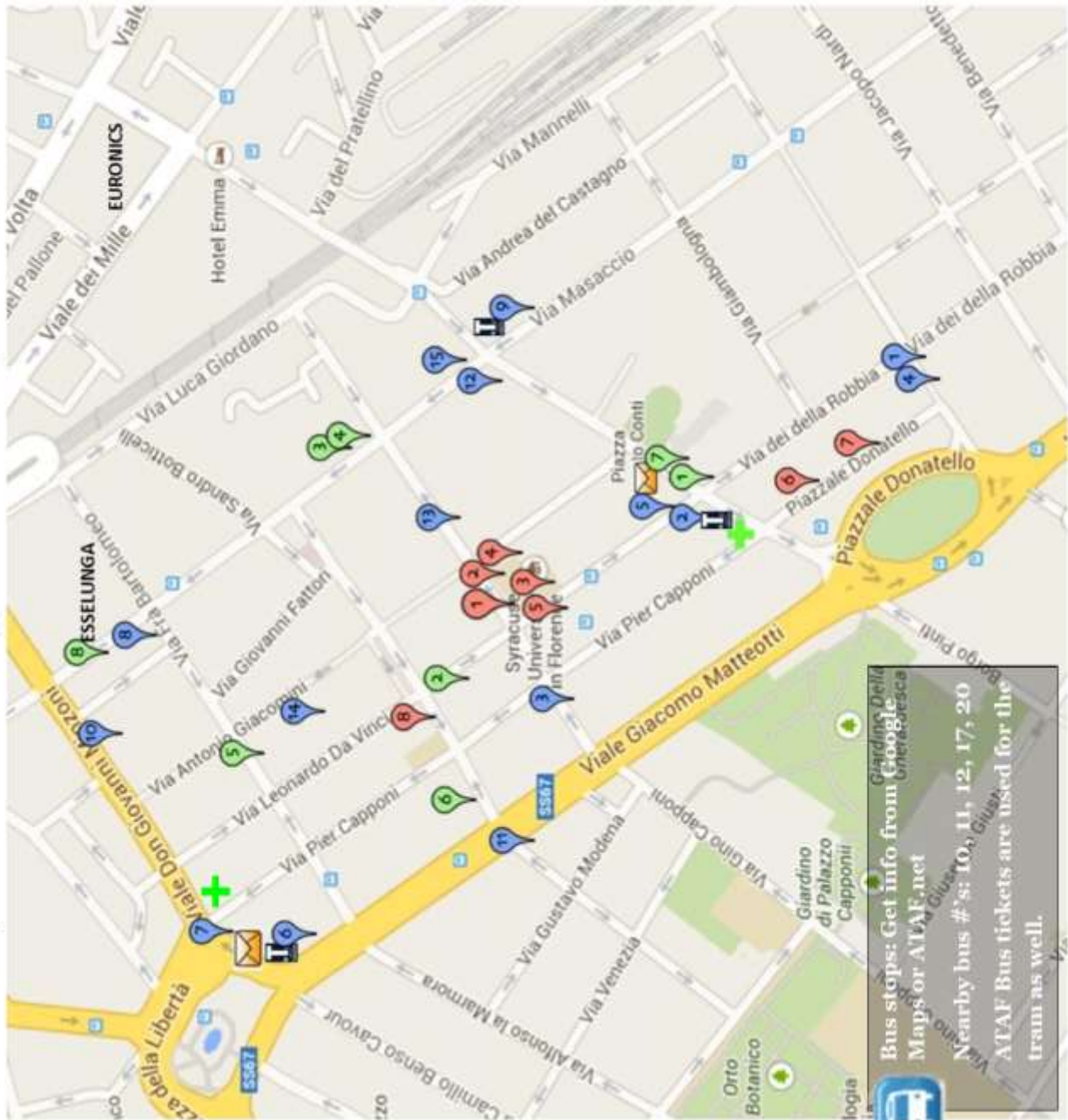
Donatello 25

(7:00am-11:00pm 7 days a week)

- Located in Piazzale Donatello
- Architecture administrative and faculty offices
- Four separate studios
- 2 Small computer labs
- Garden

Note: Only members of the Syracuse Florence community are allowed on campus after 6pm.

Syracuse University Florence -- Neighborhood Map



Bus stops: Get info from Google Maps or ATAF.net
 Nearby bus #'s: 10, 11, 12, 17, 20
 ATAF Bus tickets are used for the tram as well.

- 1 Villa Rossa (VR), Piazza Savonarola, 15
 Entrance to: Annex, Villino, Dependence & Garden Annex (classrooms, kitchen, dr.s office)
- 2 Villino (Library, classrooms, faculty office)
- 3 Dependence (classroom)
- 4 Printmaking studio, Via dei della Robbia, 99
- 5 Studio Arts, Piazzale Donatello 21
- 6 NOT ALL STUDIO ART COURSES TAUGHT HERE. *STUDIO ART COURSE LOCATIONS MAP* IN STUDENT LIFE OFFICE
- 7 School of Architecture- Piazzale Donatello, 25
- 8 Centro di Cultura per Stranieri
- 9 Copisteria Universale- Via Giuseppe La Farina, 10
 copisteriauniversale.it 055.243.847
- 10 Newspaper stand (recharge cell, newspapers, etc)
- 11 La Novarredo (copy and fax services)
- 12 Hardware store 'mesticheria' (bicycle locks, keys, etc)
- 13 Florist
- 14 Bank: Cassa di Risparmio (indoor ATM)
- 15 Photo Booth- to make pass-port sized photos
- 16 E. Baldi (small appliance store)
- 17 Hairdresser
- 18 Buffetti (notebooks, etc.)
- 19 Computer Discount
- 20 Wind Cellular Store
- 21 Ritar (converters, cell phones, electronics)
- 22 Internet Point
- 23 Bank: UniCredit (outdoor ATM)
- 24 Pharmacy 'farmacia'
- 25 Poste Italiane- Piazza della Libertà and Piazza Conti*
 * Hours Mon-Fri 8:15- 1:30
 Sat 8:15-12:30 Sunday Closed
- 26 Tabaccheria-Bus tickets, stamps, etc.
- 27 Taverna degli Artisti -Bar/Ristorante
- 28 Ristorante Edi House (pizza)
- 29 Il Masaccio (sandwiches)
- 30 Osteria/Bar Il Kortile
- 31 Antico Bottega del Pane (sandwiches)
- 32 Gelateria (icecream), Via Francesco Valori, 12
- 33 Simply (supermarket: sandwiches & primi piatti)
- 34 Esселунга (supermarket)