



ENTERPRISES  
GROUP®

Relocation

Immigration

Language Training

## RESOURCE GUIDE

& Frequently Asked Questions

*Florence* **Florence** *Florence*  
*Florence* *Florence* *Florence* *Florence*  
*Florence*

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*Relocation*


*Immigration*

*Language Training*

*The mission of Enterprises Group  
is to be your strategic partner.*

*We advise you on moves to make and support you  
as you face the challenges.*

*Our aim is to ensure that your international assignment  
is an experience of a lifetime.*



### **Message from the Directors:**

Having relocated and lived internationally ourselves, we are well aware of the challenges anyone faces when adjusting to life in a new country.

This 'Resource Guide' was produced by expats for expats. Our aim is to give each expat the basics required to make their host country a home. The guide contains a wealth of information essential for every day expat life in the city.

Relocation Enterprises was formed from Italy's premier Relocation and Immigration Company, 'Relocation Italy' and subsequent branch office 'Relocation Malta'. Originally formed in 1998, we quickly earned a reputation for excellence in service delivery which led to our becoming a focal point for many Global Service Providers, International Law and Immigration Firms as well as Multinational Companies. Upon request from these satisfied clients who were looking for high quality service delivery in other destinations, we decided to extend our borders.

Our focus is not only to deliver services but to assure quality and standardise delivery. In the summer of 2002 Relocation Enterprises obtained the prestigious qualification **ISO 9001:2000** making us the first privately owned Relocation Company in Europe to obtain this qualification.

## Company Founders and Directors:



### **President - CEO**

Alex Ellis has lived his entire life as a relocate. Born to US expatriates in the Far East, he grew up relocating with his family from Asia to the Americas and Europe several times. He studied in various international schools before graduating in the USA. His passion for different cultures led him into the travel industry owning and managing a very successful travel agency in Rome, Italy.

Speaking several languages fluently he trained as a public speaker, translator, interpreter and finally as a motivator. Ultimately, he decided to return to the expat world, co-founding 'Relocation Italy' which later became 'Relocation Enterprises'.

In 2002, Alex was elected to the council board of EuRA (The European Relocation Association) representing Relocation Companies for the Southern region of Europe.



### **Vice President - COO**

Sarah Langmead, British citizen, was relocated numerous times with her family by the RAF (Royal Air Force). In the early 90's she relocated to Rome Italy and pursued her career in the fitness industry, becoming a personal trainer and instructor for diplomatic staff in several Rome Embassies.

The dire need for quality spouse support and settling in services soon became apparent to her and it was at this time she decided to commence developing programs to assist expats, which led to her co-founding 'Relocation Italy'. As the 'Operations Strategist' she is the Director of New Global Development, staff training and ISO quality control.



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# Florence

Florence, located in the rolling Tuscan hills, is one of Italy's most famous cities and perhaps the city most revered by foreigners coming to Italy.

Seeming like a captured piece of history, this 15th century town manages to combine the beauty of Renaissance art and architecture with the comforts and technology of the 21st century.

## FLORENCE OVERVIEW

Florence (meaning literally ‘City of Flowers’) is located in the fertile Arno Valley.

The city is found on either side of the river Arno, at the foot of the Fiesole Hills. Originally Florence was confined within two circles of walls, one built in 800AD and the other in medieval times. The city has long since spread beyond its boundaries and now only a few of these original towers remain.

Living here, along with having access to some of the finest museums, sculptures, and paintings in the world, you also find yourself surrounded by a large international community that consists largely of English and American expats and students.

One look from the top of the Duomo Cathedral that overlooks the beautiful fields and hills that surround Florence and you will understand why so many foreigners come here and never leave. E.M. Forster in his famous work ‘Room with a View’ said that this was the place where people were truly “transformed by Italy”, and it does seem easy to see how that would be possible.

For those who live here, Florence is not just historic architecture and good ice cream. It also has much to offer its foreign inhabitants by means of international schools, English book-shops, sport facilities, and English- speaking doctors and dentists.

The city is a maze of squares, boulevards, small cobbled streets and market places. Beautiful bridges span the Arno, the most famous of which is Ponte Vecchio; which is lined with goldsmiths and jewellery shops as well as craftsmen who specialise in leather, embroidery and carved furniture, all typical of the Florence area.

## CAR RESTRICTIONS IN FLORENCE

In an effort to curb the city’s traffic problem, the Florentine Municipality has decided to limit the car entries in the downtown areas of Florence. The restrictions affect the zones A,B,C,D,E and are operative from 07:30 to 19:30 Monday to Friday and 07:30 to 18:00 on Saturdays. Added restrictions are posted next to the entrance of the ZTL area on yellow boards, generally these are during the late evening hours. It is also important to note where there is just a restricted entrance with this sign:

**ZONA TRAFFICO LIMITATO**



or the no entrance with the following sign:

**ZONA TRAFFICO LIMITATO**



All unauthorized entrances will be fined. In order to drive in these zones, a Telepass Card permit is required. Motorcycles and mopeds are not affected by these limitations. For a detailed map of the city zones, please check Florence “City Areas” page.

Please also note that there are also pre-announced days in which cars with number plates ending with either even or uneven numbers are not allowed to drive during specific hours (usually 08:00 - 10:00 and 16:00 - 19:00). Cars without a catalytic converter can not be driven during these days, regardless of their number plates.



## Facts about Florence

**Population:** approx. 400 000

**Visitors Annually:** appx. 3 million

**National Status:** Republic

**Currency:** € Euro

**Time Zone:** GMT + 1

**Main Airport:** Amerigo Vespucci Airport (see Airport Info).

**City Police:** 055 32 83 333

**Emergency Numbers:**

113 (Local police)

112 (National police)

115 (Fire)

118 (Ambulance)

## USEFUL LINKS

[www.intoitaly.it](http://www.intoitaly.it)

[www.comune.firenze.it/english/homenglish.htm](http://www.comune.firenze.it/english/homenglish.htm)

[english.firenze.net](http://english.firenze.net)

[www.firenzeturismo.it](http://www.firenzeturismo.it)

[www.turismo.toscana.it](http://www.turismo.toscana.it)

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## City Areas

*Living in the centre of Florence is very much in demand. However, many expats have chosen to live slightly outside the city in well-connected areas close to schools and company headquarters.*

### GETTING TO KNOW FLORENCE

As in any other major city, accommodation in the central part of Florence is limited to apartments. The more residential areas are located in the north-east, in the hillside of **San Domenico** with its handsome private villas and in Fiesole: also east towards the peaceful village of **Settignano** and on the south bank of the Arno river you find the beautiful **Viale Michelangelo, Poggio Imperiale, Pian dei Giullari, Monteoliveto** and **Bellosguardo** with a superb view of Florence. Because of their locations these areas have only small local shops and these are located only in the center of Fiesole and Settignano. To find commercial centres or big supermarkets is necessary to drive some kilometers down to the suburbs.

The wide avenues (or “Viali”) form a ring-road busy with traffic around the centre of the city north of the Arno. The centre and the suburbs of Florence are very well-connected with public transport. Rent charges vary from area to area.

Central areas such as the city centre East around the **Duomo, Piazza Santa Croce, Piazza della Signoria**; the city centre North around **San Lorenzo, Piazza della San Marco**; the city centre West around **Piazza della Repubblica, Ponte Vecchio, Piazza Santa Maria Novella** and **Oltrarno** with **Piazza Santo Spirito** and **Palazzo Pitti** are attractive housing areas and are in close proximity to all the facilities and services one would expect to find in a big city. Because of the lack of big supermarkets, some chose to buy over the net and have the shopping delivered at home. Housing is almost exclusively appartments.

The south-east part of Florence consists of outlying towns such as **Bagno a Ripoli, Ponte a Ema, Antella** and **Grassina**. Many expats have chosen to live in these areas, as they are considered family-friendly, are well - connected by public transport and are very close to the American International Schools. The residential village of **Impruneta** is located south of Florence and is fairly well-served by public transport, not by the city bus but by Sita. Public transport does not cover all country areas, so it is necessary to have ones own transport.



## CENTRAL FLORENCE

Historic Florence is fairly compact. To find housing is very difficult and is limited to apartments. **Piazza della Signoria** with **Palazzo Vecchio**, the town hall, has been the political centre of the city since the Middle Ages. Here, from the C13m onwards, the popolo sovrano met in parlamento to resolve crises of government. In the life of the city today, the piazza is still the focus of political manifestations. It is now a pedestrian precinct and usually crowded with tourists as well as Florentines.

