



LdM

The Italian
International
Institute

Lorenzo de' Medici

LdM Florence Student Handbook

Fall 2022

ACADEMIC CALENDAR

FALL SEMESTER 2022

Tuesday August 30	Students Arrive / Housing Check-in
Wednesday August 31	Mandatory: Orientation
Thursday September 1	Mandatory: Orientation
Friday September 2	Mandatory: Orientation
Monday September 5	Classes Start
Mon-Fri September 5-9	Add-Drop Week
Friday September 9	Final Registration - Last Day to Add/Drop a class with no record
Friday October 14	Reading Day (reserved for make-up only in case of exceptional circumstances)
Mon-Fri October 17-21	Mid-term Exams
Mon-Fri October 24-28	Fall Break
Friday November 4	Deadline to withdraw from a class with a W grade and Make-up Day for November 1 classes
Friday December 2	Make-up Day for December 8 classes
Friday December 9	Reading Day (reserved for make-up only in case of exceptional circumstances) and deadline to withdraw from a class with a W/F grade
Mon-Fri December 12-16	Final Exams
Friday December 16	Semester End
Saturday December 17	Deadline for Housing Check-out

HOLIDAYS

Tuesday November 1	Public Holiday: All Saints' Day (Make-up Day: Friday, November 4)
Wednesday December 8	Public Holiday: Feast of the Immaculate Conception (Make-up Day: Friday, December 2)

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THE LdM CAMPUS

ADDRESSES AND BUILDINGS

Lorenzo de' Medici was founded in 1973 and is an institute which hosts an international student body, consisting of a number of American university sponsored programs and several international programs from all over the world. The institute is located in the heart of the San Lorenzo district, famous for its market and is situated between the Duomo (Cathedral) and the central train station. The building, where most of the offices are located, Via Faenza 43, resides in a 13th century church and convent. The institute is equipped with several amenities: cafeteria/bar, a library, computer lab, e-mail and fax facilities, free Italian tutoring, several rooms for video projection, a courtyard and two kitchens for the cooking courses.

Via Faenza 43: Some liberal arts and some Italian language courses are located in this building, as are the Cooking and Wine Tasting departments. The student services/facilities found in this building are: the student advising office, the cafeteria, the garden, Italian tutoring, student mental health services, the Dean of Students.

Via dell'Alloro 14/r: The majority of the studio art courses are here. Painting, Drawing, Printmaking, Graphic Design, Video Production, Jewelry Making and a Photography lab is also located here.

Via dell'Alloro 17/r: Sculpture, Ceramics and Mosaics are held in this building.

Via dell'Alloro 13: LdM Library.
Opening hours: Mon-Thu 9:00am-7:00pm.

Via del Melarancio 6/r: Dance, Restoration, and some Painting classes are held here. The student services/facilities found in this building are: the student mailboxes, the fax facilities and the packages pick up. Opening hours: Mon-Thu 9:00am-7:00pm, Fri 9:00am-4:00pm.

Via Ricasoli 20: Fashion Design courses.

Via del Giglio 4: Located here is a Graphic Design lab and a Photography lab; the digital Photography lab and the Eschini Room. The Internet point is also located here (with laptop connections).
Opening hours: Mon-Thu 9:00am-8:30pm.

Via del Giglio 15: Lecture rooms.

Piazza San Lorenzo 7: Interior Design and Jewelry Design courses are held here. Computer Lab with the programs pertaining to courses of Interior, Fashion and Jewelry Design.

Piazza Strozzi 2: Several Italian language classes and most of liberal arts courses are held here.

Cucina Lab (Via dell'Ariento 10/14): The Cucina Lab is at the first floor of the Mercato Centrale.

Via dei Pucci 4: Lecture rooms.

Fondazione Zeffirelli (Piazza di San Firenze 5): Lecture rooms.

Via del Moro 6: Fashion lab.

LdM ID CARD

Upon arrival to LdM, during orientation, students will be given an LdM ID card. Students are required to carry it with them at all times. Access to LdM facilities and services may be denied to students unable to present their card.

IMPORTANT: Please make sure to have your card (filled out and picture included) laminated at Via del Giglio 4, main front desk as soon as possible.

CUCINA LORENZO DE' MEDICI

In addition to the academic courses in Culinary and Nutritional Arts, LdM offers lunch and dinner with the chefs (cooking demonstrations) as well as cooking lessons at discounted rates. Find the program at www.cucinaldm.com. For more information contact info@cucinaldm.com, call +39 334 304 0551 or visit the Info Point at Mercato Centrale.

ACADEMICS

ACADEMIC SUCCESS TIPS

What does it take to be a successful LdM student? There are many characteristics to describe a successful student: determined, motivated, intelligent, etc.

However, beyond personal attributes, to be a successful student, it is essential to understand the policies and procedures of the school and the use of time management skills. Studying abroad brings new stimuli, interests, and challenges to cultivate and manage. We invite you to reflect on the need to maintain or build good study habits from the start.

Meet Academic Challenges Head On:

Pursuit of education abroad requires courage and maturity. In life you are not just a student, but in this setting being a student takes precedence over your other interests and pursuits. Understand that in this higher education setting, if your personal commitment to education goes into standby mode simply because you are physically distant from your home campus, your chances of benefitting from the experience and of academic success in your courses will diminish.

Attend Class: You need to be in class and engaged in the course in order to learn.

Be Prepared And Avoid Procrastination:

Read the course materials before class; complete assignments on time and respect LdM's non-negotiable deadlines.

Understand That Being A Student Is A Full-Time Job:

Successfully complete college-level courses is challenging and requires much time and effort, but when you succeed, it is also very rewarding. At LdM, students are in class about 15 hours a week (lecture courses), but are expected to spend many more hours studying outside of class to complete assignments, study for exams, do

research, write papers, etc. The practical studio or lab courses may require more time in class, and, therefore, less time outside of class.

Use Your Syllabus To Plan Your Semester:

Your syllabus will have the instructors' expectations and contact information, class schedules, and reading/project assignments. Consult and use your syllabus!

Balance And Budget Your Time: Invest in some type of calendar and post each of your assignments and deadlines as outlined in each course syllabus. Also, eating nutritious food, exercising, and getting enough rest are essential to academic success and general well-being.

ITALIAN TUTORING SERVICE

The Italian Language Department offers one-on-one tutoring appointments. This tutoring is offered for 30 minutes per week, free of charge, and can be booked at any stage throughout the term. Please email tutoring@lorenzodemedici.it to schedule your appointment.

RECITATION

LdM offers optional recitation sessions for mathematics and chemistry. Students are highly recommended to attend these special meetings to gain more confidence with the subject matter, deepen and consolidate their knowledge and exercise towards the tests/exams. Please see the course syllabus for details.

COURSE GRADING SYSTEM

The LdM grading scale is based on the following point system: 93-100 = A, 90-92 = A-, 87-89 = B+, 83-86 = B, 80-82 = B-, 77-79 = C+, 73-76 = C, 70-72 = C-, 60-69 = D, 0-59 = F.

LIBRARY RESOURCES

LdM LIBRARY

Via dell'Alloro 13. See page 15 for details.

UNIVERSITY OF FLORENCE LIBRARY

Website: <https://www.sba.unifi.it/p1537.html>

Library Catalog: <https://www.sba.unifi.it/p460.html>.

Architecture Department: Via Micheli 2, open Mon-Fri 8:30am-7:00pm.

Language and Literature Department: Piazza Brunelleschi 4, open Mon-Fri 8:30am-7:00pm.

Art History Department: Via della Pergola 56, open Mon-Fri 9:00am-7:00pm.

Psychology Department: Via San Salvi 12, open Mon, Wed, Fri 9:00am-1:00pm and Tue, Thu 9:00am-5:00pm.

Philosophy Department: Via Bolognese 52, open Tue-Thu 9:00am-1:00pm.

Anthropology Department: Via del Proconsolo 12, open Mon-Thu 8:30am-6:00pm and Fri 8:30am-2:00pm.

Mathematics Department: Viale Morgagni 67/a, open Mon-Thu 8:30am-6:00pm and Fri 8:30am-2:00pm.

Physics and Chemistry Department: Viale G. Bernardini 6 (Sesto Fiorentino) Open Mon-Thu 8:30am-6:00pm and Fri 8:30am-2:00pm.

Business, Economics, Politics Department: Via delle Pandette 2, open Mon-Fri 8:30am-7:00pm. Apply for daily access: <https://www.sba.unifi.it/p254.html>

BIBLIOTECA DELLE OBLATE

Via dell'Oriuolo 24

Telephone number: 055 261 6512

Website: <https://cultura.comune.fi.it/pagina/le-biblioteche-comunali-fiorentine/biblioteca-delle-oblate>

Open Monday 2:00pm-7:00pm; Tuesday-Friday 9:00am-7:00pm; Saturday 10:00am-7:00pm.

BIBLIOTECA NAZIONALE CENTRALE DI FIRENZE

Piazza Cavallegeri 1

Telephone number: 055 249 191 (front desk), 055 249 1996 or 055 249 1997 (information)

Website: <https://www.bncf.firenze.sbn.it/>

Library catalog: <http://opac.bncf.firenze.sbn.it/opac/controller.jsp>

Open Monday through Friday 8:15am to 7:00pm and Saturday 8:15am to 1:30pm. This is one of the largest libraries in Italy. Most of its holdings can be accessed through the web address above. Borrowing rights are limited, but students may reserve books in the reading room by ordering books online. To do this, students need to gain an admissions pass when first entering the library. To do this they will need to bring their passports.

BIBLIOTECA DEL MUSEO GALILEO, ISTITUTO E MUSEO DI STORIA DELLA SCIENZA

Piazza Giudici 1

Website: <https://www.museogalileo.it/it/>.

Library Catalog: <https://www.museogalileo.it/it/biblioteca-e-istituto-di-ricerca/biblioteca-e-archivi/catalogo-biblioteca.html>

Open Monday through Friday from 9:30am to 5:30pm and Saturday from 9:30am to 1pm. It houses a large number of books and periodicals in the history of science. To enter you will be asked for your passport and for a letter of presentation.

BRITISH INSTITUTE LIBRARY

Palazzo Lanfredini, Lungarno Guicciardini 9

Telephone number: 055 277 8270

Website: <https://www.britishinstitute.it/en/library/harold-acton-library>

Open Monday through Friday from 2:30pm to 6:30pm. Students are required to pay €45 per semester for the use of this library. Containing 60,000 volumes, most

of them in English, its special strengths are in art history, Italian history and travel, and English literature.

ISTITUTO UNIVERSITARIO OLANDESE DI STORIA DELL'ARTE

Via Torricelli 5

Telephone number: 055 221 612

Website: www.niki-florence.org

Open Monday through Friday 9:00am-5:30pm. This is the library of the Dutch Institute for Art History and its resources can be viewed online at the web address above. An ID card is necessary to get access and there are no borrowing privileges.

BIBLIOTECA MARUCELLIANA

Via Cavour 43-47

Telephone number: 055 272 2200

Website: www.maru.firenze.sbn.it

Open Monday, Wednesday, Friday 8:30am-2:00pm; Tuesday, Thursday 8:30am-5:00pm.

Upon entrance you will be asked to fill out a form with your information. The online catalog is available through the web.

LEARNING SUPPORT SERVICES

Any student requiring learning support services should contact the Dean of Students Office via e-mail: accommodations@lorenzodemedici.it by Wednesday, September 14 and provide written documentation from the home institution and/or official assessment evaluation.



FALL 2022 ACADEMIC REGULATIONS FLORENCE

DEADLINES

Add/Drop Week

September 5-9

Final Registration

September 9 at 12:00 NOON (Last day to add/drop a class with no record)

Learning Disability Documentation

September 14

Lab Fee Payment

September 23

Last day for a "W" Withdrawal

November 4

Last day for a "W/F" Withdrawal

December 9



REGISTRATION REGULATIONS

1. Students may not exceed the total number of credits allowed by their home institution*.
2. Students will not be allowed to change Program option after the start of the Program.
3. Students must retain full-time status, with a minimum of 12 credits/hours per semester. However, it is each student's responsibility to know if his/her home institution requires enrollment for more than 12 credits. Furthermore, students relying on financial aid are strongly encouraged to maintain a standard 15 credit minimum. Students may not drop or withdraw (with a "W" or "W/F") from a course if it would bring them below the minimum number of credits*.
4. Students are responsible for ensuring that their home institution will grant them credits for courses taken at LdM. This includes any new courses as a result of placement test/level adjustments*.
5. Students may attend only the courses listed on their Official Registration form. Auditing is not allowed.
6. Students pre-registered for a non-beginning course, including Italian, must check the LdM Catalog and Course Schedule to make sure they meet all the prerequisites. A placement test will be administered to confirm the students' level. As a result of the placement test, LdM reserves the right to move students into a different level.
7. Only one class can be changed upon arrival at LdM, depending on course availability. This is only allowed during the first week of classes, before the Final Registration deadline. All course change requests must be supported by a strong academic reason. Each student is responsible for requesting courses for which their home institution will grant them credits. LdM encourages students to consider course load and exam scheduling when making registration decisions*.
8. To add/drop a class, students must ask their advisor for the Add & Drop Request form; to be filled out, signed and returned to their advisor, who will submit it to the Registrar for final approval. The Registrar reserves the right to deny course change requests or to change a student's course section. Until the course change request has been processed by the Registrar, students are not permitted to attend a class that is not listed on the official registration. Furthermore, students will be held accountable for any absences that occur from not confirming the result of their Add & Drop request/s in person with their advisor after the Final registration deadline and prior to any scheduled/requested courses.
9. Switching from one section to another of the same course is considered a course change. Switching the levels of the same course does not constitute a change*.
10. No exceptions will be made regarding add/drop regulations, procedure and deadlines*.
11. No refunds will be issued for classes dropped after arrival at LdM.
12. All lab fees must be paid by the deadline. Students who withdraw from a class after the final registration deadline are still responsible for paying that course's lab fee (if applicable).
13. Mid-terms and final exams will be given only on the scheduled days that appear on each course syllabus and will not be moved under any circumstances. Exams are scheduled

