



ACADEMIC
STUDIES ABROAD

Site-Specific Guide – Sorrento

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PRE-DEPARTURE

Important Phone Numbers

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

<p><u>ASA Office in Boston, MA</u> Academic Studies Abroad 16 Cohasset St. Roslindale, MA 02131-3013 Tel: 617-327-9388 Lee Frankel Emergency Cell: 413-221-4559 Fax: 617-327-9390 E-mail: info@academicstudies.com</p> <p>Lee Frankel, Director lee@academicstudies.com</p> <p>Chelsea Kaloupek, Assistant Director chelsea@academicstudies.com</p>	<p><u>Site Directors</u> Olga Stinga – Program Coordinator, Sant’Anna Institute info@santannainstitute.com Cell phone: 328 052 9335*</p> <p>Serena Vacca – Assistant Program Coordinator serena@sorrentolingue.com Cell phone: 333 814 3459*</p> <p>Cristiana Panicco – Director, Sant’Anna Institute cristiana.panicco@santannainstitute.com Cell phone: 339 187 0807*</p> <p><u>Sant’Anna Institute - Sorrento Lingue</u> Via Marina Grande, 16 80067 (NA) Sorrento ITALY Tel: 081 878 4470* / 081 878 5599* Fax: 081 532 4140* Website: www.sorrentolingue.com Emergency number: 328 052 9335* / 339 187 0807*</p> <p><i>*This is the LOCAL number you would dial once in Italy. To call from the U.S., dial 011 39 and then the local number. (39 = country code, 011 = int’l dialing code)</i></p>
<p><u>U.S. Consulate General in Naples</u> Piazza della Repubblica 80122 Napoli (Italy) Hours of Operation: Mon-Fri, 8am-12pm Tel: 081 583 8275* / 081 583 8221* / 081 583 8111* http://naples.usconsulate.gov/</p>	<p><u>Additional Emergency Numbers</u> <i>(Local numbers, as dialed in Italy)</i> Police: 112 or 113 Ambulance: 118 Fire: 115 Carabinieri (Police): 112 24-hour Doctor: 338 188 8831* Taxi: 081 878 35 27* Hospital: 081 533 1111* American Embassy: 081 538 8111*</p>

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

Telephone Dialing Instructions for Italy

011 = INTERNATIONAL CODE 39 = COUNTRY CODE

--To call from the U.S. to Italy, dial 011-39 + the local telephone number. For example, if the phone number is listed as (+39) 335.714.6082, you would dial 011 39 335.714.6082.

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

--To call an Italian number within Italy, leave off the int’l code and country code.

Passport and Visa

All students must have a valid passport. You must have your passport stamped upon your first entry into Italy! This will document your entry into the country; failing to get your passport stamped could cause problems with your visa.

It is ESSENTIAL that you carry a photocopy of your passport with you at all times, as Italian police have the right to require you to identify yourself. In extreme cases, the police can arrest an unidentified person until that person is positively identified.

PERMIT OF STAY (FOR SEMESTER STUDENTS ONLY): To legalize your stay in Italy, you will need to apply for a **Permit of Stay** by registering at the Immigration Office in Naples within 10 days of arrival (*cost: \$356 paid by credit card after arrival*). **Per Italian law, obtaining the Permit of Stay is MANDATORY for all semester and academic year students.** The staff at Sant'Anna Institute will help everyone through this process and accompany you to the Immigration Office in Naples.

► **IMPORTANT! There are some specific documents that semester and academic year students need to bring with you from the U.S. in order to get your Permit of Stay – these are listed on your LAST-MINUTE CHECKLIST.**

What should I do if I lose my passport?

Contact the local police, the U.S. Embassy, and the Sant'Anna Institute staff immediately. Having a photocopy of your passport on hand will make it MUCH easier to have it replaced. U.S. Consulate in Naples: <http://naples.usconsulate.gov/>

Budgeting for Your Trip

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

How much money should I bring?

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

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

What expenses should I budget for?