The area is populated with shops, restaurants and the famous Uffizi Gallery. The massive Palazzo degli Uffizi extends from Piazza della Signoria to the Arno. The **Galleria degli Uffizi** houses the most important collection of paintings in Italy and one of the greatest art collections of the world. Linking Palazzo Vecchio to the Duomo is the path taken by an ancient Roman road, **Via de' Calzaioli**, that was the main thoroughfare of the medieval city where major stores can now be found. On the right is **Piazza della Repubblica**, on the site of the Roman forum, and still in the centre of the city. It was laid out at the end of the C19m after the demolition of many medieval buildings. Much criticized at the time, it remains a disappointing intrusion into the historical centre of the city. It has several large cafes with tables outside.

The **Duomo**, the cathedral dedicated to the Madonna of Florence, Santa Maria del Fiore, fills **Piazza del Duomo**, a comprehensive view of the huge building is difficult in the confined space. The famous dome, one of the masterpieces of the Renaissance, rising to the height of the surroundings hills [from which it is nearly always visible], holds sway over the whole city. The city centre is very well connected with small electric buses (Line A, B, C and D) that are free for residents.

**Lungarno** is perhaps the most popular residential area requested by expats. The apartments tend to be very sizeable and are in beautiful historical buildings with amazing views of Florence and Ponte Vecchio. Many of them also have remarkable terraces. In the back streets small shops and restaurants can be found.

The fame of **Ponte Vecchio**, lined with quaint medieval-looking houses is that it was the only bridge over the Arno until 1218. The excellent jewelers here continue the traditional skill of Florentine goldsmiths whose work first became famous in the C15m. Above the shops on the left side can be seen the round windows of the Corridoio Vasariano. At the end of the Corridoio Vasariano we find **Palazzo Pitti**. The palace was built by the merchant Luca Pitti, an effective demonstration of his wealth and power to his rivals the Medici. The square in front of the majestic golden-coloured palace has many shops, cafes, wine bars and street artists. On the hillside behind Palazzo Pitti lie the magnificent **Boboli Gardens**, laid out for Cosimo I by Tribolo and extended in the early C17m.

In the characteristic district on the south bank of the Arno, known as the **Oltarno**, the two most important churches are **Santa Maria del Carmine** and **Santo Spirito**, the life of this part of the city focuses around them. Piazza Santo Spirito is one of the most attractive little squares in the city, the scene of a small daily market. Here is where most of the Florentine craftsmen have their shops and live. From this side of the river it is easy to reach the America International Schools, one in via del Carota, Ponte a Ema, for Junior students and one in via della Gattaia, viale Michelangelo, for Junior, Middle and Upper students.

**Piazza San Lorenzo**, site of a busy street market, is very popular among artists and students. The animated via dell'Ariento behind San Lorenzo with numerous market stalls, leads past the huge Mercato Centrale, the biggest food market in Florence, to the busy via Nazionale with Santa Maria Novella Train Station at the other end.

**Piazza Santa Croce**, an attractive and spacious square, is the centre of a distinctive district of the city. This area is very popular among young expats. To the right of Santa Croce is the huge **Biblioteca Nazionale**.

Most of the centre of Florence (within the Viali, and in the Oltrarno) is closed to private cars from 7:30 to 19:30. Car parks (with hourly tariffs) are situated at the Fortezza da Basso, Piazza Stazione (underground), Piazza Libertà', Parterre (underground), Piazza Beccaria, and Lungarno della Zecca Vecchia, there are also others.

## NORTH-EASTERN FLORENCE

Going north from Viale Alessandro Volta, Via di San Domenico ascends the hillside with a beautiful view of the little town of Fiesole and its villas to (6.5km) **San Domenico di Fiesole**, a little hamlet with several beautiful private villas. The C15m church of San Domenico has a C17m portico and campanile (by Matteo Nigetti). Here, in Convent of San Domenico St Antoninus and Fra Angelico were friars. In San Domenico you can find some small shops, cafes and a post office. Also there is a surgery centre, Camerata, in via della Piazzola (055 2758478).

Via della Badia descends (left; beware of traffic) from San Domenico to the **Badia Fiesolana**, in a beautiful position, the cathedral of Fiesole until 1028.

From San Domenico the ascent to Fiesole may be made either by the main road or by the shorter and prettier old road (via Vecchia Fiesolana, very narrow and steep); both are lined with fine villas and beautiful trees and provide splendid views of Florence. **Fiesole** (295m) is a little town (14,000 inhab.) in a magnificent position on a thickly wooded hill overlooking the valleys of the Arno and the Mugnone. It has always been a fashionable residential district with the fine villas and gardens and stately cypress groves. An Etruscan city, its foundation preceded that of Florence by many centuries, and, with its own local government, it is still proudly independent of the larger city. It is crowded with Florentines and visitors in summer when its position makes it one of the coolest places in the neighborhood of the city.

This is a very popular area since it is not only possible to find apartments but also beautiful houses with gardens. Parallel to this road there is via Bolognese that is just as beautiful. The bus from Florence (No 7) terminates in Piazza Mino da Fiesole, the main square, with the APT information office. The Cathedral, founded in 1028, was over-restored in the 19C. From this side of the square is where the tourist buses commence their tours of Florence and surrounded areas. At the upper end of the piazza is the old Palazzo Pretorio next to the church of Santa Maria Primerana with a quaint porch. The Palazzo is the local town hall. From Piazza Mino the street behind the apse of the cathedral leads to the entrance to the Roman Theatre, Archaeological Excavations, and Museum (adm. daily 9-dusk; closed Tues in winter). In the summer months the Roman theatre offers plays, concerts and operas. Fiesole is full of small shops, a small supermarket, Coop, a post office and a pharmacy. To find big commercial centres or supermarkets is necessary to drive down into the surrounding areas of Florence.

From this part of the city it is possible to avoid the main city traffic and reach Nuovo Pignone where the multinational companies are located. On the east side of Florence from Ponte a Mensola the road goes up to Settignano winding across the old road; both have fine views of the magnificent trees on the skyline of the surrounding hills.

This is quite a strategic area since it is located half way to the American International School (for middle and upper students) and Nuovo Pignone. Here it is possible to find houses with gardens.



## SOUTH-EASTERN FLORENCE

Outside **Porta Romana** is Viale del Poggio Imperiale, a long straight cypress avenue lined with beautiful villas surrounded by gardens leading up to the huge **Villa of Poggio Imperiale**. This is a very popular area among expats who like to be close to the centre but still among green areas. From here the road continues to the pretty little village of **Pian de' Giullari**, where Villa di Gioiello was the house where the aged Galileo lived, practically as a prisoner, from 1631 until his death in 1642. This is another favoured area, with an amazing view of the typical Tuscan hills. Public transport to and from the village is only by a bus that sometimes has to be booked. Going south - east across the Arno you reach the village of Bagno a Ripoli.

This village is well organized and well-connected with Florence by 3 bus lines. **Bagno a Ripoli** offers a family-friendly atmosphere. Many expats choose this area because it is very close to the American International School in **Ponte a Ema**, and also it is possible to find beautiful houses with gardens and sometimes swimming pools. Further south, from **Grassina**, you arrive at Via Chiantigiana.

The road derives its name from the hilly region between Florence and Siena known as the Chianti district. There the world-famous red wine called Chianti Classico is produced. The first village you reach along the way is **l'Impruneta**, a large village on a plateau.

This is another well favoured area among expats as it is not too far from Florence while being in the countryside and close to the American International School too. The only public transport to Florence is the SITA.

More on the east there is the peaceful village of **Settignano** (178m) with fine views of the magnificent trees on the skyline of the surrounding hills. The village known for its school of sculptors is 7.5km from centre of Florence has a good selection of shops and is fairly close to a big shopping centre. The numerous narrow lanes in and around Settignano, mostly with splendid views over upspoilt countryside are well worth exploring on foot.

On the south bank of the Arno, near Pone della Vittoria is the thickly wooded hill of **Monteoliveto** with some beautiful private villas. It is reached via Viale Raffaello Sanzio and via di Monteoliveto.

The adjoining hill to the south is aptly called **Bellosguardo**, with superb views of Florence. It can be reached by foot from Monteoliveto by the pretty via di Monteoliveto, but the most direct approach from the centre of Florence is from Piazza San Francesco di Paola. In the piazza is an ex-convent bought by the sculptor Adolf Hildebrand in 1874, surrounded by a beautiful park, and the fantastic Villa Pagani built by Coppede in 1896. A road on the left leads to the Torre di Bellosguardo with a delightful garden. From the quiet Piazza di Bellosguardo is the entrance to the Villa dell'Ombrellino.