- during normal class times, so more than one exam may be administered on the same day.
14. Students are not allowed to make up any assessed in-class activities they may have missed (including, but not limited, to quizzes, tests, etc.) under any circumstances.
 15. Students with documented learning disabilities will be subject to local educational standards, and, therefore, may not be provided with the same accommodations offered by their home institution. However, based on current and official documentation of the disability, LdM will provide assistance to these students. It is each student's responsibility to obtain written documentation from their home institution, and hand it in to their LdM Advisor and to submit a formal request by email to the Dean of Students by the deadline.
 16. LdM does not offer Pass/Fail grades or Incompletes, only letter grades. All classes registered for and grades received will appear on each student's LdM transcript regardless of their intent to transfer credits to their home institution. Students are responsible for understanding the LdM grading system and their home institution's minimum grade requirement for the transfer of credit. Detailed information about grading/evaluation can be found in the specific course syllabi*.
 17. LdM reserves the right to withhold the transcript and/or housing deposit of students who violate contract agreements related to housing and/or academic issues (i.e., any balance or debt incurred) and/or whose behavior is considered detrimental towards the institute and other students.
 - a) The Rules of Conduct applied at this Institute may be different from the rules applied by the student's home college or university.
 - b) The Lorenzo de' Medici Rules of Conduct must be carefully read by each student. A copy of the Rules of Conduct is included in the orientation packet given to every student and is also shown in every building of the Institute.
 18. The signing of the Academic Regulations means acceptance of the above mentioned Rules of Conduct.
 19. LdM Orientation whether on-site or on-line is mandatory.
 20. All students are required to carry a cell phone at all times that can receive text messages and phone calls in Italy, and to provide the phone number to LdM at Orientation. This is required in case of emergency, but students may be contacted by LdM for other reasons.
 21. LdM reserves the right to inform a student's program/home institution of the individual's academic and disciplinary status.
 22. Students who leave LdM before the end of the term must fill out an Official Withdrawal Request form and return it to their advisor. Students who submit the form by the "W" Withdrawal deadline will receive a "W" for each non-completed course. Students who submit the form by the "W/F" Withdrawal deadline will receive a "W/F" for each non-completed course. Students who leave LdM without submitting the form will receive an "F" in each non-completed course. In all cases, students will not be eligible for credits or receive a refund.

LdM ATTENDANCE REGULATIONS

With the goal of instructors being able to observe each student's level of understanding of the academic material, course attendance and course participation are primary requirements of the learning environment at LdM. Therefore, it is essential that students understand the Attendance Regulations, Absence Policy, and Absence Process. This policy applies both to online (if applicable) and in person learning environments for the duration of the Fall 2022 semester.

1. Course attendance is a primary requirement for a responsible learning experience at LdM.
2. Make-up classes, also during reading days where necessary, are always mandatory as part of the course program.
3. If a class occasionally creates conflict with another class, the student is required to inform both instructors in advance. Students must be aware that there will be no possibility to make up any assessed in-class activities they have missed (including, but not limited to, quizzes, tests, etc.). Students must keep this in mind in order to make a

responsible decision about which class to attend.

4. Students will receive an "F" on each exam they miss.
5. Absences will also be counted during the first week of class unless students added the class during the add/drop period.
6. Punctuality is mandatory. Students must arrive in class on time: any lateness, leaving class during the lesson without notice, not showing up on time after the break, or leaving earlier, will impact the participation grade and the Final Grade.

ABSENCE AND TARDY POLICY/PROCESS

1. Attendance at all class meetings is mandatory.
2. If a student is going to miss class for illness or health/safety emergency, they must contact their Student Advisor.
3. Students are responsible for keeping track of their absences and for catching up on any missed work.
4. Students who miss class will have their final grade penalized as indicated in the table on following page:



Absences and Grades	Final grade lowered by one full letter	Final grade ="F" No credit awarded
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Academic Semester

Main policy for Semester courses and Two Italies Program	3 absences	4 or more absences
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Except for: Italian Language / Italian Language and Culture (ITL/ITC)

3/4-hour courses meeting once or twice a week	3 absences	4 or more absences
6-hour courses	4 absences	5 or more absences

General Chemistry I & II and Organic Chemistry I & II with Lab

Theory Portion	2 absences = one full letter of penalty	3 or more absences
Lab Portion	2 absences = see course syllabus	3 or more absences

Internship	See course syllabus for absence policy
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- A student is considered tardy if they arrive to class more than 10 but less than 20 minutes late.
- A student is considered absent if they miss more than 20 minutes in any single class meeting.
- Students who are tardy to class will have accumulated absences as indicated on the following table:

ALL COURSES

Every 3 tardies	1 absence
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- Though absences of this nature are not automatically excused, in the case of illness or a health/safety personal or family emergency, students should obtain official verification that outlines why each class was missed (e.g. Doctor's Note).
- If a student's absences will cause their course grade to be lowered, at the end of each term the student can request, via their Student Advisor, that the Office of the Dean holistically reviews the reason(s) for each absence. As a part of the process, students must submit verification/documentation of the reason for each absence.

The regulations marked with an asterisk () may not apply to some programs; see specific program regulations.

PLAGIARISM

WHAT IS PLAGIARISM?

Many people think of plagiarism as copying another's work, or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offense:

According to the Merriam-Webster Online Dictionary, to "plagiarize" means

1. To steal and pass off (the ideas or words of another) as one's own
2. To use (another's production) without crediting the source
3. To commit literary theft
4. To present as new and original an idea or product derived from an existing source.

In other words, plagiarism is an act of fraud. It involves stealing someone else's work (intentionally or unintentionally).

But can words and ideas really be stolen?

Generally, the answer is yes. In most countries, the expression of original ideas is considered intellectual property, and is protected by copyright laws, just like original inventions. Almost all forms of expression fall under copyright protection as long as they are recorded in some media (such as a book or a computer file).

All of the following are considered plagiarism:

- Turning in someone else's work as your own.
- Copying words or ideas from someone else without giving credit.
- Failing to put a quotation in quotation marks.
- Giving incorrect information about the source of a quotation.
- Changing words but copying the sentence structure of a source without giving credit.

- Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not (see our section on "fair use" rules).

Attention! Changing the words of an original source is not sufficient to prevent plagiarism.

If you have retained the essential idea of an original source, and have not cited it, then no matter how drastically you may have altered its context or presentation, you have still plagiarized.

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism.

Inadequate citation (such as, failing to put a quotation marks, giving incorrect information) is considered academic dishonesty in the LdM Rules of Conduct.

WHAT IS CITATION?

A "citation" is the way you tell your readers that certain material in your work came from another source. It also gives your readers the information necessary to find that source again, including:

- Information about the author.
- The title of the work.
- The name and location of the company that published your copy of the source.
- The date your copy was published.
- The page numbers of the material you are borrowing.

Why should I cite sources?

Giving credit to the original author by citing sources is the only way to use other people's work without plagiarizing. But there are a number of other reasons to cite sources:

- Citations are extremely helpful to anyone who wants to find out more about your ideas and where they came from.
- Not all sources are good or right - your own ideas may often be more accurate or interesting than those of your sources. Proper citation will keep you from taking the rap for someone else's bad ideas.
- Citing sources shows the amount of research you've done.
- Citing sources strengthens your work by lending outside support to your ideas.

Doesn't citing sources make my work seem less original?

Not at all. On the contrary, citing sources actually helps your reader distinguish your ideas from those of your sources. This will

actually emphasize the originality of your own work.

When do I need to cite?

Whenever you borrow words or ideas, you need to acknowledge their source. The following situations almost always require citation:

- Whenever you use quotes
- Whenever you paraphrase
- Whenever you use an idea that someone else has already expressed
- Whenever you make specific reference to the work of another
- Whenever someone else's work has been critical in developing your own ideas.



LdM RULES OF CONDUCT

INTRODUCTION AND GENERAL CLAUSE

Lorenzo de' Medici takes seriously its academic mission of fostering the creative and intellectual potential of each of its students in an international environment that values tolerance and respect. We believe in the concept of informed decision-making and wish to promote healthy behaviour.

In order to maintain an atmosphere that nurtures this potential, Lorenzo de' Medici has established Rules of Conduct consistent with its mission and values.

By accepting admission to Lorenzo de' Medici, students are accepting the conditions as described in these Rules of Conduct.

These conditions apply to behaviour both on and off campus (e.g., in the city, bars, clubs and other meeting places), during online Distance Learning, and also include behaviour in all LdM activities (e.g., LdM clubs, volunteer activities, etc.). These Rules apply also to students' behaviour in the apartment (or family) where they reside while attending Lorenzo de' Medici.

In addition, the Rules contained herein supersede other LdM publications or documents (e.g., housing flyers, residence life brochures or handbooks, etc.). Any changes to the terms and conditions of these Rules of Conduct will be communicated to students in writing and will replace the relevant portions of this text.

1) GENERAL CONDUCT

Each student is expected to:

a. Act as a responsible member of the academic community, in language, personal interactions, and the treatment of property.

- b. Act honestly. Providing false information to an LdM faculty or staff member is not allowed.
- c. Treat others as they would like to be treated, and to recognize the inherent dignity and worth of every person in the community.
- d. Behave in classes according to the standards of a serious learning environment and be respectful of cultural norms and local etiquette. Disruption of teaching, study, administration or other Institute activities is not allowed.
- e. Adhere to safety, attire, and hygiene standards of the academic environment during in-class and out-of-class activities. This includes appropriate dress and footwear requirements during all practical courses (e.g., cooking courses, studio art, etc.) and the respect of local etiquette and public morals during class visits and academic fieldtrips (e.g., visits to churches, museums, etc.).
- f. Refrain from using computers, tablets, and mobile devices during lectures, unless instructed to do so by your professor.
- g. Avoid eating and drinking during all lectures and/or academic activities.
- h. Respect the personal and property rights of all other persons, of Lorenzo de' Medici itself, and of the community at-large. Students are not allowed unauthorized entry to, or use of, an LdM building, structure or facility. Attempted or actual theft of, or the unauthorized possession of, LdM property or property belonging to any member of the LdM community is strictly forbidden. Students also should not access any LdM Institutional or LdM Course files without permission. Students should not enter into a file to use, read, change, transfer or download its contents without authorization. Under no circumstances should a student access LdM Course records.

- i. Be responsible in helping keep yourself and the community safe.
- j. Work with the community to prevent vandalism, hate speech, physical violence and harassment.
- k. Acknowledge that we are all different – in social class, sexual orientation, religion, philosophies, ethnic groups, cultural background, physical abilities, and so on – and strive to understand one another and protect and affirm the right of all persons to be themselves.
- l. Students living in LdM Housing are responsible for their own actions and assume a shared responsibility for the housing environment. Therefore, any student or guest of a student living in LdM Housing who breaks an LdM Housing Rule is also in breach of the Rules of Conduct.

2) GUIDELINES FOR COMMUNICATION WITH INSTRUCTORS, ADMINISTRATORS, AND PEERS

- a. Students must use the Gmail email address created for you by LdM in order to communicate with Instructors, Administrators, and their peers.
- b. Students are expected to regularly check their email and respond, if necessary, to emails from LdM Instructors and Administrators in a timely manner.
- c. The program is a serious learning environment. As such, students should be courteous and respectful, refrain from using excessive slang, and should not use obscene language in any program-related communications.
- d. Students should only contact their LdM peers regarding course-related topics, unless otherwise appropriate. Therefore, the sending of unsolicited communication is prohibited.

3) COURSE PARTICIPATION REQUIREMENTS

- e. In Person Class Meetings, as described in the LdM Academic Regulations.
- f. Distance Learning: Students are individually responsible for any content they submit or post on LdM-controlled platforms. LdM expects students taking courses via distance learning to actively participate throughout the session in order to promote a meaningful and engaging environment for all students. Each student should consult the syllabus for each individual course for further participation requirements.

4) ALCOHOL

- a. Alcohol may be consumed, but not abused, by students who are of legal drinking age in their host country. All students are responsible for discouraging alcohol-related behaviour that is abusive to themselves or to others. Moreover, Lorenzo de' Medici considers drunkenness and intoxication in public, whether inside or outside the Institute's premises, unacceptable regardless of age.
- b. LdM will not be held responsible for students' alcohol abuse and/or for any consequences arising from alcohol abuse.
- c. Penalties for violating the alcohol policy of LdM include but are not limited to: warnings, probations, fines, parental notification, service projects, and educational sanctioning. It is hoped that education will help students understand more about the residual effects of alcohol both physically and socially. Alcohol violations may also result in suspension or expulsions from LdM. Penalties are levied on a per-person basis.