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

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

1. Damage Deposit – US\$250, paid to ASA 30 days prior to departure.
2. Permit of Stay - \$356 (paid by credit card after arrival - SEMESTER students only)
3. Meals & Laundry*
If you chose the shared student apartment housing option, you will have a fully equipped kitchen. If you chose a homestay, some meals are included; additional meals are the student's responsibility. Laundromats generally charge about €7 per load. It may be cheaper to have your laundry done by the pound at a dry cleaner.
4. Books, materials and supplies
Budget **US\$300 per semester / \$100 per summer session.**
5. Local transportation*
Budget **US\$200 per semester / US\$75 per summer session.** Local transportation includes getting to and from class, getting around town during your free time, getting to and from where your group is meeting to depart for an excursion and getting home after an excursion, etc. This may include paying for bus and taxi fares. (Most students are able to walk to/from class; some may take the bus.)
6. Phone usage (calls and text messages)
Budget **US\$400 per semester / \$75 per summer session.**
7. Spending money/Personal expenses*
Entertainment, shopping, souvenirs, dining out, travel, haircuts, toothpaste, etc. This is accounted for in our weekly money recommendation (see previous page).
8. Meals on excursions*
9. Transportation back to the airport at the end of the program
Budget **\$60**

ARRIVAL

Airport Pick-up

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

► Upon your first entry in Italy, you will go through Passport Control (also called Immigration). **You must get your passport stamped in order to document your first entry into Italy.** Not getting your passport stamped could cause problems with your visa!

You may not automatically receive a stamp, so you may have to ASK to have your passport stamped.

► Once you deplane in Naples, follow signs to baggage claim. Delayed baggage must be reported to your airline's lost luggage counter before exiting the baggage claim area.

► **After claiming your bags at Naples airport, exit into the airport lobby and LOOK FOR A SIGN WITH YOUR NAME ON IT.** A driver hired by Sant'Anna Institute will be waiting for you. Please remember they **cannot** meet you in baggage claim!

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

Your name
c/o SANT'ANNA INSTITUTE
Via marina Grande, 16
80067 (NA) Sorrento

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

If you will not be arriving as scheduled, it is YOUR responsibility to notify the emergency contact person indicated on your **Last-Minute Checklist**. They will let you know if you will still be picked up at the airport. We will make every effort to pick you up, but if you arrive too late, you may have to stay at a hotel in Naples for the night and make your way to Sorrento the next morning.

If you will not be arriving at Naples airport on the official arrival date, you will be responsible for your own transportation to Sorrento. Here is some helpful information on traveling to Sorrento:

1) Bus from Naples airport

A bus is available from Naples airport to the Sorrento town center. Tickets can be purchased on board the bus for €10 in cash. You will find the bus outside the Arrivals Area, opposite the taxi stand. Bus schedules vary depending on the season. You can view the current bus schedules at www.curreriviaggi.it . Tel: (+39) 081 801 5420.

2) Train from Naples train station

The *Circumvesuviana* train service runs from Naples Central Station (*Napoli Centrale*) to Sorrento every 30 minutes from 6pm – 9:30pm. The journey takes approximately 110 minutes. The *Trenitalia* trains also run from Naples Central Station; at the station, look for signs for *Circumvesuviana*. Tickets can be purchased at the train station for approximately €4.20 one way, Naples to Sorrento. **Important: Before you board the train, you must validate your ticket by passing it through the ticket machine located before the entrance to the platform.** If you get caught without a validated ticket, you will have to pay a fine of €51 on the spot. The *Circumvesuviana* train schedule is found at www.vesuviana.it (Tel: 800 211 388)

Travel Tip: Getting to Rome from Sorrento can be easy and stress-free, as there is a bus service that takes you from the Sorrento town center straight to Rome city center in just 4 hours.

Orientation

Upon arrival, you will have a mandatory Orientation with the staff at Sant 'Anna Institute. This will be incredibly helpful for you in adjusting to life in Sorrento! You'll also have the opportunity to meet fellow students.