## Airport Information

*The Amerigo Vespucci Airport, located four kilometres from the centre of Florence, is in the Florentine suburb of Peretola.*

### Amerigo Vespucci Airport

Via del Termine 11  
Tel: 055 30615

Although mostly charter and domestic flights operate from here, international flights are also available.

Conveniently located in the heart of Tuscany, the airport can be easily reached from surrounding cities such as Prato (8 km), Pistoia (24 km), Montecatini (36 km), Lucca (65 km), Siena (68 km), Arezzo (77 km), Pisa (86 km), Carrara and Massa (117 km), Grosseto (143 km), as well as from the sea and its ports: Livorno (115 km) and Piombino (170 km).

The airport provides shuttle buses which will take you to and from the airport. The airport also provides various parking areas.

### AIRPORT

The airport has good connections to the centre of Florence, which can be reached either by bus or taxi. The Sita/Ataf Airport Bus goes to the central train station in Florence. The bus leaves the airport every 30 minutes from 5:30 to 20:30 and every hour after 20:30.

Approximate travel time is 20 minutes and a ticket costs Euro 4.00 one way. There is no train connecting the airport with the city. The cost of a taxi is around 20,00 Euro and takes about 15 minutes from the airport to the city centre.

### Florence Airport Car Rental

#### Avis

Tel. 055 31 55 88  
www.avisautonolleggio.it

#### Maggiore/National

Tel. 055 31 12 56  
www.maggiore.it  
www.amicoblu.com

#### Europcar

Tel. 055 31 86 09  
www.europcar.it

#### Thrifty

Tel. 055 30 04 13  
www.italybycar.it

#### Hertz

Tel. 055 30 73 70  
www.hertz.it

#### Sixt-Win Rent

Tel. 055 30 97 90  
Booking: 199 100 666

### Pisa Airport Galileo Galilei

S. Giusto area  
050 84 93 00

Pisa airport is about an hour drive from Florence using the superstrada FI.PI.LI, or by regular trains from Santa Maria Novella station in Florence straight into the airport of Pisa, or by regular buses (Terravision Tel: 050 26080). There are also shuttle buses from Florence to Pisa airport, the cost of a ticket is €8,00 that can be bought on the bus.



### Airport Hotels

#### Hotel Novotel

Via Tevere 23  
Sesto Fiorentino  
Tel. 055 30 83 38

#### Alexander

Viale Guidoni 101  
50100 Florence  
Tel. 055 4378951

#### Holiday Inn

Raccondo A1  
Firenze Nord  
50013 Florence  
Tel. 055 44 71 11

Enterprises Group does not recommend any of the above-mentioned hotels. They have been selected because of their proximity to the Ruzyne airport.

#### Aereo Taxi

Tel: 055 315250  
Maximum 10 person

## Baby Sitting & Maid Services

*When looking for a baby-sitter or a maid you have various options to choose from. Usually, they can be divided into three sections; hourly, daily or live-in. We highly recommend that you check references from all applicants.*

### SERVICES

#### Hourly

These are performed by both immigrants and Italians. This kind of help is easy to find, readily available and not very expensive. The going rate is approx. Euro 5-9 an hour as much depends on the number of hours worked.

#### Daily

These are usually immigrant workers who have their own place to live and who work the whole day for one employer only. Called 'lungo orario' which is a fixed number of hours (usually starting at 7:00 or 8:00 and ending at 17:00 or 18:00 from Mon-Sat). Salary vary greatly depending on the agreement of hours worked. Unfortunately it seems that sometimes the salary depends on the nationality. Workers from the Phillipines command more money than other immigrants.

#### Live in

It is not uncommon to have a person living with the family who takes care both of the house and the children, these are called 'fisso'. There are large numbers of immigrant workers usually from the Phillipines, Latin America, Sri Lanka and Ethiopia who are eager for this arrangement as it provides work, food and lodging. The average salary is Euro 900 a month.

### HOW DO I FIND THESE SERVICES?

In English Yellow Pages you will find classified ads from individuals seeking such work and you may also place an ad stating your requirements. There are agencies that source qualified and experienced staff who will provide references (see directory). Demand is high, so the choice will be limited.

All staff selected from agencies are on a trial basis initially and usually will be replaced free of charge if the trial is not satisfactory.



### AGENCIES DIRECTORY

#### Eur Au Pair

Borgo Santa Croce 4  
50122 Florence  
Tel. 055 24 21 81 / 2  
Fax 055 24 17 22

#### Help

Via Bolognese 4a/r  
50139 Florence  
Tel. 055 47 03 33  
Fax 055 47 03 33

#### Piatelli Vittoria

Via Monte Campolesi 32  
Mercatale V.P  
50026 Florence  
Tel. 055 82 18 207

Not all agencies listed speak English.

**Enterprises Group** does not recommend any particular agency listed here.

## Banking Services

*Banks in Italy offer a full range of services. There are many 24-hour cash points (ATMs) available. Ensure that you check your bank statements carefully as 'mistakes' are not uncommon. Bank charges are generally higher than most expats are used to.*



Each bank has its own opening hours. These are displayed on the door. The general timetable is Monday to Friday from 8:30 to 13:30 and for 60 to 90 minutes between 14:30 and 16:00. Not all services are available in the afternoon. Banks are usually not open on Saturday mornings.

Italian banks operate both on a national and local level. There are several national banks (e.g. Banca Nazionale del Lavoro, Banca Commerciale Italiana, San Paolo IMI). Some city banks (eg Banca di Roma, Banco di Napoli, Banco di Sicilia) have branches throughout the country. There are many foreign banks that have opened in Italy over the past decade.

### OPENING A BANK ACCOUNT

Requirements: To open an account "conto corrente" personal identification is always requested (passport). You must also have a tax code "codice fiscale". Most of the banks require a permit of stay "permesso di soggiorno" or permanent residency.

Options available: Together with a normal current account you may request an ATM card 'bancomat', and/or a credit card. Please note that generally credit cards in Italy will debit the entire balance from the bank account at the end of each month.

A joint account can be opened, but there are two different kinds and it is important to specify which is preferred: 'Conto corrente cointestato' where either person can make transactions without the other's signature. Or 'Conto corrente a firme congiunte' where both signatures are required for every transaction.

An overdraft option is not a standard or common service although it can be arranged.

Rest advised that each bank branch is quite independent and the branch director decides certain rules and requirements.

### POPULAR BANKS

**UniCredit**  
www.unicreditbanca.it

**Intesa San Paolo**  
www.intesasanpaolo.com

**Capitalia**  
www.capitalia.it

**Banca Popolare Italiana**  
www.bancapopolareitaliana.it

**Banca Monte Paschi**  
www.mps.it

**BNP Paribas**  
www.bnpparibas.com

**Banche Popolari Unite**  
www.ubibanca.it

**Banca Popolare di Milano**  
www.bpm.it

**Cassa di Risparmio di Firenze**  
www.entecarifirenze.it

**Banca Toscana**  
www.bancatoscana.it

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### EXCHANGE SERVICES

**Banks:** automatic 24-hours-a-day exchange machines usually situated outside many branches in downtown Florence, the airports and the Central Train station.

**Change Offices:** usually open non-stop from 8:30 to 20:00. Travellers' cheques, money transfers, and cash advances on credit cards are available.

## Bookshops & Libraries

*All book shops in Florence have an English language section, some bookshops have a larger selection of English publications than others:*

### **Firenze Spettacolo with Florenscape** - English text

Monthly magazine of a selection of Florence and Tuscany art and entertainment  
It is sold at any newsagent.

### **After Dark**

Via de' Ginori 47/r  
50129 Florence  
Tel. 055 29 42 03  
Fax 055 29 42 03

### **Bm American/British Bookshop**

contact: Libby Batazzi  
Borgo Ognissanti 4/r  
50123 Florence  
Tel. 055 29 45 75  
Fax 055294575  
Email:bmbooks@dada.it  
www.bmbookshop.com

### **Feltrinelli International**

Via Cavour 12/20  
50129 Florence  
Tel. 055 21 95 24 / 055 29 21 96  
Fax 055 28 21 83

### **Libreria Martelli**

Via Martelli 22r  
50129 Firenze  
Tel. 055 26 57 603  
Fax 055 27 40 825

### **Edison**

Piazza della Repubblica 25r  
Tel: 055 21 31 10 / 23 99 427  
www.libreriaedison.it

### **McRae Books**

Via dei Neri 32  
50122 Firenze  
Tel. 055 23 82 456  
Fax 055 23 40 497  
Email: shop@mcrabooks.com  
It is possible to join their mailing list.