5) DRUGS

The consumption, sale, distribution, manufacture, purchase, or passing of controlled substances, drugs (including

marijuana), intoxicants, and/or stimulants that are unlawful in Italy is expressly prohibited. The presence of the odor of marijuana and the possession of drug paraphernalia may be considered evidence that a drug violation has occurred. Students present in the vicinity of drugs or drug paraphernalia may be considered complicit in the activity, depending on the circumstances surrounding the student's involvement. Drug offenses carry severe sanctions since a student is not only breaking the Istituto Lorenzo de' Medici Rules of Conduct but also Italian law. Separate from or in addition to prosecution by Italian authorities, a student found in violation of the drug rule may be placed on probation or expelled from the study abroad program. If Italian authorities do become involved in a drug-related offense and choose not proceed with prosecution, Istituto Lorenzo de' Medici may still impose serious sanctions, up to and including expulsion.

6) ASSAULT AND FIGHTING

Assault, fighting, and similar behaviour are serious offences that are considered detrimental to students and to the name of the Institute. Students engaging in such behaviour are subject to disciplinary action by Lorenzo de' Medici and potential prosecution by Italian authorities.

7) ACADEMIC DISHONESTY

The Institute makes every reasonable effort to foster honest academic conduct. Within a wider framework of mutual respect, students should act with integrity and honesty in their academics. Instances of suspected academic dishonesty are reported by faculty to the Dean of Students or designated LdM staff who investigates in consultation with the faculty member and the Academic Committee. Violations include:

- a. Plagiarism
- b. Inadequate citation

- c. Recycled work
- d. Unauthorized assistance, including collaborating and/or studying with other students on a course assignment
- e. Copying the work of others or allowing others to copy your individual work
- f. Having another person complete online coursework on your behalf
- g. Misusing content from the internet
- h. Misusing content from an LdM course
- i. Any form of cheating not explicitly mentioned above.

The Dean of Students may determine the sanction of a grade of "F" for any coursework, exam, or project determined to be academically dishonest. Sanctions may also include, but are not limited to, academic probation, receiving a grade of "F" in a course, and/or expulsion from the Institute.

8) PRIVACY POLICY

- a. The LdM privacy policy may be different from the privacy policy of the state where the students come from.
- b. The LdM Privacy Policy is governed by the European law (Reg. UE 2016/679-G.D.P.R.) and Italian Law (D.lgs. 196/2003, as modified by D.lgs. 101/2018).
- c. In the event of an issue regarding the infringement of the Lorenzo de' Medici Rules of Conduct, the Institute reserves the right to notify a student's parents, legal guardian(s), educational program, home institution, and relevant law enforcement agencies regarding all information relating to the incident.
- d. By signing the LdM Rules of Conduct, the student authorizes the Institute to provide information to the student's parents, legal guardian(s), educational program, and/or home institution in cases of serious violation or incident, including but not limited to severe

illness/injury, mental health concern, criminal activity, sexual harassment, and/or sexual assault.

9) CONFIDENTIALITY POLICY

If a student requests confidentiality, LdM officials must weigh that request against the Institute's obligation to provide a safe, non-discriminatory environment for its community members. If LdM honours a request for confidentiality, the student should understand that the Institute's ability to meaningfully investigate an incident and pursue disciplinary action may be limited.

10) ENFORCEMENT OF THE RULES OF CONDUCT

- a. LdM students are subject to the laws of the location in which the student is physically present and completing their courses.
- b. Determination of Violation. In the case of a possible violation of the Rules the following process will be followed. After a report is filed, the student will be required to meet with the Dean of Students or a designated LdM staff. This meeting will provide an opportunity for the student and the Dean or designated staff to discuss the possible violation. If the student does not admit to a violation, the Dean of Students or designated staff will decide whether the preponderance of the evidence shows that the student has violated Lorenzo de' Medici's Rules of Conduct.
- c. Sanctions. In all cases involving a violation of any of these Rules, the Dean of Students or designated LdM staff may impose any combination of the following sanctions: oral or written admonition, written warning, probation, mandated counselling assessment, fines, withholding of academic transcripts, expulsion from Lorenzo de' Medici, or any other discretionary sanctions. Sanctions may

be notified to the program or university to which the students belong and/or to the parent/s or guardian/s, at the Institute's discretion. Any sanctions by Lorenzo de' Medici do not necessarily signify that further sanctions cannot be forthcoming from the home institution. In case of expulsion for conduct or academic reasons, the Dean of Students or designated representative will decide the timing and the modality of execution. From the moment that notice is delivered, the student will no longer be a student of LdM, and will be obliged to leave LdM without any form of refunding. The student will no longer have access to LdM services, premises or activities. The student will be obliged to vacate LdM Housing (if applicable). Students will receive an "F" in each non-completed course.

- d. Reprieve for Reporting Detrimental Behaviour/Actions/Safety Risks Stemming from Alcohol and/or Drug Use. LdM encourages students to utilize the appropriate Emergency Phone numbers when s/he may need medical attention or when a peer may need medical attention due to the usage of drugs and/or alcohol. Though there is no specific amnesty policy, a student's mature decision making will factor into any sanctioning decision.
- e. Appeals. In all cases involving sanctions, the student may appeal to the Board of Directors of the Institute on the grounds of insufficient evidence, violation of rights, or severity of the sanction. The appeal will be based on the record of the original meeting, unless new material evidence has been discovered since that time.
- f. Disciplinary Files. Files involving violations of the Rules by students will be maintained for five years from the date of sanction. Personally identifiable information about individual students in these files will be protected.

LdM STUDENT SERVICES

Lorenzo de' Medici requires students to handle library books and computing facilities with care, and to treat library, printing and computing staff with respect. LdM reserves the right to withdraw access to these facilities from students who behave otherwise. Our facilities come under heavy demand from students, especially during the period leading up to final exams. Students are strongly recommended to plan their reading, borrowing, online research, printing and photocopying well in advance, paying close attention to the opening times of our facilities. Please ask the front desk.

WIRELESS INTERNET

You have access to wireless internet in all of the LdM buildings. It is available to all students FREE of charge. Access codes can be obtained at the front desk in each building.

COMPUTER POINT

The Computer Point is located on Via del Giglio 4 (opening hours: Mon-Thu 9:00am-8:30pm). In order to use the computers, you have to show your LdM ID card at the front desk. You will be given a user name and password valid for the entire term.

MAIL & PACKAGES PICK-UP

(Via del Melarancio 6/r) LdM has a Student Mail Service to facilitate students' mail and packages sent from family and friends. It is easier for you and more reliable to have your mail sent to the Student Mail Office than to your apartment in Italy, since more reliable to have your mail sent to the Student Mail Office than to your apartment in Italy, since there is always someone to accept it and since your name does not appear anywhere on

your apartment mailbox. Please have your friends and family address the letters/packages to:

YOUR NAME
C/O ISTITUTO LORENZO DE' MEDICI
VIA DEL MELARANCIO 6/R
50123 FIRENZE, ITALIA

Regular mail: Generally takes anywhere from 8-10 days to arrive.

Packages: Take longer: 10-20 days if sent priority.

Express mail: (Fed-Ex, DHL, etc.) takes about 3-4 days. We recommend using Fed-Ex, DHL, or TNT. It is your responsibility to check with the Student Mail Service, and to check your LdM mailbox frequently, especially when you are expecting a package.

Customs for packages sent to students:

International imports are subject to strict customs controls, and many of them can entail VAT fees. Each time food, cosmetics, electronics, leather products, medicines, vitamins and medical supplies, e.g. contact lenses, are sent and/or declared, your packages are more likely to be held up in customs.

Customs procedures/fees: For packages held up in customs, you will have to send/fax a copy of your passport and a signed declaration to customs officials, often pay a customs fee, and sometimes pay a processing fee in addition to the customs fee. For this reason we suggest you avoid sending these types of goods.

Medicine/medical supplies: For medicine, contact lenses, etc., we recommend that you bring a supply with you for your whole stay in Italy. If you run out, these items can be prescribed by a doctor in Italy. There is a service with English-speaking doctors which you can use to get new prescriptions. If you have a specific medicine that you take, we recommend that you bring a prescription from your home doctor to

show to the doctors here. If medicine or medical supplies are held up in customs, you will have to provide customs officials with a prescription from a doctor in Italy, and there is the risk that they won't arrive by the time you need them.

Import value: Packages can also be held up in customs if the declared value doesn't match the actual value of the item(s). If sending items that are used (clothing, etc), they should be declared as such, specifying "used personal effects." Be sure to write the current value of the items, not the original price. New items should be marked "for private use." Goods marked with high values will almost certainly be held up in customs, and the student will have to complete a declaration of the content and value. An import tax of above 30% of the declared value may be charged for imported new clothing.

Customs notification: If the customs office notifies the LdM Student Mail Service directly of a package held up in customs, we email the student immediately. However, sometimes these notifications are in the form of letters addressed to the student, and in this case we cannot know that a package is held up in customs until the student finds the letter in their mailbox and tells us. This is why students should check their mailboxes and check in with the Student Mail Service regularly, especially when expecting a package. The customs office will wait for the requested documentation from 5-15 work days, after which the package will either be sent back or destroyed, depending on the package's content.

Customs assistance: LdM Student Mail Service offers assistance to students for packages which are being held in Italian customs for import restrictions.

LdM's package service consists of assisting students in:

- Filling out forms and documents;
- E-mailing or faxing the requested documents, or else explaining how to send them through the mail (the customs office may specify they want the documents faxed, scanned or sent);
- Acting as an intermediary between the student and the customs office/shipping company when possible;
- Transferring payments made by the students to the customs office shipping company.

LdM is not responsible for any errors or delays by the customs office/shipping companies, or any damages caused by the student's delays in finding the customs notification, filling out the forms, etc.

Timing for Customs Clearance: The customs clearance time below starts from the moment a student informs LdM about this notification.

- Approximately 5-15 days for goods held in customs for tax reasons.
- Approximately 10-45 days for packages held due to restricted content.

LdM does not ship mail/packages for students.

Please see the Mail and Postal Service section for information.

Upon the conclusion of the session/semester, all uncollected mail and/or packages older than 30 days (from the date received) in the LdM mailroom will be disposed of. This is because the National Mail Service does not return items to the sender after a 30 day period.

LdM LIBRARY

The library is designed to enable you to complete your courses at LdM successfully. Containing around 8000 volumes, its holdings have been built up to cater directly to the needs of students and the subjects of courses. Other smaller collections of books in design fields are located in the buildings where the corresponding subjects are taught. As is very common in Italy, this is NOT an open access library: you cannot go in to browse the books but you need to ask the librarian to fetch them for you. If you are not used to this system, it can take a little time to adjust to, but if you make the effort it can make a big difference to your academic success at LdM! The following Q&A guide is designed to help you learn how to use the library and make the most of it.

How do I know which books I need?

Consult the suggested/recommended readings in your course syllabus - all books mentioned there are in the library. Ask your professors and the librarians for advice and recommendations: they are here to help you access the books you need! Even if you cannot browse the library shelves, you CAN (and SHOULD!) browse the online library catalogue. This is available on a designated PC in the library itself, or you can access it from anywhere via the web address: <https://ldm.kohalibrary.com/> If you forget this address, just remember to go to the LdM homepage at www.ldminstitute.com and you will find the link to the library at the bottom of the page. Knowing how to navigate the online catalogue is the key to finding the books you need.

How do I search the online catalogue?

You can search via the names of authors, the titles of books, or by keywords (e.g. Masaccio, fashion modernism, Fellini etc.). If you need to do a more specific search, click on "Advanced Search" for more

detailed search options. After you have clicked on an individual work (e.g. a specific film or book etc.), you will find details about that work, including the "call number" which you need to give to the librarian if you want to see that book. You will also find a very useful group of subject headings entitled "Related links". If you click on these links you will be taken to other books in the library that deal with the same subjects. This can be a big help!

What are my options for using the books?

You are free to read books in the library during the library opening hours. You may make photocopies of the books using the copy machine in the library for a cost of 5 cents per page. It is essential that you follow the copyright laws (maximum of 10% of a book or one chapter per book). Please note that the demands on the copy machine can be heavy during the run-up to the final exam period: please arrange to make your copies well in advance! You may borrow books to take out of the library (except during the final exam week). To do this you need give the library a returnable deposit of €20. This will be given back to you anytime you want. You are permitted to borrow a maximum of three books either for up to seven days or overnight, depending on the loan status of individual books. Books borrowed for seven days must be returned by 6pm on the seventh day (books borrowed on Monday are due back on the next Monday by 6pm, and so on). Books borrowed overnight are issued at 6pm and must be returned by 6pm on the following day. Books with 'overnight' status borrowed on Fridays are due back on the following Monday by 6pm. Please note that not all books in the library are available for loan: books of particular value and course texts are usually "Reference only". The following penalties are enforced: For books borrowed overnight a penalty of €2 per hour will be deducted from the

deposit for books returned late. Only library opening hours are calculated for this fine. For books borrowed for up to seven days a penalty of €4 per day will be deducted from the deposit. For books taken out of the building without permission there is a fine of €4 per day. The deposit will also be retained in cases of loss or damage to books.

PROQUEST

All students at LdM have access to a major digital library, ProQuest. It can be accessed directly on all LdM premises. For off-premises use, students simply need to bring their laptop or similar device to the LdM Library to install a password. ProQuest covers over 170 subject areas and is divided into two main areas, ProQuest Central and ProQuest Ebook Central. ProQuest Central has over 40 databases; plus numerous scholarly and trade journals, magazines and newspapers, reports and working papers, and dissertations. ProQuest Ebook Central has nearly 150,000 e-books of all kinds, from manuals to monographs and references works. Built-in functions include sophisticated and integrated searches, personalized storage and marking of books, and several citation options. This high-powered, up-to-date, multi-disciplinary and mobile-friendly resource serves the study and research needs and the curiosity of all students. ProQuest Ebook Central also gives you the option to download a full chapter as an Adobe PDF file or download the entire ebook for 14 days.