You will need to bring your passport to Orientation so photocopies can be made.

You will be given Practical advice on how to get around, the best places to visit, where to eat, housing policies, safety advice and, of course, Q&A. Some of the topics include:

- Meet the Sant'Anna Institute staff members
- Orientation tour of Sorrento town
- Code of Conduct
- Academic Rules & Regulations
- Introduction to Italian Culture
- Housing procedures
- Damage costs
- Public transport
- Health Care
- Shopping
- Travelling
- Telephones
- Banking
- Sending mail

Helpful Tip: Try not to feel overwhelmed! It's only your first day!! There is so much information and a lot to take in... But don't worry, it's normal to feel a little confused. Just be patient and soon you will begin settling in.

Student Card & Discounts

The Sant'Anna Institute Student Card will give you notoriety in town. Wherever you present this card you will be recognized as one of our students. Sorrento is a small town and the Institute is well known for the services it provides, for both people who live in Sorrento and for tourists. The local businesses in Sorrento always welcome our students in a special way! **You will be able to receive special discounts in many restaurants and shops that collaborate with Sant'Anna Institute.** We only work with the best; therefore, you will not be disappointed. Make sure you always have your card on you so you can enjoy the benefits it brings.

ACADEMICS

Academic Calendar

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

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

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

Academic Policies

All Sant'Anna Institute courses are taught in English, *except* Italian language and any other courses which indicate that they are taught in Italian.

Attendance Policy

You are allowed TWO unexcused absences. Documentation for any other absence **MUST** be produced and **APPROVED** the professor or the Institute Director. For absences due to illness, please: 1) inform your professor and the Institute staff the first day you are sick, and 2) when you return to class, provide the professor with a doctor's note. **Each unexcused absence after the second will reduce your grade by 3 percentage points!**

Grading System

The syllabus for each of your courses will tell you what your grade is based on – i.e. attendance, participation, papers, exams, etc. If you do not receive this on your first day of class, ask the professor or the Institute staff for a copy.

Midterm and Final Exams

All students must take all quizzes, midterm exams and final exams **at the established exam time and date** indicated in the course syllabus. Quizzes, midterm exams and final exams can NOT be rescheduled under any circumstance.

EVERYDAY LIFE

Housing

Students can choose to live with a host family or in a shared student apartment. In either case, bedrooms are usually double occupancy. Program housing is usually located a 15-30 minute walk from the school. Although the program housing usually has Internet access, **we cannot guarantee this**, as not all the host families have Internet at home.

The shared student apartments are fully furnished, with typically anywhere from 4 to 6 occupants. If you're living in an apartment, you are responsible for your own meals. Most of the apartments have a washing machine for the occupants to use.

If you are living with a host family, some, but not all meals are included. Students are not allowed to cook in the host family's kitchen but may be able to keep some things in the refrigerator. Laundry may be done at your homestay for an additional fee.

Living with a Host Family

All host families are carefully screened by the Institute staff. Most of them have been hosting foreign students for several years, so they are accustomed to the needs of students.

Please be aware that living arrangements and composition of each family varies. Most families live in a flat, as actual houses are uncommon in urban areas in Europe. **The term "family" should not be interpreted too narrowly. Some host families are traditional families with a father, mother, and children, while others may consist of a widow whose children still live at home, or no longer live at home.**

Increasingly, about 50% of the host families are childless couples or divorced women with or without children who enjoy having a student living with them.

Host families come from a cross-section of society; they belong to no particular professional or social milieu. Past ASA students have found that speaking Italian at home is the single greatest factor in increasing their facility with the language!

Italian homes do not have the same amount of space that Americans are accustomed to. You will not find large bedrooms or walk-in closets. Italians enjoy socializing with their friends, but do so outside of the home, in the local cafés. For this reason, you will not find many big screen televisions, hi-tech stereos, or expensive home entertainment centers. Visitors in the home are rare, so you must ask permission before you invite someone over. You will be given your own key, but if it is lost or stolen, you will have to pay to replace the family's locks. You will not have a curfew, but please be considerate of your family and let them know of your whereabouts and when you expect to return.