### **English Language Library of Florence**

Viale Redi 49/b  
50144 Florence  
Tel. 055 89 98 089

### **The Harold Acton Library**

Palazzo Lanfredini  
Lungarno Guicciardini 9 and 15  
50125 Firenze  
Tel 055 26 77 82 70  
Fax 055 26 77 82 52  
www.britishinstitute.it



### **Leading library**

Membership: for a month €20, for 3 months €40, for 6 months €50 and for an annual one €65. It also include a discount of 10% at the cinema Odeon.

## Cinemas & Theatres

*Are you tired of watching your favourite actors speaking neatly dubbed Italian or do you perhaps feel ready to dive into the cultural scene of Florence?*

Below you will find a list of cinemas offering films in English. Please note that the offer may be restricted to certain days of the week. Also note that the theatres enlisted are not for an English-speaking audience as most plays are in Italian.

### CINEMAS

#### **Associazione Giovanile Musical**

Via della Piazzola 7  
Tel. 05 558 0996

#### **Cinema Odeon Cinehall**

via Sassetti 1  
Tel. 05 521 4068  
Email: cinehall@cinehall.it  
www.cinehall.it  
It plays every Monday, Tuesday and Thursday in original sound.

#### **Amici della musica**

Via Sirtori 49  
Tel. 05 560 7440  
www.amicimusicafirenze.it

#### **Associazione culturale Shille De la Bilanza**

Via di San Salvi 12  
Tel. 05 562 36195  
www.shille.it

#### **Centro Culturale di Teatro**

Villa Arrivabene – Piazza Alberti  
Tel. 05 583 00382

#### **Musicus Concentus Sala Vanni**

Piazza del Carmine 19  
Tel. 05 528 7347

#### **Istituto Stensen**

Viale Don Minzoni 25  
Tel. 05 557 6551  
www.stensen.org

#### **Istituto Francese**

Borgo Ognissanti 2  
Tel. 05 527 18801  
Fax 05 521 7296  
www.france-italia.it

### THEATRES

#### **Teatro Cestello**

Piazza Cestellio 4  
Tel. 055 29 46 09

#### **Teatro del Carretto**

Borgo Albizi 15  
Tel. 055 26 38 303

#### **Teatro della Compagnia CG**

Via Cavour 50 R  
Tel. 055 21 74 28

#### **Teatro Comunale**

Corso Italia 16  
Tel. 055 27 79 01  
www.maggiofiorentino.com

#### **Teatro della Pergola**

Via della Pergola 12/32  
Tel. 055 22 641  
www.pergola.firenze.it

#### **Teatro di Riforma Pupi e Fressede**

Via v. Emanuele 303  
Tel. 055 42 20 36 1/2  
www.toscanateatro.it

#### **Teatro Laboratorio di figure**

Via di Mezzo 37/R  
Tel. 055 24 78 317

#### **Teatro Nuovo Dory Cei**

Via P. Fanfani 16  
Tel. 055 41 30 67

#### **Teatro Reims**

Via Reims 30  
Tel. 055 68 11 255

#### **Teatro di Riforma**

Via V. Emanuele II 303  
Tel. 055 42 20 361 / 42 20 362  
www.toscanateatro.it

#### **Teatro Verdi**

Via Ghibellina 99  
Tel. 055 21 34 96 / 21 23 20  
www.teatroverdifirenze.it

#### **Teatro Tenda**

Lungarno A Moro 3  
Tel. 055 65 03 068 / 65 04 112

#### **Teatro Puccini**

Via delle Cascine 41  
Tel. 055 36 20 67 / 21 08 04  
www.teatropuccini.it

#### **Fondazione Teatro del Maggio Musicale Fiorentino**

Via Solferino 15  
Tel. 055 21 43 95

#### **Teatro Le Laudi**

Via L. da Vinci 2r  
Tel. 055 57 28 31  
www.teatrolelaudi.it

#### **Teatro del Sale**

**Associazione Culturale Circolo**  
Via dei Macci 111r  
Tel. 055 20 01 492  
www.teatrodel-sale.com

#### **Mandela Forum**

Viale P. Paoli  
Tel. 055 67 88 41  
www.mandelaforum.it

#### **Teatro Comunale di Antella**

Via Montisoni 10  
Bagno a Ripoli  
Tel. 055 62 18 94  
www.archetipo.it

#### **Teatro Everest**

Via Volterrana 46  
Tel. 055 23 21 754  
www.teatroeverest.it

#### **Teatro Cantiere Florida**

Via Pisana 111r  
Tel. 055 71 35 357  
www.elsinor.it

\* most plays are in Italian.

## Embassies & Consulates

### AMERICAS

#### Brazil

Piazza Pitti 5  
50125 Firenze  
Tel. 055 22 23 36  
Fax 055 22 93 45

#### Chile

Poggio Magherini 4  
50100 Firenze  
Tel. 055 59 72 16

#### Columbia

Via Santo Spirito 11  
50100 Firenze  
Tel. 055 28 94 68

#### Costa Rica

Via Giambologna 10  
50132 Firenze  
Tel. 055 57 36 03  
Fax 055 57 36 03

#### Ecuador

Via Trieste 67  
50100 Firenze  
Tel. 055 47 31 51

#### Honduras

Via dei Bardi 30  
50125 Firenze  
Tel. 055 23 42 519  
Fax 055 23 42 519

#### Mexico

Via Arte della Lana 4  
50123 Firenze  
Tel. 055 21 78 31  
Fax 055 21 78 31

#### Panama

Via Mayer 19  
50134 Firenze  
Tel. 055 47 39 04  
Fax 055 47 47 51  
Email: panacomsflorence@libero.it

#### Paraguay

Via dell'Erba Canina 66  
50100 Firenze  
Tel. 055 23 45 020

#### Peru

Piazza S. Firenze 3  
50132 Firenze  
Tel. 055 265 5902  
Email: consolato.peru@gmail.com

#### United States Consulate

Lungarno Vespucci 38  
50123 Firenze  
Tel. 055 26 69 51 / 23 99 599 / 28  
93 36  
Fax 055 28 40 88  
florence.usconsulate.gov  
The Consulate is open to the public from  
09:00 to 12:30 Monday - Friday.

#### Venezuela

Via Giambologna 10  
50132 Firenze  
Tel. 055 58 80 82



### AFRICA

#### Avory Cost

Via Santo Spirito 9r  
50100 Firenze  
Tel. 055 294837

#### Capo Verde

Via Tornabuoni 4  
50100 Firenze  
Tel. 055 21 66 89

#### Senegal

Borgo S. Lorenzo 1  
50100 Firenze  
Tel. 055 055 21 69 99  
Fax 055 23 81 984

#### Sud Africa

Piazza dei Salterelli 1  
50100 Firenze  
Tel. 055 28 18 63

### ASIA AND OCEANIA

#### China

Via della Robbia 89  
50100 Firenze  
Tel. 055 57 38 89 / 55 20 714 / 58 66  
79 / 55 20 698 / 55 20 699 / 57 13 87

#### Bangladesh

Via Pellicceria 6  
50100 Firenze  
Tel. 055 21 75 00

#### Yemen

Via Maffia 10  
50100 Firenze  
Tel. 055 23 99 328

**EUROPE****Austria**

Lungarno A. Vespucci 58  
50100 Firenze  
Tel. 055 26 54 222

**Belgium**

Via dei Servi 28  
50122 Firenze  
Tel. 055 28 20 94  
Fax 055 29 47 45

**Czech Republic**

Via Giglio 10  
5010 Firenze  
Tel. 055 28 44 54

**Denmark**

Via dei Servi 13  
50122 Firenze  
Tel. 055 21 10 07  
Fax 055 28 93 33

**Estonia**

Via Lamarmora 55  
50100 Firenze  
Tel. 055 58 33 52

**Finland**

Via Strozzi 6  
50123 Firenze  
Tel. 055 29 32 29  
Fax 055 28 05 22

**France**

Piazza Ognissanti 2  
50123 Firenze  
Tel. 055 23 02 556  
Fax 055 23 02 551

**Germany**

Lungarno Vespucci 30  
50123 Firenze  
Tel. 055 29 47 22  
Fax 055 28 17 89

**Greece**

Via Cavour 38  
50100 Firenze  
Tel. 055 23 81 482

**Hungary**

Via Belgio 2  
50100 Firenze  
Tel. 055 65 31 817

**Latvia**

Via Suor Maria Celeste  
50100 Firenze  
Tel. 055 22 45 97

**Lithuania**

Via Alfani 68  
50100 Firenze  
Tel. 055 26 44 74

**Luxembourg**

Via Palestro 4  
50100 Firenze  
Tel. 055 28 42 32  
[www.pagine.gialle.it/consolato/lussemburgo](http://www.pagine.gialle.it/consolato/lussemburgo)