Link on the LdM website:

<https://www.LdMinstitute.com/en/main/campuses/florence/student-services/facilities/LdM-florence-library/>.

Direct links:

<https://ebookcentral.proquest.com/lib/lorenzodemedici-ebooks/home.action>

<https://proquest.libguides.com/pqc>



PHOTOCOPYING

Students can make black and white photocopies at the front desk of Via del Giglio 4. An additional copy machine is located in the library for photocopies of the library textbooks only.

PRINTING

NOTE: To avoid long lines and inconvenient delays, please print your class papers well in advance of the time you need to submit the paper! There are two options for printing:

Academic Material: Tetriz Print Center and at any front desk except for Via Faenza 43. (See the Tetriz section, below).

Non-academic Material: Tetriz Print Center and at any front desk except for Via Faenza 43 and Piazza Strozzi 2.

Please bring your documents in on a USB device or send via email to the appropriate location. Please ask each front desk for their email address.

Color printing is available at Tetriz Print Centre and in Piazza San Lorenzo 7.

Pricing

Black/white prints: 5 cents/page
Colour prints: 15 cents/page

TETRIZ PRINT CENTER

Tetriz is the LdM printing center located in Via dell'Alloro 14r, offering students a comprehensive printing service at competitive prices (opening hours: Mon-Thu 9:00am-6:00pm, Fri 9:00am 3:00pm). Every LdM student will be issued with a "welcome" Tetriz card already pre-charged with €2.50. This can be used for printing both academic and any other material at Tetriz, and it can be recharged at Tetriz using cash (minimum recharge is 50 cents coin). Take advantage of the money on your card as it is not refundable at the end of the term! Also please keep in mind that if you lose your card you may have it replaced at Tetriz.

Students can bring material to print to Tetriz on a USB memory device or on a CD or DVD, or they can email the material to tetriz@lorenzodemedici.it.

Printing prices will be advertised in the various LdM buildings.

Please note:

- Files must be complete and properly formatted.
- Save all papers and projects in European format (A4) as opposed to US letter.
- All files must be saved in only a printable format, such as .DOC, .PDF, .TIFF, or .JPG. No PAGES file!
- Tetriz will not print from web links (all boarding passes, train tickets, etc. must be saved in a printable format).
- The Print Center will never retouch or edit any of the students' papers or projects.

This service can be used only by Tetriz card holders and is available only to students of the Institute.

SCANNING

Scanning is available at Tetriz, free of charge.

FAX SERVICE

(Via del Melarancio 6/r) You can send faxes for a fee of approx. €1/1,50 per page. When a fax is received (fax number is +39 055 267 9946), the secretary will notify you by email and you may pick it up at the secretary's desk.

MENTAL HEALTH SERVICES

LdM offers free counseling and psychiatrist services to the students.

Detailed information will be provided by the LdM Advisor. Please contact your advisor if you have any questions about it.

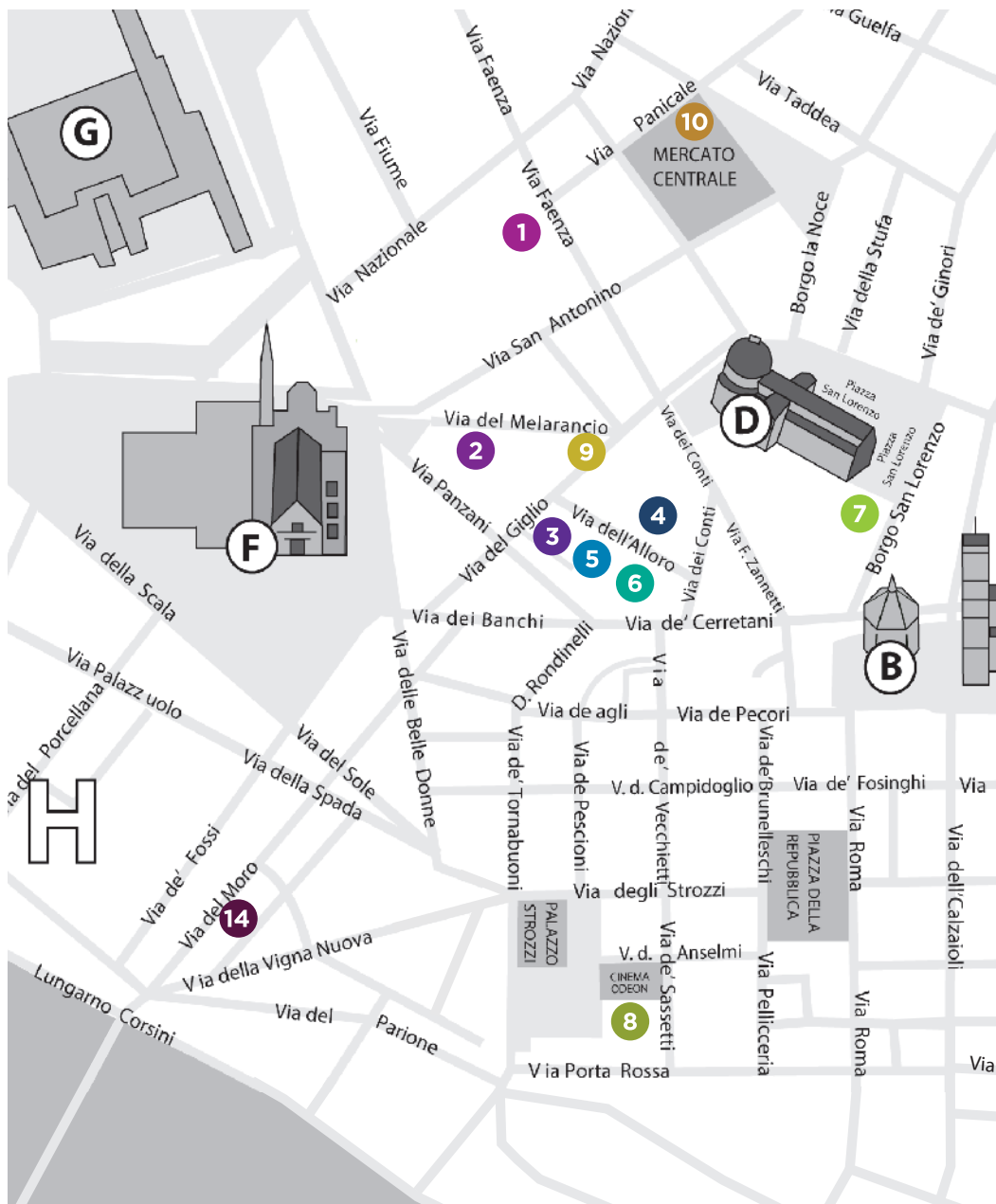
ACTIVITIES

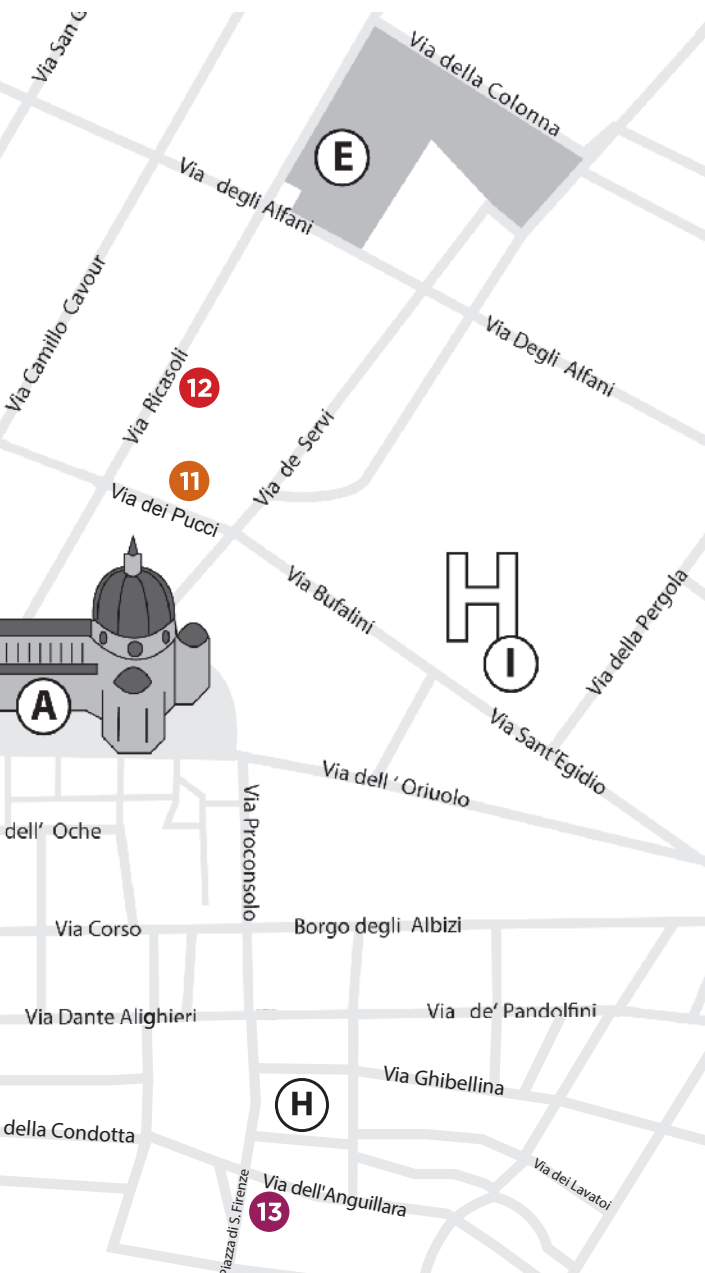
The Activities Coordinator, in collaboration with the advisors, coordinates and promotes community development opportunities and participation in a wide range of extra-curricular activities, that are offered all year round.

For further information, email: activities@lorenzodemedici.it.



LdM PREMISES MAP





- 1 Via Faenza 43
- 1 Via Faenza 69/R
- 1 Via Faenza 71/R
- 2 Via del Melarancio 6/R
- 3 Via del Giglio 4
- 4 Via dell'Alloro 14/R
- 5 Via dell'Alloro 13
- 6 Via dell'Alloro 17/R
- 7 Piazza San Lorenzo 7
- 8 Piazza Strozzi 2
- 9 Via del Giglio 15
- 10 Cucina Lab
- 11 Via dei Pucci 4
- 12 Via Ricasoli 20
- 13 Piazza San Firenze 5
- 14 Via del Moro 6
- (A) Duomo
- (B) Baptistry
- (C) Palazzo Vecchio
- (D) San Lorenzo
- (E) Galleria Dell'Accademia
- (F) Santa Maria Novella
- (G) Stazione S.M. Novella
- (H) Museo del Bargello
- (I) Ospedale (Hospital)

PRACTICAL INFORMATION

STREET NUMBERING IN FLORENCE (BLACK/BLUE VS. RED)

There are two sets of street numbers, red and black (or blue). Generally, all the red numbers are for business. Black numbers are for residences. Walking down a street in Florence you may see an 80 black next to a 12 red. So be sure to pay attention to which color you are looking for. You will often see an address for a store listed as 11/r, which means that the number 11 is painted in red, or rosso.

EMERGENCY TELEPHONE NUMBERS

Single Emergency Number (Police, Carabinieri, Fire Station, and Ambulance First Aid) **112**.

INFORMATION TELEPHONE NUMBERS

Florence Airport: International	
Flight Info (24 hrs)	055 306 1702
Lost Luggage	055 306 1302
Railway Information	892 021
Tourist Information	
Center APT	055 290 832
Via Cavour 1/r	055 212 245
Piazza Stazione 4	055 272 8208
Pisa Airport	050 849 300

CONSULATES IN FLORENCE

United States:

Lungarno Vespucci 38

055 266 951 (switchboard) - Open to the public: Monday-Friday 9:00am-12:30pm. For emergency situations and afternoon appointments they can be reached by phone. For emergencies on nights, weekends, and holidays call 06 467 41.

IMPORTANT: Please remember (if you have not already done so) to register your stay in Italy with the US Department of State's Smart Traveler Enrollment Program (STEP) at <https://step.state.gov/step> to receive security message and travel timely updates.

Brazil:

Piazza Pitti 5 055 222 336

Denmark:

Via dei Servi 13 055 211 007

Germany:

Lungarno Vespucci 30 055 294 722

Greece:

Via Cavour 38 055 238 1482

Mexico (Hon.):

Via dei Servi 13 055 217 831

Netherlands (Hon.):

Via Pier Capponi 73 055 074 9108

Norway:

Via Gino Capponi 26 055 247 9321

Russia (Hon.):

Via Guicciardini 15 055 289 873

Spain (Hon.):

Via dei Servi 13 055 212 207



Sweden (Hon.):

Via Pasquale Villari 39 055 054 65 56

Switzerland:

Piazzale Galileo 5 055 222 434

Venezuela:

Via Giambologna 10 055 588 082

Other Consulates can be found upon request.

PERSONAL SECURITY AND HEALTH

SAFETY TIPS

Florence is a safe city, as long as you use common sense, and take precautions.