As a college student, the transition to living with a family again may be challenging at the beginning. **Try to integrate into the family as much as possible.** This is the best way to learn more about the culture, language, customs and norms of a country. For the sake of courtesy, try to keep your room neat and advise your family when you will be staying out very late or staying at a friend's house. It is typical for college students to go out on the weekends until late, so just keep your family advised of your plans. Your family will worry about you...so keep them informed!

Rules for Living with a Host Family

- **All students must abide by the ASA Code of Conduct that they signed prior to departure.** Violating the Code of Conduct may lead to expulsion from your

housing and/or from the ASA program. Any student removed from ASA housing will be responsible for finding his/her own housing and will not receive a refund.

- **Overnight guests are NOT allowed under any circumstance.** Do not bring over guests of any kind without permission. Your host family will be upset if they find out you have brought guests over while they're not home.
- **Drug use and alcohol abuse are strictly prohibited** and may lead to you being removed from your housing and/or the program. Being drunk is considered abuse of alcohol.
- **Students are not permitted to cook in the host family's kitchen**, but you should be able to store small items in the refrigerator (drinks, snacks, etc.)
- You will be responsible for doing your own laundry – host families will usually let you use their washing machine for an additional fee. Or, you can take your laundry to a Laundromat or dry cleaners.
- Let your host family know that you appreciate everything they do for you! An occasional small gift (flowers, dessert, etc.) is always appreciated.
- Ask before using the house phone. Outgoing calls are probably not allowed, but incoming calls may be.
- **Let your family know if you're going to miss a meal so they won't go to the trouble of making one for you!**
- Let your family know if you'll be staying out late or spending the night elsewhere, so they won't worry about you. If you're traveling, let your host family know if you're leaving and when you plan to return,
- **Be quiet and courteous when returning home late at night.**
- Do not take food from the kitchen or refrigerator without permission.
- You will receive ONE set of keys. It is forbidden to make copies of these keys. Be careful not to lose them! If you lose your keys, you will be required to change the locks and issue brand new keys for everyone, at YOUR expense. If the locks to your apartment must be changed due to your actions for any reason, you will be responsible for the cost.
- Out of respect for your host's home, please keep your room tidy and **remember it is a home, not a hotel.**

Living in a Student Apartment

****IF YOU HAVE CHOSEN THE APARTMENT OPTION, YOU MUST READ THE FOLLOWING IMPORTANT INFORMATION! ****

- ▶ **Bedding and towels are provided with your apartment, so you don't need to bring them with you unless you prefer to.**
- ▶ All apartments are NON-SMOKING and have WiFi.

▶ **Every apartment is different** in size, structure, location, style, number of rooms, size of rooms, etc. Try not to compare your apartment to those of other students because every apartment is DIFFERENT.

▶ Living in an Italian apartment will be quite different from the college apartment or dormitories you may have lived in before. The following information will help you prepare for that!

▶ **Students must remember that they are living in an apartment and not a dormitory on a U.S. campus. You are subject to Italian laws and standards of living. You must conduct yourself as a responsible adult and observe certain housing policies, such as:**

- Not accommodating overnight guests
- Keeping noise to a minimum
- Conserving utility usage.

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

What to expect in your Apartment?

Each apartment is equipped with basic furnishings and supplies, including single beds, bed linens and towels, a closet/clothing storage space, basic cookware and tableware, a table and chairs and a furnished sitting area. Desks, when available, are to be shared by all occupants. Each student is expected to provide his/her own household products, light bulbs, etc.

Respect your Neighbor / National Quiet Hours

Please be considerate of those living with and around you. **The walls in Italy allow sound to pass surprisingly easily – you can hear much of what your neighbor is doing or saying, and vice versa!** Most of your neighbors are regular people with families and full-time jobs, and their need for sleep must be respected. *You will be living as GUESTS among these families.*

Loud music, loud talking and shouting are not permitted. Parties are NOT permitted. Your neighbors will not hesitate to call the police at the slightest disturbance after hours!