**Malta**

Via dei Servi 13  
50122 Firenze  
Tel. 055 21 78 75  
Fax 055 23 02 937

**Monaco [Principato]**

Lungarno A. Vespucci 58  
50121 Firenze  
Tel. 055 26 70 608  
[monacofi@virgilio.it](mailto:monacofi@virgilio.it)

**The Netherlands**

Via Cavour 81  
50100 Firenze  
Tel. 055 47 52 49

**Norway**

Via G. Capponi 26  
50121 Firenze  
Tel. 055 24 79 321  
Fax 055 23 42 629

**San Marino (Republic)**

Via Roma 3  
50123 Firenze  
Tel. 055 21 08 64

**Slovakia**

Via Lamarmora 39  
50100 Firenze  
Tel. 055 57 95 31

**Spain**

Via dei Servi 13  
50121 Firenze  
Tel. 055 21 22 07

**Sweden**

Via Bonifacio Lupi 14  
50129 Firenze  
Tel. 055 49 95 36  
Fax 055 47 18 58

**Switzerland**

Piazzale Galileo 5  
50125 Firenze  
Tel. 055 22 24 34  
Fax 055 22 05 17

**United Kingdom**

Lungarno Corsini 2  
50123 Firenze  
Tel. 055 28 41 33

# Expatriate & Support Groups

*Florence has a large expatriate population, and has many social and support groups for foreigners.*

## EXPAT GROUPS

### American International League of Florence (Onlus)

C.P. 130  
50012 Bagno a Ripoli (FI)  
Tel. 05 54 25 01 26  
[www.ailoflorence.org](http://www.ailoflorence.org)

### American Citizens Abroad, Florence

Email: [jcmanfredi@syrene.it](mailto:jcmanfredi@syrene.it)  
[www.aca.ch](http://www.aca.ch)

### Rotary Club Firenze

Via Ghibellina 110  
50122 Florence  
Tel. 05 52 84 921

## SUPPORT GROUPS

### Alcoholics Anonymous c/o St. James Church

Via Rucellai 9  
50123 Florence  
Tel. 05 57 10 091 (Jocelyn),  
05 52 32 61 33 (Michael)

### Overeaters Anonymous

Viale Pieraccini  
Tel. 055 35 75 31  
Meetings Saturdays at 15:00  
Contact: Silvia

### Amnesty International

Via S. Reparata 23/r  
50129 Florence  
Tel. 05 54 75 982

### Red Cross

Lungarno Soderini 11  
50124 Florence  
Tel. 05 52 15 381

### Unicef

Piazza Annunziata 12  
50122 Florence  
Tel. 05 52 03 30  
[www.unicef.org](http://www.unicef.org)

### A.V.O. (Hospital Volunteers)

Interpreters For Patients  
Via Carducci 4  
50121 Florence  
Tel. 05 52 34 45 67

### Salvation Army

Via Aretina 91  
50136 Florence  
Tel. 05 56 60 445  
[www.esercitodellasalvezza.org](http://www.esercitodellasalvezza.org)



## Groceries & Supermarkets

*There are several large supermarket chains in Italy that provide fresh produce, frozen, canned and packaged foods.*

The major supermarket chains in Italy are GS Supermercati, PIM supermercati, SIDIS, COOP, Eurospin, SIR, Todis, Auchn and Euromercato. In Florence there is 'Esselunga', where you can buy over the net and have groceries delivered directly to your home: COOP, UNICOOP, Auchn, Penny Market, PAM, Metro and Conad. They are located throughout the region and opening hours are usually between 8:30 and 19:30. In summer, supermarkets generally remain open for half an hour longer.

### SPECIALTY FOOD SHOPS

#### Asia

Asian & international specialties  
Piazza S. Maria Novella 21/22/r  
50129 Firenze  
Tel. 055 28 18 00

#### Old England Stores

Everything from traditional English tea to tailor-made English-style clothes..  
Via Vecchietti 28/r  
50123 Firenze  
Tel. 055 21 19 83

#### La Bottega Delle Chiacchiere

Gourmet & local specialties  
Via San Miniato 2/r  
50125 Firenze  
Tel. 055 23 42 864

#### Enoteca De' Giraldi

Wine, cuisine and culture from Tuscany  
Via de' Giraldi 4/r  
50122 Firenze  
Tel. 055 21 65 18

#### Pegna

7000 products of meat, cheese, wine, coffee, oil and more, covering all parts of the world.  
Via dello Studio 8  
50122 Firenze  
Tel. 055 28 27 01/2

#### Peter's Tea House

Shop for tea lovers  
Piazza degli Strozzi 12/13/r  
50123 Firenze  
Tel. 055 21 38 79

#### Vivi Market

Chinese  
Via del Melarancio 17/r  
50123 Firenze  
Tel. 055 29 49 11

ENTERPRISES GROUP®

### HEALTH FOOD

#### Naturasi

Via Masaccio 88 / 90  
50132 Firenze  
Tel. 055 2001068

#### Sugar Blues

Via de' Serragli 57r  
50100 Firenze  
Tel. 055 26 83 78

### HERBAL SHOPS

#### English Herbalist' shop

Via Tonrnabuoni 19  
50100 Firenze  
Tel. 055 26 58 319, 21 06 28

#### Officina profumo farmaceutico s.m. Novella

Via della Scala 16  
50100 Firenze  
Tel. 055 21 62 76  
www.smnovella.it

#### Vranjes

Via San Gallo 63r  
50100 Firenze  
Tel. 055 49 45 37  
Borgo La Croce 44r  
50100 Firenze  
Tel. 055 47 11 13

#### Zanasi Mg

Via Chiantigiana 177  
Grassina (FI)  
Tel. 055 64 05 94

#### Mega Natura

Piazza Mino da Fiesole  
Fiesole (FI)  
Tel. 055 59 537

### MAJOR SUPERMARKETS

#### PIM

www.supermercatipim.it

#### SIR

www.supermercatisir.it

#### Eurospin

www.eurospin.it

#### GS

www.g-s.it

#### Coop

www.coop.it

#### Todis

www.todis.it

#### Esselunga

www.esselunga.it

#### Penny Market

www.pennymarket.it

#### Conad

www.conad.it

#### Unicoop

www.coopfrenze.it

#### Pam

www.e-pam.it

## 🏰 Holidays & Festivities

*Mark national and regional public holidays on your calendar. Below you will find a complete list.*

Apart from the national holidays in box below, each town has a day of festivities for its Patron Saint. There are 365 Patron Saints - one for each day of the year. The Patron Saint of Florence is St. John the Baptist and is celebrated on June 24th.

### WARNING!

Although in recent years things have improved, Florence virtually ‘dies’ during the month of August. Many businesses close for the entire month, as the Italians leave for the sea or mountains to escape the humidity of the city.

Everyday life in this period is almost completely put on hold in Florence, so forewarned is forearmed!

The Christmas period starts on Christmas Day and goes through to the 6th of January. Most businesses and schools close for this entire period.



### CALENDAR

<b>January 1</b> New Year	<b>August 15</b> Ferragosto
<b>January 6</b> Epiphany	<b>November 1</b> All Saints Day
<b>March/April</b> Easter	<b>December 8</b> Immaculate Conception
<b>April 25</b> Liberation Day	<b>December 25</b> Christmas Day
<b>May 1</b> Labour Day	<b>December 26</b> Saint Steven
<b>June 29</b> Saint Peter & Saint Paul (City of Rome)	

## Hospital & Medical Services

*In Italy your health care options consist of the Italian public health care system (ASL) or a private insurance plan.*

The public Italian health care system, 'Servizio Sanitario Nazionale', is practically free of charge and includes medicines, doctor's visits and hospitalization. There is, however, a small charge, called a 'ticket' which has to be paid for every service. Some private health care institutions have been approved by the Health service. This means that if you choose these institutions, the payment due is the same as that due in a Public Hospital.

Subscription to the national health system can be done after obtaining permanent residency at the city hall.

### **PUBLIC HEALTH CARE**

In order for a foreigner to prove eligible for the public system, basic requirements are necessary: possession of a valid visa, either student, employment - or self employment and/or family. Like in many other countries, the public health system can be a strain with long waiting lists and poor facilities. That is why many, or at least those who can afford it, choose to take out a private insurance policy as well.

### **PRIVATE HEALTH CARE**

Private insurance plans generally costs at least € 1000 per year, depending on the coverage provided. Private plans have the advantage of providing disability pay if you are not able to perform your usual occupation.