- Always carry a copy of your passport and visa with you. Carrying a personal document is mandatory by law, but it is always safer when you are coming to class, or just taking a walk, to carry the copy rather than the original. Note that if you will be traveling outside of Florence, you'll need your original. For a lost or stolen passport, call your consulate.
- Beware of pick-pockets. They have mastered the art of pick-pocketing, and feed on easily accessible purses or wallets in large crowds and packed buses. They are concentrated near the main tourist attractions and museums. Sometimes they are even women or children carry newspapers or pieces of cardboard to distract their targets.

To report something stolen (purse, wallet, etc.), go to:

- Stazione Carabinieri, Borgo Ognissanti, 48; 055 2061
- Stazione Carabinieri Uffizi, Via Castellani, 1; 055 214 343
- Questura, Via Zara, 2; 055 49 771

Take great care with your personal property at all times. On sightseeing or pleasure trips, do not carry valuables with you. Also, take as much cash as you think you will need. You should never leave your luggage/purse/backpack unattended on buses, trains, restaurants, bars, etc., it may be stolen. You should not keep the wallet in the back pocket, keep it in front of you. Also avoid carrying your wallet in a backpack.

HOSPITALS**General Hospital of Santa Maria Nuova**

Piazza Santa Maria Nuova 1 055 69 381

Anna Meyer Pediatric Hospital

Via Luca Giordano 13 055 56 621

General Hospital of Careggi

Viale Morgagni 85 055 794 111

Ospedale Nuovo San Giovanni Di Dio

Via Torregalli 3 055 71921

Santa Maria Annunziata Ponte a Niccheri

Via dell'Antella 58 055 24 961

PHARMACIES OPEN 24 HOURS

Inside train station 055 216 761

MEDICAL CARE

Medical service: 055 475 411 (24/7)

www.medicalservice.firenze.it

English speaking general practitioners and specialists. Via Roma 4 (2 minutes walking distance from the Duomo).

Due to the COVID-19 pandemic doctors can be consulted through phone call and are available for clinic and home visits by appointment.

Students should call the telephone number +39 055 475 411. An automatic voice message will provide with the doctor on-duty's cell phone number to reach out in order to speak with them.

CLINIC VISITS

€40 cash/credit card. Free for CISI and GeoBlue* insurance holders.

Your insurance card must have the following information: name/last name, coverage dates, policy #.

* In order to benefit from the free service, GeoBlue insurance holders need to provide the Guarantee of Payment from GeoBlue, unless their card shows DIRECT on the bottom right corner.

HOME VISITS

Day/afternoon: €80 cash/credit card. €30 for GeoBlue health insurance holders. Free of charge for CISI health insurance holders.

Evening/night (including overnight, weekends and holidays): €100 cash/credit card. €60 for GeoBlue health insurance holders. Free of charge for CISI health insurance holders.

Guardia Medica Turistica 055 212 221

English speaking general practitioners. Vicolo degli Aldimari 1 (from Piazza del Duomo, take Via Calzaiuoli and turn the first right): without appointment from Monday to Friday from 2:00pm to 4:00pm. Cost €29.

Specialist visits by appointment ONLY (approximate cost €29/39).

NOTE: Not all the specialists speak English.

Fanfani Ricerche Cliniche 055 497 01

Piazza Indipendenza 18/b (Mon-Fri 7:30am- 5:45pm, Sat 7:30am-12:30pm). You may be referred to this clinic/lab by a physician for a variety of services, including blood work, ultrasound, MRI, etc. Discounts are available to LdM students upon presentation of the LdM ID card.

For a full list of English speaking doctors please visit: <http://it.usembassy.gov/wp-content/uploads/sites/67/2017/02/acs-doctors-florence-feb2017.pdf>

BANKING AND LOCAL CURRENCY

Unless you have a bank account, it is very hard to exchange money at a bank. Many independent, non-bank exchange offices do not charge commission, but offer poorer rates of exchange.

Banks are open Monday through Friday from 8:20am to 1:20pm and again one hour in the early afternoon. They are closed on Saturdays and Sundays.

For banking services we recommend:

Cassa di Risparmio, Via Bufalini 4 - 50122 Florence (Opening times 8:30am-1:20pm and 2:30-3:30pm).

US BANKS IN FLORENCE

Bank of America: BNL

- Via Cerretani, 28/r; 055 233 0440
- Lungarno G. Pecori Giraldi, 4;
055 234 5508

ATM CARDS

You may be able to withdraw money from your bank account at home by using your ATM card. All bank cards have symbols on the back of them, two of these symbols are available in the Italian Automated Teller Machines: Cirrus and Plus. If your card has one of these symbols and you find a machine with the same symbols, you should be able to access funds from your CHECKING account. Most of the machines have instructions in English. You can find ATM machines (in Italian - Bancomat) at almost any bank.

EMERGENCY BANKING ASSISTANCE

Mastercard-Visa: You can obtain a cash advance from your credit card at an ATM machine with the Visa or MC symbols if you have a PIN - personal identification number (you would have already done this at your bank at home).

Emergency assistance:

Mastercard toll free # 800 870 866

VISA toll free # 800 877 232

Western Union: You can have money wired to you via Western Union which has several offices in Florence.

Toll free #: 800 464 464.

Moneygram: www.moneygram.com

LOCAL CURRENCY

The Italian unit of currency is the EURO which is indicated by the symbol € before the amount and it is divided into 1, 2, 5 cents. Bank notes come in 5, 10, 20, 50, 100, 200, and 500. They increase in size progressively according to the value and have different colors. We then have 8 different coins which have a common European face and, on the reverse, a different decoration in every different country.

The same currency is also used in the following 18 countries: Andorra, Austria, Belgium, Cyprus, Finland, France, Germany, Greece, Ireland, Malta, Monaco, Montenegro, Luxembourg, Netherlands, Portugal, San Marino, Slovenia and Spain.

MAIL AND POSTAL SERVICE

POST OFFICES

Services available at the Italian post offices are: telegrams, stamps ('francobolli' which are easier to purchase at a Tabacchi -stores/bars where cigarettes are sold), registered letters and delivery of packages. You will also be able to exchange money and cash or send international postal checks. Here are the main post offices in the center of Florence:

- Via Pellicceria 3
(Piazza della Repubblica under the arches).

Hours: Mon-Sat 8:15am-7:00pm,
Sun CLOSED.

- Via Alamanni 18/r
(very near to the train station).
Hours: Mon-Fri 8:15am-7:00pm,
Sat 8:15am-12:30pm, Sun CLOSED.
- Via Pietrapiana 53
(in front of the supermarket 'CONAD').
Hours: Mon-Fri 8:15am-1:30pm,
Sat 8:15am-12:30pm, Sun CLOSED.

**Postal rates (airmail correspondence)
postcards and letters (up to 20 grams):**

Americas and rest of the world	€2,00
Italy and Europe	€0,85

Simply attach the stamp to the envelope and place the letter in the right slot of a red mailbox. Letters or packages that need to be weighed should be brought to a post office. Please keep in mind that letters generally take anywhere from 8-10 days to arrive. Packages take longer, 10-20 days if sent priority. Also remember that Express mail (Fed-EX, DHL, etc.), takes about 3-4 days.

SENDING PACKAGES AND EXPRESS MAIL

You can send packages via the Italian post by simply going to the post office. For outside of Europe the delivery time is around 25 working days and the price depends on weight.

Packing supplies can be found at:

- Mail Boxes, Etc.
 - Via della Scala 13/r
 - Via S. Gallo 61/r
- Cartoleria Mugnai, Via S. Gallo 105/r
- Any post office

FED-EX, DHL

In order to send Express mail from Florence, you must directly call the couriers and tell them about how much the package weighs, its dimensions and where it's being sent to. They will give you an estimate cost and will set up an appointment with you to pick

up the package at your home and collect the payment.

Federal Express: 199 151 119 (0,10€/min)

SHIPPING SERVICES

Mail Boxes, Etc. Via della Scala 13/r (tel. 055 268 173) or Via S. Gallo 61/r (tel. 055 463 0418). They will do your packaging and shipping for you as well as photocopies, fax and passport photos. They also have Western Union service. Visit www.mbe.it

Safe Shipping Solutions:

Via dell'Agnolo 115/r

Tel. 055 011 8470 or 370114 1612

Skype: caratellofirenze

Email: firenze@caratello.net

DHL Store:

Via Faenza 32A

Tel. 0557096144

Email: olivigroup.dhlfirenze@gmail.com

App: DHL Express

Website: www.dhl.it/express

FLORENCE BUS SYSTEM AND TAXIS

The city bus company is called Autolinee Toscane. There are about 94 bus lines in Florence. It is definitely the cheapest way for getting around the city. All buses have buttons to signal for a stop. Some seats, identified by a sign, are reserved for disabled, elderly persons and pregnant women and must be given upon request.

Tickets/passes range anywhere from 90 minute tickets to a one-month ticket.

BUS SCHEDULES AND ROUTES

Most buses usually run from early morning (about 6am) to midnight. A few buses run all night but they make very general routes.

For bus routes, schedule and any other information, you may visit www.at-bus.it.

Please, be aware that public transportation schedules are also available on Google Maps.

Here are a few routes that students often ask about:

Bus 7 - Fiesole

Bus 12, 13 - Piazzale Michelangelo

TRAMVIA SCHEDULES AND ROUTES

Tramvia runs daily from 5:00am to 12:30am. On Fridays and Saturdays, the times are from 5:00am to 2:00am. The rides times vary according to week days and times.

Line T1 Route goes from Villa Costanza to Careggi Hospital.

Line T2 Route goes from Florence Airport to Piazza dell'Unità.

BUS/TRAMVIA TICKETS

A bus ticket is valid for 90 minutes, you can hop on and off as many times as you want.

There are different ways to buy tickets.

Tabacchi shop: a single ticket costs €1,50.

Automatic vending machine that you find at any tram stop: a single ticket costs €1,50. If you do not have cash you can use your contactless card for €1,50 (only Mastercard, Maestro, Visa, and Vpay).

Via cell phone (TIM, Vodafone Italy, and WindTre only): text "FIRENZE" to the number 488 0105 for a cost of €1,80 plus a €0,29 cell phone carrier fee. Wait for the confirmation text (which is your electronic ticket) and get on the bus. Confirmation text needs to be saved and shown upon request.

Autolinee Toscane tickets "Urbano Capoluogo" are valid on buses of all the main Tuscan cities: Arezzo, Firenze (bus and tram), Grosseto, Livorno, Lucca, Massa Carrara, Pisa, Pistoia, Prato and Siena.

IMPORTANT: Tickets must be validated immediately upon entering the bus/tramvia in one of the 2 machines usually located in the front and back of the bus/

tram. Fines are very expensive for those caught without a valid ticket.

The bus ticket allows you to use the Tram (lines T1 & T2) and the Train (only for stops inside Florence).

TRAVELING OUTSIDE OF FLORENCE

Autolinee Toscane has also routes that travel outside of Florence's city limits (i.e., Siena, San Gimignano, Lucca, Viareggio, Prato, etc.). Bus terminals are located on Via Santa Caterina da Siena, 17 (near the train station) and at the Stazione Leopolda/Porta al Prato. It's possible to plan your trip through Trip Planner. For information, a toll free number is available 800 14 24 24 (Mon-Sun 6:00am-12:00am).

TAXIS

Keep in mind that taking a taxi in Florence may be expensive, but it is strongly advised when returning home at night. Generally taxis cannot be hailed, you must either go to the taxi stands in the main squares (Duomo, San Marco, Repubblica), at the train station, at the airport or you can call a taxi at the following numbers, just telling them where you are: 055 4390 (10% discount for women who travel alone between 9:00pm and 2:00am or 055 4798.

Otherwise, send a WhatsApp message to +39 333 807 75552. When you get in a cab, the meter already shows an initial amount depending on the distance the taxi covered to arrive at the pick-up point. Rates vary widely depending on the part of the city, the time of the day, how many pieces of luggage you have, etc.

Some taxis accept credit cards payment, but it is necessary to request this service when calling the taxi telephone number. Unlike other countries you don't have to give a tip to the taxi driver!

You can consider downloading the IT TAXI app for free for iPhone and Android and book your cab through it. Visit <http://www.4390.it/en/it-taxi-app/>.

TRAVELING BY TRAIN

The Italian state railroad is called FS ('Ferrovie dello Stato'). The main train station in Florence is called 'Santa Maria Novella' - SMN) and, as all the main train stations in Italy, has departure and arrival boards, showing departure/arrival times, main stops, delays, and track numbers. For information on train schedules, fares, special offers and reservations, visit www.trenitalia.com.

For regular regional trains that operate within Tuscany or the outlying regions, you can simply buy a ticket at the ticket area or at the automatic machines both located inside the train station. These trains are only for traveling locally, because most major city trains have fast and up-to-date service that is much more efficient. These trains include:

INTERCITY TRAIN (IC)

The IC train is one of the most rapid trains that goes to most of Italy's major cities, making few stops.

FRECCIAROSSA AND FRECCIARGENTO (ES)

The fastest trains and with the least amount of stops! If traveling on one of these trains reservations are mandatory. If you can, you should reserve at least a few days in advance to assure your seat on the train. If this is not possible, you can make a same-day reservation as long as there are still seats available. These trains are expensive, but going from Rome to Florence only takes about 1 hour and 35 minutes and costs about €90 roundtrip.

EUROCITY TRAIN (EC) AND EURNIGHT TRAIN (EN)

The EC and EN operate within Europe, not just within Italy. The second one only travels at night and it is necessary to have a reservation for cabins. They both require a supplement.