You will not have a curfew, but please be considerate of your roommates and especially of other people in your building by being EXTRA quiet when returning home late at night. **Be sure to take off your shoes when coming home late at night, because heels will produce loud noise in your downstairs neighbor's apartment!!**

In addition, there are national “quiet hour” laws that must be observed between 9:30 or 10pm every night until 8am, and again after 1pm until 3:30 or 4pm.

Excessive noise made during these times could result in arrest and a misdemeanor charge. Italian laws concerning cases of disturbing the peace are very strict. If you make excess noise and the police are summoned, heavy fines will be levied. Repeated problems of this nature can lead to removal from ASA housing and/or the ASA program.

Heating and Air Conditioning

Not all apartments are provided with air conditioning; instead, keep cool the Italian way – during the day, Italians traditionally keep their shutters and serrande closed against the heat of the sun. In order to cool the apartment you might also consider buying a fan. In the winter the apartments get very cold, so be sure to bring clothes you can layer.

Electrical Power & Hot Water

All the apartments in Sorrento operate with a 3 kilowatt fuse box. This means that an overload of power will leave you in the dark. You should be careful when using American appliances with an adapter, as this usually overtaxes the power supply. Also be careful of using many appliances simultaneously: including the water heater, and other appliances.

Your hot water heater will give you about 10-15 minutes of hot water at a time. You'll need to allow at least a couple of hours to replenish the supply.

Emergencies and Regular Maintenance

The housing office has collaborators who are available during normal office hours, which you will find posted where you live. Also listed are emergency contact numbers for times outside office hours. Please call these numbers only in the case of a true emergency. For routine matters, please call the housing office during the office hours.

Damages

Please treat your apartment as if it was your own! It is extremely important you take care of your rented accommodation, as you are the one who has to live in it! Any facility or utility that is damaged will be charged accordingly and equally to all occupants.

Washing Machines

Most of the apartments are equipped with a washing machine. You will immediately notice a difference between American and European washing machines – European washing machines are front-loading. Because water can spill out and potentially cause damage, these front doors have a special timed lock and will not open when cycles are actively running. DO NOT force your washing machine open.

Loads can generally take up to 2 hours or even longer, so plan ahead, coordinate with your roommates and perhaps consider sharing loads. Bear in mind the Italian quiet hour laws before starting a load late in the evening. If you live with host a family, some charges may apply if you wish to use the washing machine.

Refrigerators

Europeans are masters at space-saving, and their refrigerators are a good example of this. Combining the lack of space with a love of good, fresh foods, Italians shop regularly (if not daily) at the outdoor markets, specialty shops and grocery stores found around almost every corner.

Be careful of overloading your refrigerator—if the door cannot close or if the cold air is not allowed to circulate freely within the unit, the appliance will not be able to function properly and your food (as well as your roommates') will likely spoil. You and your roommates might consider shopping and cooking together to cut down on refrigerator overload—after all, real Italian-style living revolves around the kitchen table!

Keys

Lost keys are your responsibility. **The Institute does not have copies of keys;** therefore, in case of a lockout after hours, try to contact a roommate as there will be no locksmith available. Notify the housing office the following morning and the problem will be rectified.

Guests

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

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

Garbage

Per Italian law, you must recycle. This is mandatory and you will be fined if you are found not doing so. You will find information on how to dispose of your waste in your apartment on arrival.

Legalities

Drug use and alcohol abuse are strictly prohibited and may lead to you being arrested or removed from your housing and/or the program. Being drunk is considered abuse of alcohol.

Search warrants are not necessary for drugs in Italy. In Italy, the police can require you to identify yourself.