The biggest Italian private insurance company is 'Istituto Nazionale delle Assicurazioni' (INA). Others include 'Sanicard', 'Filo Diretto', 'Europe Assistance' and 'Pronto Assistance'.

Health insurance is also available through some banks.

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### **EMERGENCY ROOMS (PRONTO SOCCORSO)**

Emergency rooms are free of charge and you can go there for urgent issues.

**Hospital of S. Maria Nuova**  
Piazza S. Maria Nuovo 1  
Tel. 055 27 581

**Ophthalmic Florentine Hospital**  
Viale Michelangelo 41  
Tel. 055 65 771

**Ophthalmic Careggi Hospital**  
Tel. 055 79 47 260 (day)  
Tel. 055 79 47 256 (night)

**S.M. Annunziata Hospital**  
Via dell'Antella  
Tel. 055 24 961

**Careggi Hospital**  
Viale Morgagni 85  
Tel. 055 794 111

**New Hospital San Giovanni di Dio**  
Via Torregalli 3  
Tel. 055 71 921

**Anne Meyer Hospital (Children's)**  
Viale Pieraccini 25  
Via L. Giordano 13  
Tel. 055 56 621

### **ALLERGIST**

**Elisabetta Altì**  
Via Lorenzo Il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11  
Fax 055 47 49 83

### **CARDIOLOGISTS**

**Franco Cecchi**  
Via Jacopo Nardi 30  
50132 Firenze  
Tel. 055 24 32 95, 055 24 17 33  
Fax 055 24 10 27  
Email:cos@flownet.it

**Enterprises Group does not recommend any particular hospital doctor or treatment. Those listed claim to be both licensed and speak English.**

**DENTISTS****Arnaldo Castellucci**

Via degli Artisti 6/r  
50132 Firenze  
Tel. 055 57 11 14  
Fax 055 50 00 232  
Email: castellucci@dada.it

**Gabriele Floria**

Via Fratelli Cairoli 82  
50131 Firenze  
Tel. 055 57 25 89  
Fax 055 57 25 89

**Pietro Paolo Janni**

Via Scipione Ammirato 68  
50136 Firenze  
Tel. 055 67 83 44  
Fax 055 67 83 44

**Andrea Mirandoli**

Viale de Amicis 31  
50137 Firenze  
Tel. 055 66 66 94  
or  
Via del Bruni 59  
50013 Campi Bisenzio (FI)  
Tel. 055 89 54 089

**Murphy**

Via Maffei 39  
50133 Firenze  
Tel. 055 57 75 45

**Marcello Paoletti**

Via Cremani 7/r  
50125 Galuzzo (FI)  
Tel. 055 20 47 074  
Fax 0552047074

**Mara Leena Peltonen-Portman**

Via Teatina 2  
50123  
Tel. 055 21 85 94

**Grazia Pisano**

Via Cremani 7/r  
50125 Galuzzo (FI)  
Tel. 055 20 47 074  
Fax 055 20 47 074

**Giano Ricci**

Via Gino Capponi 26  
50121 Firenze  
Tel. 055 24 79 471  
Fax 055 24 27 63

**Daniela Signorelli**

Via G. Galliano 94  
50144 Firenze  
Tel. 055 36 64 94  
Fax 055 36 64 94

**Moll Elena Speranza**

Via Ponchielli 21  
50018 Scandicci (FI)  
Tel. 055 75 53 47  
Fax 055 75 53 47  
Email: esmoll@dada.it

**Rogier Staal**

Via Farnesi 25/a  
55100 Lucca  
Tel. 058 39 53 633  
Fax 058 39 53 633

**Alessandra Taccetti**

Via Gino Capponi 26  
50121 Firenze  
Tel. 055 24 79 471  
Fax 055 24 27 63

**Walter Wolf**

Via B. Ramazzini 38  
50135 Firenze  
Tel. 055 67 85 92

**DERMATOLOGIST****Antonio Mastrolorenzo**

Via Leonardo da Vinci 5  
50132 Firenze  
Tel. 055 50 02 177  
Fax 055 50 02 177

**DRUG ADDICTION****Carlo Smorlesi**

Via Lorenzo il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11

**EAR NOSE THROAT****Giorgio Brizzi**

Borgo San Jacopo 23  
50125 Firenze  
Tel. 055 29 44 23, 055 21 88 35  
Fax 055 29 44 23

**Alessandro Norbetti**

Via Lorenzo il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11

**Geri Toccafondi**

Via Arrigo da Settimello 5  
50135 Firenze  
Tel. 055 65 40 501  
Fax 055 65 40 570

**ENDONCRINOLOGY****Alessandro Azzerboni, Olga Bartolini,**

**Lucia Janni, Chiara Simoni**  
Via Lorenzo il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11

**HOMEOPATHS****Simona Mezzera**

Via Locatelli 71  
50100 Firenze  
Tel. 055 48 27 92, 80 50 242

**Gertrude Altschafel**

Via I° Maggio 100  
500280 Tavarnelle V. P. (FI)  
Tel. 055 80 71 597

**Valerio Grandi**

Via Pasquale Villari 14  
50136 Firenze  
Tel. 055 67 81 43

**Simonetta Bernardini**

Via Calimala 1  
50121 Firenze  
Tel. 055 21 40 36  
Fax 055 21 40 36

**Caspoli Fiorella**

Via Climala 1  
50121 Firenze  
Tel. 055 21 40 36  
Fax 055 21 40 36

**GENERAL PRACTITIONERS****Stephen Kerr**

Via Porta Rossa 1  
50123 Firenze  
Tel. 055 0335 83 61 682  
Fax 055 21 698

**Andrea Mirandoli**

Via Santa Caterina d'Alessandria  
Via Giambologna 47  
50023 Firenze  
Tel. 055 89 54 089

**Carlo Smorlesi**

Via Lorenzo il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11

**Giorgio Scappini**

Viale Mazzini 50  
50132 Firenze  
Tel. 033 07 74 731, 055 23 47 567  
Fax 055 23 47 567

**Antonio Weber**

Via delle Porte Nuove 18  
50144 Firenze  
Tel. 055 35 99 35  
Fax 055 35 99 35

**NATUROPATHY / TCM**

**Arianna Soccodato**  
Via Calzaiuoli 7 (Aline)  
50100 Firenze  
or  
Via della Libertà 7  
50028 Tavarnelle V.P. (FI)  
Cell. 339 68 92 085

**NEUROLOGISTS**

**Istituto di Neuroscienze**  
**Stefano Pallanti**  
Viale Ugo Bassi 1  
50137 Firenze  
Tel: 055-587889  
Fax: 055-581051  
E-mail: info@istitutodineuroscienze.it

**OBSTETRICS AND GYNAECOLOGISTS**

**Mariarosaria Di Tommaso**  
Via Pompeo Neri 4  
50129 Firenze  
Tel. 055 47 67 49

**Francesco Branconi**  
Via Cavour 74  
50100 Firenze  
Tel. 055 21 63 93, 055 23 98 366  
Fax 055 23 98 396

**Tommaso Susini**  
Via Gustavo Modena 10  
50121 Firenze  
Tel. 055 57 26 62

**OPHTHALMOLOGISTS**

**Ivan Esente, Stefano Essente**  
Via Fossombroni 2/A  
50136 Firenze  
Tel. 055 24 34 42  
Fax 055 24 03 26

**Leonardo Falco**  
Via Fossombroni 2/A  
50136 Firenze  
Tel. 055 24 34 42  
Fax 055 24 03 26

**Paolo Perri**  
Via Spaventa 1/a  
50139 Firenze  
Tel. 055 57 37 32, 055 48 80 77  
Cell. 335 54 68 698

**ORTHOPEDICS**

**Paolo Aglietti**  
Via Lorenzo il Magnifico 19  
50129 Firenze  
Tel. 055 47 12 55

**Maurizio Bertoni**  
Viale Europa 109  
50126 Firenze  
Tel. 055 68 02 336  
Fax 055 68 10 074

**Piero Salvi**  
Viale Belfiore 50  
50144 Firenze  
Tel. 055 33 20 01  
Fax 055 35 05 24

**Andrea Vettori**  
Via Morrocco 39/a  
San Donato in Poggio (FI)  
Tel. 055 80 77 557

**OSTEOPATHS**

**Paolo Coseschi - DOMRO**  
Via Cavour 85  
50129 Firenze  
Fax. 055 47 54 03

**Luciana Gianani**  
Via Veneto 97  
55049 Viareggio (LU)  
Tel. 058 43 14 05

**PEDIATRICIANS**

**Miriam Levi D'Ancona**  
Via dei Goti 95  
53047 Sarteano (SI)  
Tel. 057 82 67 080, 036 07 07 895

**Francesco Porro**  
Via Lorenzo il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11

**Fabio Romoli**  
Via della Robbia 53  
50132 Firenze  
Tel. 055 57 93 27

**Chiara Simoni**  
Via Lorenzo il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11

**PLASTIC SURGEON**

**Prof. Domenico Lo Russo**  
Piazza Donatello, 8  
50132 Firenze  
Tel: 055 248 0942

**PSYCHIATRIST**

**Eugenio Fabrizio Enriques**  
Casa di Cura Poggio Sereno  
50014 Fiesole (FI)  
Tel. 055 59 138, 055 59 150  
Fax 055 59 87 65