IMPORTANT: You must validate your ticket before getting on the train! Green boxes are set up right by each track especially for this purpose. If you forget to do so, the conductor will make you pay a fine!

ITALO TRAIN

Italo is a private company competitor of Trenitalia and connecting the main Italian cities (Milan, Turin, Venice, Bologna, Florence, Rome, Naples).

For information on train schedule, tariffs, special offers and reservations, you may visit www.italotreno.it.

Tickets can be purchased online or at the Italo desks and automatic machines inside the train stations.

STORAGE WHILE TRAVELING

You can store your luggage in any central train station throughout Italy. In Florence at Santa Maria Novella, the central Station, there is the KI Point left luggage, the cost per luggage is €6.00 for the first 5 hours, €1 for each additional hour from the 6th to the 12th, and €0.50 per hour after the 12th. Open every day from 6:00am up to 11:00pm.

For further information, please check their website www.kipoint.it or call them 055 933 7749. Note: prices may vary.

Mail Boxes, Etc

Via della Scala 13/r

Tel: 055 268 173

Website: www.mbe.it

Email: ceekayservice@dada.it

Discounted price for LdM students: €5 per day per luggage, or €10 per luggage per week.

Note: prices may vary.

Open Mon-Fri 9:30am-1:00pm and 3:30pm-6:30pm, closed on Saturday and Sunday.

Mail Boxes, Etc

Via S. Gallo 61/r

Tel: 055 4630418

Website: www.mbe.it

Email: mbe288@mbe.it

Discounted price for LdM students: €10,00 per day per luggage, or €15,00 per luggage per week. Note: prices may vary.

Open Mon-Fri 9:00am-7:00pm, closed on Saturday & Sunday.

Safe Shipping Solutions

Via dell'Agnolo 115/r

Tel. 055 011 8470 or 370114 1612

Email: firenze@caratello.net

€5, per day per luggage, or €35.00 per luggage per week. Open Mon-Fri 9:30am-1:00pm and 2:00pm-5:30pm.



TRAVELING BY PLANE

GETTING TO FLORENCE AIRPORT (Amerigo Vespucci)

The Florence airport is open from 4:30am to 00:30am every day of the year. It is just 7 kilometres (4.5 miles) from the city centre, and easily connected by public transport or road.

To reach the airport there are three options: tramway line T2, airport shuttle & taxi. The tramway T2 (Direction Aereoporto Peretola), leave from Piazza dell'Unità, and the service starts at 5am and it ends at 00:30am. (On Fridays and Saturdays the service ends at 2am). Journey time 23 minutes. The frequency of the trips is different depending on days and times. During peak hours there is a ride every 4 minutes.

For schedule and frequency you can check on: <https://www.gestramvia.com/orari>

The cost of the ticket is €1.50 and it must be purchased before boarding on the tramway, in tram ticket vending machines at the tram stops, in bars, newsstands, and tobacco stores. Remember to stamp your ticket when you are on board. Single tickets are valid for 90 minutes after stamping and are valid for multiple rides.

The airport shuttle Vola In Bus leaves 7/7 from the SITA bus station (Via S. Caterina da Siena 17) every half hour (starting from 5:30am) and the ride takes about 25

minutes with normal traffic. Sometimes if it is early in the morning, or late in the evening, the shuttle bus leaves from a different location. The ticket costs €6 and can be purchased on board.

Taxi can be reserved calling the number 055 4390 one day in advance. When calling, please provide your pick-up address, your phone number, and pick-up time. If you have many pieces of luggage (or many people with luggage), make sure you mention it as well. The ride will take around 20-25 minutes with normal traffic and the cost should be around €20-30 plus €1 extra per luggage.

GETTING TO PISA AIRPORT (Galileo Galilei)

There are two options: the train or the bus. If you take the train, get a ticket for "Pisa Fermata Aeroporto", get off at Pisa Centrale, and board the Pisa Mover shuttle rail that connects the train station to the airport. The same ticket is valid for both, the train and the shuttle. The ride from Florence will take about 1 hour and 20 minutes. The Pisa Mover shuttle rail runs between 6am and midnight and the stop is close by platform #14 inside Pisa Centrale train station.

If you take the bus, the company is Airport Bus Express. Further information and ticket purchase are available on their web site www.airportbusexpress.it. Tickets can also be purchased from the driver right before getting on the bus.



GETTING TO MILAN AIRPORT

There are two different airports that service Milan, Malpensa and Linate. To reach them, the train is definitely the best solution. You should take a train to the main train station in Milan (Milano Centrale) - about 1 hour and 45 minutes for around €55 - and then the shuttle bus/train to the respective airport (about 1 hour).

GETTING TO ROME AIRPORT (Fiumicino)

The train is definitely the best solution to reach the main train station in Rome (Roma Termini) - about 1 hour and 30 minutes for around €45. Once there, you may consider either taking the shuttle train (Leonardo Express, about 40 minutes and €14) or the shuttle bus (www.terravision.eu) to the airport.

CONTACT TELEPHONE NUMBERS FOR AIRLINES

Alitalia: 800650055 Toll Free

Air France: 0238591272

Delta Airlines: 0238591451

KLM: 0238594998

British Airways: 0269633602

Lufthansa: 089 9198000

Meridiana: 892928

American Airlines: 02 38591485

CHEAP AIRLINE COMPANIES TO TRAVEL AROUND ITALY AND EUROPE

www.easyjet.com

www.smartwings.com

www.tuifly.com

www.vueling.com

www.flyaerlingus.com

www.blu-express.com

www.ryanair.com

www.transavia.com

www.span-air.com

www.airberlin.com

www.meridiana.it

SHOPPING

Shop hours: large supermarkets and department stores stay open all day as well as most of the stores in the center. boutiques and some shops may be closed between 1:00pm and 3:30pm and on Monday morning. For TAX REFUND information and quantity of duty free items that you may bring back home, please see your countries customs laws.

APPLIANCES/HOMEWARE HOUSE SUPPLIES

For small appliances like hairdryers and coffeemakers try an Elettrodomestici or a Casalinghi. You can often find wattage converters and plugs too. The Mesticheria is a great place to find any type of general household supplies. A convenient place to find a variety of household items is Ganzaroli - Via Lanza (bus # 14).

IKEA: The bus Autolinee Toscane number 29 connects the tramvia T2 (stop Torre degli Agli) with the IKEA Firenze store and the service is also active during the weekends.

ART AND PHOTOGRAPHY SUPPLIES

Studio art

- Zecchi, Via dello Studio 19/r
- Salvini, Via degli Alfani 127/r
- Rigacci, Via dei Servi 71/r

Photography supplies and film developing

- Foto Cine MB, Via Ghibellina 131/r
- Fontani, Viale Strozzi 18-20/A
- Bongi, Via Por Santa Maria 82/r

BOOKSTORES

Here is a list of bookstores where you can find books in English:

- Bm Bookshop
- Borgognissanti, 4/r; 055 294 575
www.bmbookshop.com

- Feltrinelli
- Via dei Cerretani 30-32/r; 199 151 173
15% discount to all LdM students on presentation of the LdM ID card (except for audio-visual material)
- Piazza della Stazione (inside the train station); 199 151 173
- Red Feltrinelli
- Piazza della Repubblica 26; 199 151 173
- IBS
- Via dei Cerretani 16/r; 055 287 339

COMPUTER STORES

PC computer accessories and repairs

- Eureka Sistemi - Viale Matteotti 9
055 505 9451, 055 504 8967, 055 575 387
Mon-Fri 9:00am-1:00pm/3:00pm-7:30pm, Sat 10:30am-1:00pm.

PC and Mac computer accessories and repairs

- Gialexong Telecommunications
- Via A. Stradivari, 23
- Abaco - Borgo Albizi, 56/r
Computer accessories.

Mac computer accessories and repairs

- Apple Store; 055 464 1900
- Piazza della Repubblica, 10/r
- Apple Store; 055 880 3000
- Inside the mall 'I Gigli'
- Dataport; 055 660 337
- Via Fra' Giovanni Angelico 6/r
Mon 2:30pm-7:30pm, Tue-Fri 10:00am-1:00pm/2:30pm-7:30pm, Sat 10:00am-1:00pm/3:00pm-7:00pm

SCHOOL SUPPLIES/STATIONERY

You will find notebooks and other school supplies in a Cartoleria or in the general stores and supermarkets.

Here are few addresses of some stationary stores:

- Cartoleria Mugnai, Via S. Gallo 105/r

- Cartoleria Ostolani, Piazza degli Ottaviani 3/r
- Tiger:
- Via dei Servi 98/r (corner with Via degli Alfani)
- Borgo San Lorenzo 7
- Via Panzani 61/r

GENERAL STORES

In these stores you can find clothing, health and beauty supplies, kitchen and bath supplies, towels and sheets, stationary and school supplies, light bulbs, electrical supplies and small appliances (alarm clocks, hairdryers, etc.):

- UPIM
- Via Gioberti, 70 (bus #6, #14, #C2 from SMN Novella)
- OVS
- Via Panzani, 31/r
- Via Nazionale, 29

MALLS/OUTLETS AROUND FLORENCE

The only big mall in Florence is called 'I Gigli' and it is located 45 minutes away from the center. To get there you need to take a CAP bus from Largo Alinari (very close to the train station). There are three main outlets found just outside of Florence. They are easily reached by either train or bus (sometimes with a short taxi ride in between). Below are the outlets and their websites for information on shop hours and transportation:

The Mall: (Gucci, Agnona, Bottega Veneta, Emanuel Ungaro, Ermenegildo Zegna, Giorgio Armani, Hogan, La Perla, Loro Piana, Salvatore Ferragamo, Sergio Rossi, Tod's, Valentino, Yves Saint Laurent, etc.) Shop hours, Store & Transportation info: <https://firenze.themall.it/en/outlet-italy/how-to-get-to-the-mall-firenze/>

Barberino Designer Outlet: (Prada, Guess, Puma, CK Jeans and Underwear, Adidas, Stefanel, Levis, Rifle, GAS, etc.) <https://www.mcarthurglen.com/en/outlets/it/designer-outlet-barberino/>

Valdichiana Outlet Village: (Nike, Benetton, Sisley, Calvin Klein, D&G Watches, Guess, Levis, Prada, Puma, Zara, etc.)
<http://www.valdichianaoutlet.it/en/home>

MARKETS

Mercato Centrale (groundfloor):

(Via dell' Ariento) Food market 7:00am -2:00pm (Mon-Fri) + 7:00am-5:00pm (Sat). Closed Sunday.

Mercato Centrale (1st floor):

(Via dell'Ariento) Artisans of taste and street food 10:00am-12:00pm (Mon-Sun).

Mercato di Sant'Ambrogio:

(Piazza Ghiberti) Food market 7:00am-2:00pm (Mon-Sat) + Wed & Fri also from 2:00pm to 7:00pm. Closed Sunday.

Mercato delle Cascine: General market (food, clothes, shoes, home supplies, etc): every Tuesday morning at the Cascine park (bus # 17C or tram T1).

Mercatino delle Pulci: (Piazza Annigoni), Flea market.

Mercato dei Fiori: (Via Pellicceria, under the arches), Flower market: every Thursday from 10:00am.

Fierucola: (Piazza Santo Spirito), Organic food and natural products - every 3rd Sunday of the month, 9:00am-7:00pm (closed in July, August and December).

HEALTH FOOD

(organic, vegetarian, vegan, lactose/ gluten free food, etc.)

- La Raccolta: Via G. Leopardi 2/r
055 247 9068 (shop, café and restaurant)
- Sugar Blues: Via Serragli 57/r
055 268 378 (shop)
- Natura Sì: Via Masaccio 88/90
(supermarket)
- Il Vegetariano: Via delle Ruote 30/r
055 475 030 (restaurant)
- Un Punto Macrobiotico: Piazza Tasso
055 221 167 (small shop and restaurant)

- La Sana Gola: Via L. Da Vinci 29/ab
055 571 257 (restaurant)
- Cinque e 5: Piazza della Passera 1
055 274 1583 (restaurant)
- Libreria Brac: Via dei Vagellai 18
055 094 4877 (café and restaurant)
- Universo Vegano: Via Pietrapiana 47/r
338 847 7269 (vegan fast food)

SUPERMARKETS/GROCERY STORES

Aside from the two food markets Mercato Centrale and Mercato di Sant'Ambrogio), there are a few grocery stores in the historic center:

- Conad
 - Via dei Servi, 56/r
 - Via del Melarancio, 7/r
 - Via Pietrapiana, 42
 - Borgo San Lorenzo, 15-17/r
 - Largo Alinari, 6-7
(next to the train station)
 - Via Santa Monaca, 6/r
- Supermercati Pam Local
 - Via Nazionale 108
 - Via Cavour 64/r
- Despar
 - Piazza San Lorenzo, 19/r
- Carrefour Express
 - Via Faenza 48/r
 - Via de' Ginori, 41
 - Via delle Ruote, 44/r
 - Via Ricasoli, 109

Outside the Historic Center, you will find several large supermarkets:

- ESSELUNGA
 - Via Masaccio, 224 (bus # 11, #17, #20)
 - Via Pisana, 130 (bus # 6, #26, #27)
 - Via Milanese, 32 (bus # 14 and Tram T1 stop Leopoldo) - Via di Novoli, 61
(Tram T2 stop Regione Toscana)
- COOP
 - Via Cimabue, 47 (bus # 14)
 - Via Madonna della Querce, 23
(near Piazza Cure - bus # 1)
 - Piazza Leopoldo, 6/r

(bus # 20, #28, Tram T1 stop Leopoldo) - Ponte a Greve, Viuzzo delle Case Nuove 9 (Tram T1 stop Nenni Torregalli)
- Via Enrico Forlanini, 129
(Tram T2 stop San Donato)

Smaller foodstores called Alimentari, can be found all around the city and usually carry dry and canned goods and often have a deli counter or dairy products: Forno (bread and baked goods), Macelleria (butcher shop), Pasticceria (bakery and pastry shop), Latteria (dairy products), Ortofrutta Fruttivendolo (fruit and vegetables), Pizzicheria/Gastronomia (delicatessen).