Although it is unlikely you will have this problem if you follow the housing guidelines, neighbors WILL call the police if you are making too much noise. Should that happen and the police knock on your door, you should:

- Have your passport and visa available
- Be polite and courteous
- Understand that no search warrant is required under Italian law
- Understand that given current police resources, your situation is unlikely to be viewed sympathetically.

Everyday Maintenance

Be gentle with the plumbing! **The toilet and drains are not a garbage disposal – do NOT flush things like food, hair, sanitary items, cotton balls, dental floss, or the like.** Only liquids should go down drains. **You will be charged for plumbing fees due to misuse!**

Students are responsible for daily maintenance, including cleaning the apartment, taking out the garbage OFTEN, washing sheets and towels, reporting maintenance issues to the housing office, changing light bulbs, and other such tasks.

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

You will be charged for any damages when you leave your apartment.

To prevent an infestation of insects/pests:

- Throw out garbage daily, wash dishes daily, and keep your kitchen clean
- Don't put luggage on the bed
- Don't wear shoes on bed
- Clean sheets regularly
- Don't adopt any pets

Safety Issues

- Keep your shutters and serrande closed at night and whenever you're not home.
- Always use the Intercom to ask who is at the door BEFORE you buzz them into your building. DO NOT BUZZ IN SOMEONE YOU DON'T KNOW!
- When entering or leaving your building, NEVER hold the door open for someone you don't know – even if they say they know someone in the building!
 - Always make sure the building front door has shut completely before going upstairs.

Computers

The Sant'Anna Institute maintains a computer lab with free Internet access. Internet access outside of the Sant'Anna is available in numerous, inexpensive Internet cafes, which increasingly are social centers.

Having updated anti-virus software installed on your laptop prior to arrival is strongly recommended. The Sant'Anna neither encourages nor discourages bringing laptops but under no circumstances is the Sant'Anna responsible for loss or damage to these devices whether on or off campus. Wireless access is also available in program housing.

Housing Check-Out

You are expected to leave the apartments generally by noon on the morning after last day of final exams. **The Institute cannot arrange to extend your lease or make arrangements to store your luggage after the lease expires.** However, the Student Life Office is happy to suggest available luggage storage or shipping services. As the semester draws to an end, instructions will be provided concerning housing check-out procedures.

How to Dress in Italy

Neatness is an Italian virtue. You should expect to dress more formally in Italy and you must be aware that you are not on a U.S. college campus.

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

When visiting churches in Italy on excursions, keep in mind that shorts, sleeveless tops, midriff blouses and short skirts are prohibited. Baseball hats are seldom worn by the locals. Italians tend to wear flip-flops only when they go to the beach.

Italian Culture Tips

• **A note for the ladies: DO NOT bring high heels.** It is almost impossible to walk on cobblestone in them and if you try you are going to ruin the heels of your shoes!

Italian Manners

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

Upon entering a private home or office, one asks permission, “*permesso?*” **Never touch items in a shop or in a market unless you ask “*posso*” (“may I?”).**

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

Standing in Line

Throughout Italy, most people seem reluctant to stand in line. They often crowd around bank teller windows, ticket booths, food stands and cashiers with little respect for the fact that somebody else arrived there first. This can be a really nerve-wracking cultural experience for most Americans who are used to an orderly line. It is something that takes time to get used to, and might require you to be more assertive. Just understand that this is a cultural difference, and not a display of mean spirited behavior.

Eating Out

Italians eat well, and they enjoy the social as well as the gastronomic aspects of a meal. In a good restaurant you are expected to spend enough time and money to eat at least two courses. Meals are taken usually with the following courses:

ANTIPASTO: Appetizers

PRIMO: Pasta or Rice

SECONDO: Meat, fish or eggs

CONTORNO: Vegetables

FORMAGGIO, FRUTTA: Cheese, fruit

DOLCE: Dessert

Vegetarians

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

Ordering, Paying & Tipping

You always have to ask for the bill (“conto”) in a restaurant. The bill in a restaurant can confuse non-Italians. You will see a charge for “servizio” or “coperto.” This is a general charge for the table service, and means that you need to leave only a minimal tip, €0.50 per person is okay. In a coffee bar, you usually have to pay first, then take the receipt “scontrino” to the bar and request your “caffè” or other beverage. In most coffee bars, you will be asked to pay more to take your food to a table. When you pay they will ask you, “a tavola?” or “al bar?”