**GENERAL SURGEONS**

**Leonardo Corcos**  
Viale Fratelli Rosselli 50  
50123 Firenze  
Tel. 055 23 81 634, 055 28 72 88

**Luis Sanchez**  
Via Lorenzo Il Magnifico 59  
50129 Firenze  
Tel. 055 47 54 11  
Fax 055 47 49 83

**ORAL SURGEON**

**Marc Mertens**  
Via Bartoli 112  
29100 Piacenza  
Tel. 052 34 57 467  
Fax 052 34 53 727

**ORTHOPEDIC SURGEON**

**Maurizio Bertoni**  
Viale Europa 109  
50126 Firenze  
Tel. 055 68 02 336  
Fax 055 68 10 074

**Piero Salvi**  
Viale Belfiore 50  
50144 Firenze  
Tel. 055 33 20 01  
Fax 055 35 05 24

**TRAUMATOLOGIST**

**Maurizio Bertoni**  
Viale Europa 109  
50126 Firenze  
Tel. 055 68 02 336  
Fax 055 68 10 074

**PHYSIO-KINESISTHERAPY**

**Centro Medico Omnia**  
Via Brennero 77  
55100 S.Marco, Lucca  
Tel. 058 33 43 523  
Fax 058 33 43 523  
Email: info@omniaFKT.it

## International Schools

*There are several International Schools and Universities in Florence.*

The schools vary in size and offer different curricula from pre-school to secondary level. All the schools share the common feature of offering a curriculum either typical of a country or a combination of two or more.

### **Admission and School Fees**

Admission in many schools is based on space availability as well as academic records. Usually admissions are processed in January (or shortly thereafter) for the following academic year.

Tuition fees vary from school to school, depending on age and additional services such as transport and lunch. All schools usually have a 'capital assessment fee' as well as a 'booking fee' on top of the tuition fee.



### **INTERNATIONAL SCHOOLS AND UNIVERSITIES IN FLORENCE**

#### **American International School of Florence**

##### *Elementary School*

Villa le Tavernule  
Via del Carota 23/25  
50012 Bagno a Ripoli (FI)  
Tel. 055 64 61 007  
Fax 055 64 42 26

##### *Middle School*

Villa Torri di Gattaia  
Viuzzo di Gattaia 9  
50100 Florence  
Tel. 055 200 1515  
www.aisfitaly.org

#### **English Kindergarten**

Viale Spartaco Lavagnini 11 - via S. Gallo 105  
50129 Florence  
Tel. 055 49 50 61  
Fax 055 49 50 61

#### **Mary Poppins**

Via Masaccio 18  
50136 Florence  
Tel. 055 24 76 758

#### **Paida Nursery School**

Via delle Gore 43 (zona Rifredi)  
50141 Florence  
Tel. 055 41 31 64  
Fax 055 41 31 64

#### **Westminster International School**

Via Ivo Lazzeri 2 Ghezzano  
56010 Florence  
Tel. 05 08 77 054 / 34 73 66 36 63  
(Mrs. Fish)  
Fax 05 08 77 054  
Email: westminster@csinfo.it

#### **European University Institute Badia Fiesolana**

Via dei Roccettini 9  
Florence  
Tel. 055 46 851  
Fax 055 46 85 298, 055 59 98 87

Degrees offered: Bachelor and Masters  
in Medicine, Humanities, Social  
Science

#### **Ecole Francaise de Florence**

Via Gioberti 67  
50131 Firenze  
Tel. 055 67 71 10  
Fax 055 62 35 749  
ecole.florence.aefe.it

#### **Istituto del Sacro Cuore**

Viale Michelangelo 27  
50126 Firenze  
Tel. 055 68 11 872 / 68 11 960  
Fax 055 68 11 388

## Internet Cafés

### Internet Train

Via Guelfa 24/a  
50100 Firenze  
Tel. 055 26 45 146  
Email: [info@internettrain.it](mailto:info@internettrain.it)  
[www.internettrain.it](http://www.internettrain.it)  
See their website to check for other  
Florence Internet Train Cafes

### Internet Point

Via Zannoni, 1/r  
50123 Firenze  
Tel. 055 26 45 284  
Email: [staff@cyberbeat.it](mailto:staff@cyberbeat.it)  
[www.internettrain.it](http://www.internettrain.it)  
See their website to check for other  
Florence Internet Train Cafes

### Gelanet Point

Via Ponte all Mosse 104r  
50144 Firenze  
Tel & Fax 055 32 49 275  
Email: [gelanet@hotmail.it](mailto:gelanet@hotmail.it)

### Il Cairo Phone Center

Via de' Macci 90r  
50122 Firenze  
Tel. 055 26 38 336  
Email: [ilcairo@data.it](mailto:ilcairo@data.it)  
[www.ilcairo.it](http://www.ilcairo.it)

### Platform3000

Via Ghibellina 77r  
50122 Firenze  
Tel. 055 26 58 117  
Fax 055 21 56 24  
Email: [info@platform3000.it](mailto:info@platform3000.it)  
[www.platform3000.it](http://www.platform3000.it)



## Museums & Historical Sites

*Considered by many to be the 'capital of art', Florence has numerous museums and galleries. Perhaps the most notable is the Academy Gallery, situated in the heart of the city.*

According to statistics produced by UNESCO, 60% of the world's most important works of art are located in Italy and approximately half of these are in Florence.

Museum hours vary throughout the year. Generally museums are open from 9 to 18:00 except for Mondays. As a rule, ticket offices close 30 to 60 minutes before the actual closing times. It is recommended that you contact the museum you want to visit to check any changes in opening hours and ticket prices.

### TERMS FOR ADMISSION

If not free, entrance fees are usually around Euro 6-7. Note that reduced prices may apply for students and senior citizens. Check the directory for details.



**MUSEUMS****Galleria degli Uffizi**

Piazzale degli Uffizi,  
50122 Firenze  
Telefono: 055 2388651  
Fax: 055 2388694

**Gabinetto disegni e stampe degli Uffizi**

Via della Ninna 5,  
50122 Firenze  
Telefono: 055 2388671  
Fax: 055 2388624

**Galleria dell'Accademia**

Via Ricasoli 58-60,  
50122 Firenze  
Telefono: 055 2388612  
Fax: 055 2388764

**Palazzo Pitti**

Piazza Pitti 1,  
50125 Firenze

**Museo del Bargello**

Via del Proconsolo 4,  
50122 Firenze  
Tel: 055 2388606  
Fax: 055 2388756

**Museo delle Cappelle Medicee**

Piazza Madonna degli Aldobrandini 6,  
Tel e fax : 0552388602

**Museo di San Marco**

Piazza San Marco 3,  
50121 Firenze  
Tel: 0552388608  
Fax: 055 2388704

**Museo di Palazzo Davanzati**

Via di Porta Rossa 13,  
50122 Firenze  
Tel: 0552388610  
Fax: 055 289805

**Giardino della Villa medicea di Castello**

Via di Castello 47, Località Castello,  
50141 Firenze  
Tel: 055452691/0552388611  
Fax 0552388613

**Villa medicea della Petraia**

Via della Petraia 40, Località Castello,  
50141 Firenze.  
Tel: 055452691/ 0552388611  
Fax: 0552388613

**Villa medicea di Poggio a Caiano e Museo della Natura Morta**

Piazza de Medici 14,  
59016 Poggio a Caiano (PO).  
Tel: 055877012/0552388611  
Fax: 0552388613

**Villa medicea di Cerreto Guidi e Museo storico della Caccia e del Territorio**

Via dei Ponti Medicei 7,  
50050 CERRETO GUIDI. Firenze  
Tel. 057155707/0552388754  
Fax 0552388754

**Cenacolo di Ognissanti**

Via Borgo Ognissanti 42,  
50123 Firenze  
Tel: 0552388720/ 0552398700  
Fax: 0552388699