MISCELLANEOUS

RECYCLING

The city of Florence is promoting eco friendly practices, such as waste sorting that all students are strongly invited to follow! According to the area of the city where you live, one of the 3 following waste collection systems will apply (make sure you ask your landlord which area your apartment belongs to):

- Door-to-door waste collection
- Buried recycling bins
- Surface recycling bins

Rules to separate waste
(updated May 2014):

- Food and organic waste goes into “ORGANICO”.
- Plastic, glass, cans and Tetrapack (which are usually used for juices and milk containers) go into “MULTIMATERIALE”.
- Paper and cardboard go into “CARTA”.
- Unsorted waste goes into “RIFIUTI RESIDUI NON DIFFERENZIABILI”.

The city of Florence is getting attentive to the waste sorting issue and therefore very strict with those who do not follow the waste separating rules correctly.

Fines are EXTREMELY high, up to €550 (LdM students were actually fined for €250 in the past, so be responsible!!).

PASSPORT SIZE PHOTOGRAPHS

Students can have their passport sized photographs taken at Ottica Radioradar (Via Sant'Antonino 6/r). There are also public photo booths located in the plaza below the Santa Maria Novella train station, on the street behind Santa Maria Novella church and also across from the main post office in Piazza della Repubblica.

CLOTHING REPAIRS

Do you need to have your pants hemmed? Go to Via Faenza, 61/A (Mon-Fri 10:00am-6:00pm). They are also available for any kind of clothing repairs!

FLORENCE LOST AND FOUND

Via Veracini, 5/5 - 055334802
Office hours: Mon-Fri 9:00am-12:30pm and Tue and Thu also from 2:30pm-4:30pm.

BIKE REMOVAL

Via Allende 18-20
(Bus #57, #23 + T1 Aldo Moro).

RELIGIOUS SERVICES

Catholic Services:

- Duomo Cathedral: Mass in English Saturday at 5:00pm. Mass in Italian Monday-Saturday at 8:30am, 10:00am, 6:00pm and Sunday at 9:00am, 10:30am, noon, and 6:00pm.
- S. Maria Novella: Mass in Italian Monday-Saturday at 7:00pm and Sunday at 10:30am and 7:00pm.
- Santa Croce: Mass in Italian Monday-Saturday at 6:00pm and Sunday at 11:00am and 6:00pm.

- San Lorenzo: Mass in Italian Monday-Saturday at 9:30am and 6:00pm and Sunday at 9:30am, 11:00am, and 6:00pm.
- SS. Apostoli, Piazza del Limbo: Mass in English every Sunday at 10:30am.
- San Miniato: Vespers (in Gregorian chant) and Mass in Latin Monday-Saturday at 6:00pm and Sunday at 8:30am, 11:30am, and 5:30pm.

Protestant Services:

- Saint James Episcopal Church: All services in English. Via B. Rucellai, 9; 055 211 942
- Florence Gospel Fellowship International (Chiesa Metodista): Via dei Benci, 9; 055 288 143
- Chiesa Evangelica Battista (Evangelical Baptist Church): Borgo Ognissanti, 4/6; 055 210 537
- Anglican Church of St. Mark's (Church of England): Via Maggio, 16; 055 295 764

Synagogues:

- Comunità Israelitica: The services follow the lunar calendar, for further info: <http://moked.it/jewishflorence> Via Farini, 4; 055 245 252

Islamic Services:

- Centro Islamico Culturale: Vicolo Gherardacci, 14, Prato; 0574 30495
- Mosque Masjid Al-Taqwa: Borgo Allegri, 64-66

Buddhist Services:

- Istituto Buddista Italiano: Via di Bellagio, 2/E - Località Castello Firenze; 055 426 971, www.sgi-italia.org

HAIRDRESSERS/ESTHETICIANS

Hair:

- Jean Louis David
 - Via Zannetti, 6/r
 - Lungarno Corsini, 50
- Pino Capasso
 - Largo Alinari, 20; 055 294179
 - In the mall underneath the station
- Eleonora Gentile Luxury Hair Spa
 - Via della Pergola, 6/r

Body:

- Istituto Vivoli
 - Via Panzani, 13 (waxing, facials, massage, manicure, tanning bed); 055 294 506
- New Esthetic
 - Piazza San Giovanni, 7 (near the Duomo and Baptistery)
- Oasi
 - Via Alfani, 53/r; 055 234 6696 (solarium, waxing, tattoo)
- Tropical
 - Via Cavour, 19; 055 210 908 (tanning beds)

LAUNDRY SERVICES

Self-service laundry:

- Wash-Dry
 - Via dei Servi, 105; 055 291 504.
 - Via Faenza, 26/r
- Ondablu V
 - Via degli Alfani, 24/r (7 days/week 8:00am-10:00pm)

Dry-cleaners:

- Elensec
 - Via S. Gallo, 50-52/r

FREE TIME ACTIVITIES AND SPORTS

BICYCLE, SCOOTER AND CAR RENTAL

- S. Bianchi cicli - Via San Gallo, 38-42/r; 055 499 385 (semester bike rentals with a buy-back option)
- Hertz - Via Borgognissanti, 137/r 055 239 8205
- Avis - Borgognissanti, 128 055 213629
- Sicily by car - AutoEuropa Via Borgognissanti 100, 47/r 055 213333
- Happy Rent - Via Borgognissanti, 133/r; 055 289881
- Thrifty Car Rental - Via Borgognissanti, 137/r; 055 2398205

If you decide to rent/buy a bike, please make sure you secure it by using a good quality lock, on appropriate public bike racks.

DANCE STUDIOS

- Scuola Danza Hamlyn - Via Maggio, 7 055 289 837. Modern and classical dance. You can pay as you go!
- Centro Danza e Movimento Borgo Albizi, 16; 055 243 008. Modern and classical dance, flamenco.
- Florence Dance Center Borgo Stella, 23/r; 055 289 276. Hip-hop, funky, Latin American, jazz.

GYMS AND YOGA

- Klab Conti - Via de' Conti, 7; 055 215 902. Health and fitness resort open 7 days/week. www.klab.it. (discount for students). All info on how to get it will be provided by the gym, ask at the front desk (English speaking staff).

- Florence Fitness - Via dei Fossi, 56/r 055 239 6497 (discount for students)
- Europa Power Yoga - Via della Chiesa, 36/r +39 345 173 7097 (discount for students) www.europapoweryoga.com
- Libertas Judo - Piazza Santa Maria Novella, 18; 055 294 421
- Palestra Ricciardi - Borgo Pinti, 75 055 247 8444 (discount available for anyone under 24)
- Scuola Iyengar Yoga - Via delle Ruote, 49; 055 480 450
- Time Out - Via Ponte Sospeso, 6 055 714 069 (Ponte alla Vittoria). €175 for 3 months.
- Yoga Garage - Via dei Conti 22/r 346 869 8803

MOVIE THEATERS WITH FILMS IN ENGLISH

- Odeon CineHall - Piazza Strozzi; 055 214 068. Shows films in English on Monday, Tuesday and Thursday evenings. 25% discount upon presentation of your LdM ID Card.
- Teatro Della Compagnia Via Camillo Cavour, 50/r

PARKS

For walking/running/skating/relaxing:

- Cascine Park: free entrance, (bus # 17C or tram T1 from SMN train station) - Florence's "Central Park"; this park is a great place to take walks or jog, rollerblade, play soccer etc. in the day time (not advisable at night). Every Tuesday morning there is a general market.
- Giardino di Boboli: Piazza Pitti, 1 Entrance ticket €10/6 (bus # 11, 36, 37)
- Parco dell' Anconella: Via Villamagna Free entrance (bus # 8 or 23 from SMN train station)

- Parco Villa Vogel: Via Canova
Free entrance (bus # 1 from SMN train station)
- Villa il Ventaglio: Via delle Forbici, 24
(bus # 1, 11, 17 from SMN train station)

THEATERS

- Opera di Firenze:
Piazzale Vittorio Gui, 1 (tram T1)
www.maggiofiorentino.com
- Teatro Verdi: Via Ghibellina, 99/r
www.teatroverdifirenze.it
- Teatro della Pergola:
Via della Pergola, 18/32
www.teatrodellapergola.com
- Teatro Tuscany Hall: Via Fabrizio De Andrè, 5 (bus # 14) www.tuscanyhall.it
- Mandela Forum: Viale Malta, 6
(bus # 1,10,20) www.mandelaforum.it

SWIMMING POOLS

- Costoli: Piazza E. Berlinguer, 2
055 623 6027 (bus #1 #6 from SMN train station). Open daily during the summer from 10am to 6pm. In winter time they offer both classes and individual swimming.
- Bellariva: Lungarno Colombo 6
055 674 200 (bus #14 from SMN train station). Open during the summer from 10am to 6pm. In winter time they offer both classes and individual swimming.
- Le Pavoniere: Parco delle Cascine
Via della Catena 2; 055 362 233
(bus #17c or Tram T1 from SMN train station). Open daily ONLY during the summer from 10am to 6pm.
- Il Poggetto: Via M. Mercati 24/B
055 484 465 (bus #4 or Tram T1 from the SMN train station). ONLY open Saturday and Sunday during the summer from 10am to 6:30 pm.
- Nuovi Amici del Nuoto: Via del Romito 38/B; 055 483 951. In winter

time they offer both classes and individual swimming.

- Klab Marignolle: Via del Ferrone 5
Open daily during the summer.

USEFUL WEBSITES

www.aeroporto.firenze.it

(Italian and English) Website of the Florence airport. It's possible to check the status of flights.

www.ataf.net

(Italian and English) Official website of Florence's bus company. To check routes, schedules, etc.

www.boxol.it

(Italian and English) To check about events, concerts, operas, etc. in Florence and Tuscany. It is possible to buy tickets online.

www.firenzemusei.it

(Italian and English) Firenze Musei is a network of thirteen state museums in Florence, find out booking information, opening hours and services.

www.cts.it

(Italian only) Website of the Student Travel Agency. Good fares for students under 26!

www.eurometeo.com

(Italian and English) Weather in Italy and the rest of Europe.

www.firenzeturismo.it

(Italian and English) Official web site of Florence's tourist office. To check events, museums' opening times, restaurants, useful information, etc.

www.legaseriea.it/en

Official website of Italian soccer. To check Italian teams' games, results, dates, etc.

www.hostels.com

(English) To find/book hostels in Italy and the rest of the world.

www.hostelworld.com

(English) To find/book hostels in Italy and the rest of the world.

www.paginebianche.it

(Italian only) Phone book of any city in Italy.

www.paginegialle.it

(Italian only) Italian Yellow Pages.

www.raileurope.com

(English) All the info on EurailPasses.

www.trenitalia.com

(Italian and English) Official website of Italy's train system. You may check schedules, prices and buy tickets online.

www.theflorentine.net/aboutus.asp

(English) Bi-weekly publication printed in English covering news, events, culture, politics, business, travel, food, sports, weather, etc., in and around the Florence area for the English-speaking community in Florence.

www.lapulce.it

(Italian only) Classified ads online.

SHOPS OFFERING DISCOUNTS TO LdM STUDENTS

HAIRDRESSERS AND ESTHETICIANS

- Parrucchiere per Uomo
- Via Faenza 59/r
- Mix Evolution Hairdressers & Esthetic Center
- Via del Giglio 33-35/r
- Naturality Eco-Hair Salon
- Via dei Ginori 29-30/r
- Sabrina Hairdresser,
- Via Faenza 59/a

RESTAURANTS, BARS, FOOD AND DRINKS

- Alla Griglia Restaurant
- Via dei Banchi 25/r
- Bistrot La Capannina
- Via S. Antonino 49/r
- Buca Poldo
- Chiasso degli Armagnati 2/r
- Canto de' Nelli Ristorante,
Pizzeria take away
- Canto de' Nelli 22/r
- Casa del Vino Enoteca
- Via dell'Ariento 16/r
- Da Pinocchio Ristorante
- Piazza del Mercato Centrale 46/r
- Le Cappelle Medicee Pizza
- Canto de' Nelli 30/r
- Odeon Bistrot
- Piazza Strozzi 8/r (next to the Odeon Movie Theater)
- Osteria Zio Gigi
- Via Folco Portinari 7/r
- Pasticceria Sieni
- Via dell'Ariento 29, one of Italy's best pasticceria since 1909, free Wi-fi no cover charge!
- Pizzeria Rubaconte
- Via Ghibellina 178r
Special menu 15 euro
- Sosta degli Aldobrandini
- Piazza Madonna degli Aldobrandini
- Trattoria Katti
- Via Faenza 31/r
- Trattoria Il Grullo
- Via dei Servi 51/r
- Trattoria La Madia
- Via del Giglio 14/r
- Trattoria Palle d'Oro
- Via S. Antonino 43/r

ACCESSORIZES AND BIJOUTERIE

- Indian Bigiotteria
- Via Faenza 40/r

LEATHER CLOTHING AND SHOES

- Massimo Leather
 - Borgo la Noce 13/r
- Bi Bi
 - Via dell' Ariento 12/r
- Donatello
 - Via dell' Ariento 25/r
- Giorgio Leather Factory
 - Via Canto de' Nelli 32-34-36/r
- Hong Kong
 - Via Faenza 19/r
- La Galleria Fur and Leather
 - Via Ricasoli 42
- Liliana & Alessandro
 - Via Faenza 30/r
- Modabella
 - Via Faenza 15/r

MISCELLANEOUS

- Alice Maschere d'Arte
 - Via Faenza 72/r
- Annibali Chiti Utensili
 - Via dell' Ariento 59/r
- Dragon Tattoo
 - Via Faenza 36/r
- Farmacia San Lorenzo
 - Piazza di San Lorenzo, 11/r
(corner with Via della Stufa)
- Florentia Arte in Ceramica
 - Via dell'Ariento 81/r
- Leo Service (cobbler)
 - Via Faenza 77-79/r
- Mini Supermarket
 - Via Faenza 32/r

CULTURAL ADJUSTMENT

When a student studies abroad, a normal and expected response is cultural adjustment.