Please remember that tipping is different in Italy! You don’t always need to tip a fixed percentage like in the U.S. It’s more of an individual choice.

Drinking

Italians have certain expectations about drinking. Disregarding these standards can lead to uncomfortable or dangerous moments. Italians seldom drink alcohol other than with meals. “Going out drinking” is not an Italian activity.

It is true that wine is considered an integral part of the cuisine, but the expectation is that you drink a glass or two with a meal. The law does not tolerate public drunkenness

either; as well as presenting a “brutta figura” (a bad impression), you can be arrested and incarcerated. In Italy being drunk is itself an offense; it is not an excuse for other types of behavior.

Pharmacies

Pharmacies are marked with a red or green neon cross. They are generally open from 8:30am to 1pm and then from 4pm to 8pm. In Italian pharmacies, you can find over-the-counter medicine for minor illnesses like colds, allergies, etc. **The closest pharmacy to the school is “Farmacia Farfalla”, a 5-minute walk away.** You will also find places called a Parafarmacia – they are similar to a Farmacia but do not sell prescription medications – only over-the-counter and creams, bandages, etc.

How can I meet Italian people?

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

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

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

Communicating with Italians

People communicate with one another in all ways, not only with words. In fact, 60-70% of communication is nonverbal. While traveling in Italy, you will experience this first-hand. You will oftentimes have to rely almost entirely on tone of voice, gestures and expressions, especially for the first few weeks.

There is a lot here that isn’t being said. People dress differently, act differently, drive differently, and even eat differently than they do in the U.S.

Italy, *Il Bel Paese* (the beautiful country), is a high-context culture, and communicates more indirectly. Less is said, but more is meant. The U.S. is a low-context culture, communicating the message directly to the recipient. Americans as a general rule say what they mean and mean what they say. It is not always the case in Italy.

Italia, on the contrary, has a concept known as *la bella figura* (the beautiful figure). It is a nice way of saying things, or “sugar-coat” information. A good example is the breathtakingly beautiful yet hardly affordable island of Capri: it is not “expensive,” it is “exclusive.”

For more about Italian culture, visit: <http://realworldsorrento.wordpress.com/page/2/>

Basic Italian Words/Phrases

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

Useful words and phrases

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

Basic vocabulary

I do not understand	Non capisco
Left	Sinistra
Right	Destra
Entrance	Entrata
Exit	Uscita
Open	Aperto
Closed	Chiuso
Good	Buono
Bad	Cattivo
Big	Grande
Small	Piccolo
More	Più
Less	Meno
Hot	Caldo

Cold	Freddo
Today	Oggi
Tomorrow	Domani
Yesterday	Ieri
How much is it?	Quant'è?
When?	Quando?

Emergencies

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

How to be Sick in Italian

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

Weather

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

SPRING – In January and February, Sorrento is at its coldest. Prepare for short days and cold temperatures, with sundown between 5-6pm. You will need to pack warm winter clothing that you can layer and a water resistant jacket and umbrella. There will be wet, windy and wintry days until mid-March, when it will start to warm up.

SUMMER – Warm weather (highs in the 70s-90s). Still, it could get chilly at night or even rain, so bring a sweater/jacket.

National Holidays

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

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

STAYING IN TOUCH

Time Difference

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

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

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

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

Computers & Internet

Should I bring a laptop?

YES. You will have free wireless Internet access at the Institute. Although most program housing has Internet, we cannot guarantee you'll have Internet at your residence. In addition, the Institute has a free computer lab.

► For information about using a voltage adaptor with your laptop, **SEE THE ASA PRE-DEPARTURE GUIDE, ALL PROGRAMS**