What is cultural adjustment?

Cultural adjustment occurs when a person experiences a clash between his/her way of viewing and interacting with the world (determined by the his/her home culture) and a new cultural environment.

Four phases of “cultural adjustment”

What are the four phases?

1. The Honeymoon: Initial reactions of excitement, fascination and enthusiasm. You don't notice any differences between your worldview (e.g., how the world works, how people should behave) and the host culture's worldview, or, if you notice the differences, you think they are quaint.
2. The Crisis: Feelings of inadequacy, frustration, sadness, anxiety and anger. During this stage, you notice the differences between your worldview and your host culture's worldview, and you wish that the host culture's worldview were more similar to your worldview.
3. The Recovery: Crisis resolution and cultural learning. During this stage, you accept the differences in worldview and behavioural patterns, and you let go of trying to make the host culture adhere to your worldview.
4. Adjustment: Enjoyment of and adaptation in the new environment. During this stage, you accept your host culture's worldview (whether or not you decide to embrace all of its aspects) and begin to enjoy viewing the world from a different perspective.

A person may not always follow these steps in order, sometimes moving back and forth between stages or getting “stuck” in one phase. Different people react in different ways.

This process repeats itself when a person re-enters his/her home country.

What are some symptoms of cultural adjustment?

- Feelings of helplessness
- Fear
- Confusion
- Anxiety
- Frustration
- Anger
- Sadness and crying
- Loneliness
- Change in sleep patterns (less or more)
- Change in appetite or weight (loss or gain)

You may experience as little as one symptom, or you may experience several of them. The point is that most people experience at least some symptoms - it is completely normal.

Helping with cultural adjustment:

1. Increasing support network: For many of you, you have left behind friends, family, and other important relationships. It may be helpful to join clubs, participate in school functions and activities, and sign-up for school excursions. Continuing with interests and hobbies from home is also helpful (sports, music, etc).
2. Journaling: It may be helpful to keep a journal to record your thoughts and feelings about adjusting to a new culture. This journal may also be helpful to you when your return home and may help you review your experiences abroad.
3. Education: Know about the phases of cultural adjustment, so that you can recognize them and be proactive.
4. Talking: You may find it helpful to talk to others, including your advisor or a counsellor, about the challenges you are experiencing.
5. Self-care: It is really important to continue taking care of yourselves: to eat well, exercise and be kind to yourself.
6. Familiarizing yourself: With key phrases and important social customs; try to speak Italian as much as you can. It is also helpful to learn as much as you can about your host culture.
7. Reasonable Expectations: It took us all years to learn the language of spoken at home and to learn the social cues important in our own culture, so have patience with yourself when trying to learn Italian and social cues important in Italian culture.

STANDARDS FOR A CIVIL COHABITATION IN THE CITY OF FLORENCE

The Comune (Municipality) of Florence passed the rules called "Standards for a Civil Cohabitation in the City". As there are fines varying from €25 to €500,00 for the non-observance of these new regulations, LdM hereby wishes to inform all students some of the most important regulations which apply in their everyday life in the city:

1. It is forbidden to dirty, lessen the functioning, or damage by personal action all public places such as streets, open communal areas, buildings, bridges, public equipment, or décor or monuments.
2. In all public places it is forbidden to climb onto monuments, to enter fenced-off zones, to enter or throw objects into fountain basins (unless in cases where it is explicitly permitted to throw in coins). Coins thrown into the basin of a fountain belong to the municipality and it is forbidden to take the coins out of the basin.
3. It is forbidden to place or lock bicycles onto barriers protecting monuments, any other urban décor which blocks people walking on foot. Bicycles must be locked or left at the barriers expressly built for this purpose.
4. It is forbidden to climb on roofs, gutters, river pillars gates, fences trees and other places which may cause damage or create annoyance to others.
5. Indecent behavior or behavior which causes embarrassment, exhibit oneself intimately, inconvenience or disturbance in public places is forbidden.
6. It is forbidden to abandon or deposit rubbish in public areas or throw paper, bottles, tins, wrappers, cigarette stubs and any other objects however small.
7. It is forbidden to visit places of worship or in memory of the deceased wearing clothes or committing acts which are not consistent with the dignity of the place, lie down on public territory, steps of monuments or places of worship or in memory of the deceased, on public benches, or rest, eat, drink or sleep in an indecent manner or occupy the aforementioned with bags, or other equipment.
8. It is forbidden to feed wild birds and in particular pigeons which are on the public territory of the municipal area.
9. It is forbidden to move, dirty or damage public trash bins.
10. It is forbidden to hang washing or other objects out of the window, from terraces or visible which cause a lessening of the decorum and dignity of a building.
11. It is forbidden to write or draw on public or private buildings, on the walls, doors etc.
12. It is forbidden to pick the flowers, break branches or damage plants, damage public benches, or any object for public use or ornamentation in public parks, gardens and other public areas.
13. It is forbidden to damage the grass, bushes or any closed areas which are not for public passage and where it is expressly forbidden or indicated.
14. It is forbidden place tables, benches or other equipment in order to eat, drink or hold parties in unauthorized areas.

15. It is forbidden to swim in the Arno and other rivers in the municipal area of Florence, hang or lay out washing on the banks of the rivers, wash animals, vehicles or throw objects, trash etc. into the river.
16. Between 12am and 7am it is forbidden to carry out any activity (noise, music, use of musical instruments) which causes disturbance, unless specifically authorized.
17. It is mandatory for all public business serving food and drink to keep their toilet/s clean and usable and allow anybody who requests to use the toilet/s.

These are some of the most important rules which the city of Florence has drawn up to ensure a serene and civil cohabitation and prevent damage and prejudice to all persons within the municipal area of Florence and protect the social tranquility, the correct use of public and monumental areas, the environmental decorum, and the quality of life of all citizens.

Consequences for breaking these rules may include fines and punishment from local authorities.

Thank you for your cooperation.



INSTRUCTIONS FOR STUDENTS

EVACUATION PLAN IN CASE OF FIRE

As of today the evacuation order will be given by an acoustic alarm wherever present OR Directly by a staff member "May I have your attention. This is an evacuation order. Please exit the building".

- If a professor is present follow his or her instructions.
- If a professor is not present, follow the directions of the front desk staff.

Evacuate the building following the below directions:

- Remain calm and do not panic
- Take your cell phone with you.
- Leave behind bags or other heavy or bulky belongings.
- If possible turn off your computer and any electrical equipment (if applicable).
- Exit the building carefully, avoid running or shouting.
- Maintain a distance of one arm's length from the person in front of you.
- Follow the identified evacuation route.
- Do not use the elevator.

If you come across smoke or flames it is best, when possible, to:

- Wet a tissue and hold it near your mouth and nose to protect your respiratory system from smoke.
- Wrap cotton or wool clothing around your head to protect your hair from the flames, and do not use clothes that are made of synthetic materials.

Do not go back into the building for any reason.

- Go to the meeting point (please see the table at the end of these guidelines for specific location).
- Wait for further instructions from your professor or a front desk staff member.

EVACUATION PLAN IN CASE OF EARTHQUAKE

Earthquakes occur without warning, and generally start with strong earth tremors followed by a few minutes of pause. Remain calm and do not panic.

During the earthquake:

Once you have become aware of the first earth tremor, prepare do the following:

- Take refuge under a robust structure preferably leaning against the walls of the building or in a doorway, in a corner, or under a table/desk.
- Stay away from balconies, windows, glass, lamps, shelving, and armoires.
- Do not lean out of the window or go on any balconies.
- Do not use the elevator or stairwell.
- If the earthquake occurs while you are in an elevator stop at the first available floor, exit the elevator and remain against the walls of the stairwell. Once the earth tremors stop, exit the building.

Once the earth tremors have stopped:

- If ordered to evacuate by a staff member or by an acoustic alarm proceed by exiting the building.
- Take your cell phone with you.
- Leave behind bags or other heavy or bulky belongings.
- If possible turn off your computer and any electrical equipment (if applicable).

As of today the evacuation order will be given by an acoustic alarm wherever present OR Directly by a staff member “May I have your attention. This is an evacuation order. Please exit the building”.

- If a professor is present follow his or her instructions.
- If a professor is not present, follow the directions of the front desk staff.

EVACUATE THE BUILDING FOLLOWING THE BELOW DIRECTIONS

During the evacuation:

- Exit the building carefully, avoid running or shouting.
- Maintain a distance of one arm’s length from the person in front of you.
- Follow the identified evacuation route.
- If you come across smoke or flames it is best, when possible, to:
- Wet a tissue and hold it near your mouth and nose to protect your respiratory system from smoke.
- Wrap cotton or wool clothing around your head to protect your hair from the flames, and do not use clothes that are made of synthetic materials.
- Avoid walking close to shelving as it could fall.
- In the case that the evacuation route requires you to go up or down stairs, verify that it safe, and stay close to the internal wall.
- Proceed with caution and be especially careful around walls with cracks in them, as they could fall.
- Do not use the elevator.
- Do not use lighters, matches or other flames as the earth tremors could cause gas lines to rupture.

Do not go back into the building for any reason.

- Exit the building. If you come across injured people and/or fires, inform your professor immediately. If there is no professor present contact the front desk staff.

- Go to the meeting point (please see the table at the end of these guidelines for specific location) being sure not to walk next to buildings, under balconies, stoplights or street lamps.

AT THE MEETING POINT

- Your professor will be taking attendance, be sure to respond when your name is called. If your professor is not present a front desk staff member will be taking attendance.
- Inform your professor of the absence of classmates. Should your professor not be present, please inform a front desk staff member instead.
- Wait for further instructions from your professor or in her/his absence please wait for instructions from a front desk staff member.

ATTENTION

In the event of a natural catastrophe in which you are unable to reach LdM staff, refer to the information and instructions from the following: “AREE ATTESA POPOLAZIONE” (the Emergency Waiting Areas) organized by the “Protezione Civile del Comune di Firenze” (Florence’s Civil Protection Services).

Meeting Points in the city center are:

Piazza Tasso, Piazza Pitti, Piazza della Libertà, Piazza Massimo D’Azeglio, and Piazza Santissima Annunziata.

Students are responsible for checking and following laboratory, classrooms and studio rules and instructions (computer labs, jewelry-making lab, etc.), which are posted inside each room.

BUILDING ADDRESS	MEETING POINT
VIA DELL'ALLORO 14r/16r	Via dell'Alloro, in front of Via dell'Alloro 14r
VIA DELL'ALLORO 13	Via dell'Alloro, in front of Via dell'Alloro 14r
VIA DELL'ALLORO 17r	Via dell'Alloro, in front of Via dell'Alloro 14r
VIA DEL GIGLIO 4	Via del Giglio, in front of Via del Giglio 4
VIA DEL MELARANCIO 6r	Piazza dell'Unità Italiana
VIA FAENZA 43/69/71r	Via Faenza, in front of the LdM Church (Via Faenza 43)
VIA DEL GIGLIO 15	Piazza Madonna degli Aldobrandini in front of the Cappelle Medicee
VIA DEI PUCCI 4	Via dei Pucci 4, inside the courtyard
VIA SANT'EGIDIO 8	Via Sant'Egidio, in front of Via Sant'Egidio 8
PIAZZA SAN LORENZO 7	Piazza San Lorenzo, at the bottom of the church stairs
PIAZZA STROZZI 2	Piazza Strozzi, in the center of the square
FONDAZIONE ZEFFIRELLI	Piazza San Firenze, at the bottom of the stairs
VIA RICASOLI 20	Via Ricasoli, in front of Via Ricasoli 20
MERCATO CENTRALE	Piazza del Mercato Centrale



EMERGENCY TELEPHONE NUMBERS
Single Emergency Number (Police, Carabinieri, Fire Station, and Ambulance First Aid) 112
Protezione Civile, Comune di Firenze (Florence's Civil Protection Services) 800 015161

CONTACT

LdM ITALY MAIN OFFICE FLORENCE

Via Faenza, 43
50123 Florence, Italy
Phone: +39.055.287.360
Phone: +39.055.287.203
Fax: +39.055.239.8920
info@ldminstitute.com

LdM ACADEMIC RELATIONS AND STUDENT SERVICES

3600 Bee Caves Road, Suite 205B
AUSTIN, TX 78746 US
Phone: +1.877.765.4LdM (4536)
Phone: +1.512.328.INFO (4636)
Fax: +1.512.328.4638
info@ldminstitute.com



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