**Cenacolo Andrea del Sarto**

Via di San Salvi 16,  
50135 Firenze.  
Tel: 0552388603  
Fax: 0552388699

**Cenacolo di Fuligno**

Via Faenza 42,  
50123 Firenze.  
Tel: 055286982  
Fax 0552388699

**Cenacolo di Sant'Apollonia**

Via XXVII Aprile 1,  
50129 Firenze  
Tel: 0552388607/ 0552388610  
Fax: 0552388699

**Chiostro dello Scalzo**

Via Cavour 69,  
50123 Firenze  
Tel: 0552388604/ 0552388610  
Fax: 0552388699

**Chiesa e Museo di Orsanmichele**

Via dell' Arte della Lana,  
Tel: 05523885  
Fax: 0552388699

**CHURCHES****Battistero**

Piazza S Giovanni  
Tel. 055 23 02 885

**Orsanmichele**

Via Arte della Lana  
Tel. 055 28 49 44

**Santa Croce**

Piazza Santa Croce  
Tel. 055 24 66 105

**San Lorenzo**

Piazza San Lorenzo  
Tel. 055 21 66 34

**Santa Trinita**

Piazza Santa Trinita  
Tel. 055 21 69 12

**Santa Maria del Fiore (Cathedral)**

Piazza Duomo  
Tel. 055 23 02 885

**Santa Maria Novella**

Piazza Santa Maria Novella  
Tel. 055 21 59 18

**San Miniato a Monte**

Via Monte alle Croci  
Tel. 055 23 42 731

**SS. Annunziata**

Piazza SS. Annunziata  
Tel. 055 26 61 81

**Santo Spirito**

Piazza Santo Spirito  
Tel. 055 21 00 30

## Parks

*Florence and its environs offer a wide range of beautiful parks and gardens. There are over 400km of paths stretching across the entire Tuscany region.*

### **Giardino Stibbert**

The Stibbert garden is situated just behind the Stibbert Museum and is a quiet, romantic garden with an Egyptian temple, lake statues and a coffee shop inside the museum.

### **Villa il Ventaglio**

This garden surrounds the Villa il Ventaglio and has a beautiful lake with many sitting areas.

### **Villa Medicea di Castello**

The garden of Villa Medicea di Castello is a small but detailed garden with a terrace overlooking the whole garden. In the centre of the garden is a bronze fountain of Mannati. Under the terrace is a grotto called “la grotta degli animali”. There is also a secret orchard. Entrance fee is Euro 2 including entrance to the Villa la Petraia. Opening hours every day are between 8:15 to 16:00. Note that the garden is closed every second and third Monday of the month.



### **Villa la Petraia**

Another garden belonging to a villa. The garden of Villa la Petraia is a big, Italian style garden with statues. From the same garden one can enter a big park situated by the villa.

### **Giardino dell’Orticultura**

This garden offers a beautiful view of Florence and it also has a playground. Opening hours may vary according to the season.

### **Le Cascine**

The Le Cascine park is situated along the south bank of the Arno river next to Ponte alla Vittoria. The park is big and has many sitting areas but is not a recommended place during nighttime.

### **Boboli Gardens**

These are the gardens of Palazzo Pitti Palace, where the wealthy Medici family used to walk without having to leave the Palace for security reasons. They are situated south of the river Arno and contain beautiful statues, sitting areas, a coffee shop and small buildings with frescos. Entrance costs Euro 2,00.

## P h a r m a c i e s

*In Italy, pharmacies can be easily identified by a red or a green cross. Opening hours are usually Monday to Friday, 8:30 to 13-13:30 and from 16:00 to 19:30. Some pharmacies also open on Saturdays and Sundays on a shift system.*

Below you will find a list of selected pharmacies situated in and around Florence.

Note that Enterprises Group does not recommend any of the below mentioned pharmacies, they have been selected because of their location.

### MONDAY TO FRIDAY – SATURDAY AND SUNDAY ON DUTY

#### **S. Caterina**

Viale Lavagnini 1/R, Firenze  
Tel. 055 48 31 83

#### **Al Ponte Vecchio S.A.S**

Lgarno Acciaiuoli 4, Firenze  
Tel. 055 28 77 97

#### **Antica Molteni**

Piazza. Libertà 47/R, Firenze  
Tel. 055 58 85 65

#### **Cento Stello**

V. Marconi 9/R., Firenze  
Tel. 055 57 85 62

#### **Della Nave Dr. Gianfranco**

P. Cure 2, Firenze  
Tel. 055 57 37 17

#### **Di Coverciano**

Via D'Annunzio 78/80/82, Firenze  
Tel. 055 60 20 94

#### **Inglese del Dr. Salvador (English)**

V. S. Stef. in Pane 4/R, Firenze  
Tel. 055 41 71 91

#### **Internazionale**

Piazza della Repubblica 23/R., Firenze  
Tel. 055 21 07 13

#### **Munstermann (English)**

P. Goldoni 2/R., Firenze  
Tel. 055 21 06 60

#### **Pitti del Dr. Pacenti PI**

P. S. Felice 4/R., Firenze  
Tel. 055 22 44 02

#### **S. Lorenzo**

P.S. Lorenzo 11/R., Firenze  
Tel. 055 21 42 90

#### **SS. Annunziata**

Via Servi 80/R., Firenze  
Tel. 055 21 07 38

#### **Del Galluzzo Dr. Ara Fab**

Via Senese 206/208/R., Firenze  
Tel. 055 20 49 217

#### **Bischi (English)**

Piazza Peruzzi 11  
Antella, Bagno A Ripoli  
Tel. 055 62 10 42

#### **Bronzini (English)**

Piazza Umberto I, 27  
Grassina, Bagno A Ripoli  
Tel. 055 64 00 17

#### **Fauci (English)**

Via Roma 154  
Bagno A Ripoli  
Tel. 055 63 03 03

#### **Santa Maria dell Annunziata (English)**

Via Chiantigiana 34/C  
Ponte a Niccheri, Bagno A Ripoli  
Tel. 055 64 02 91

#### **Di Tavarnuzze**

Via della Repubblica 116  
Tavarnuzze, Impruneta  
Tel. 055 20 20 026

#### **La Certosa (English)**

Via Repubblica 52/a  
Tavarnuzze, Impruneta  
Tel. 055 23 74 555

#### **Puliti (English)**

Piazza Buondelmonte 17  
Impruneta  
Tel. 055 20 11 049



### 24 HOUR PHARMACIES IN CENTRAL FLORENCE

#### **Comunale n.13**

Santa Maria Novella Train Station  
Piazza della Stazione, Firenze  
Tel. 055 21 67 61

#### **Molteni**

Via Calzaiuoli 7r  
Tel. 055 21 54 72

#### **Al Insegna del Moro**

Piazza San Giovanni 20r  
Tel. 055 21 13 43

## Police Stations

*The 'Questura Centrale' is the main headquarters of the police in Florence. Then there are the 'Commissariati' - local police stations - which are branch offices of the Questura.*

### Opening hours:

'Questura Centrale':

Via Zara 2

Tel: 05549771

8:00 - 12.00

(closed on Wednesdays)

### 'Commissariato di zona':

Via Gramsci, 522

Tel: 055449251

Via Pietrapiana, 50/R

Tel: 055203911

Via Sgambati, 21

Tel: 055323886

Piazza del Tiratoio n.6

Tel: 0554977499

Piazza Gramsci n.46

Tel: 0571532111



For security and report of incidents available 24/7.

For documents etc; Mon-Fri 8.30 am - 13:30.

Apart from handling regular security and administrative functions, police stations also issue passports (for Italian citizens), gun licenses and Permits of Stay for foreigners.

### PERMIT OF STAY

As a foreigner residing in Italy for more than three months, you must legalize your position in Italy. In order to do this, you must go to the Post Office and apply for your 'Permesso di Soggiorno' — Permit of Stay.

## Postal Services

*Apart from regular mailing services, post offices in Italy are where bills are paid and pensions are distributed to senior citizens – it's just a question of standing in the right line.*

Beware: if you join the wrong line, you will be forced to line up all over again to complete your transaction. It is not always clear which line is the correct one, and they are very long and slow moving. So ask before you join a line. For instance, when you pay your bills, be sure to ask for the "pagamenti" line. Complete banking services are also offered at post offices.

Every neighbourhood has its local post office branch. Hours vary but in general they are open from Monday to Friday 8:30 – 14:00 and Saturday between 8:30 and 13:00.

Some Post offices have extended hours and are open from 8:00 to 19:00

**SENDING MAIL**

Stamps are sold at the tobacconist's 'tabacchi' or at the post office. Regular mail costs from Euro 0.41 for Italy or any country of the European Union.

The mail has to be posted in the red post boxes outside the post offices or the tobacconist's. The post box has two boxes: one for the inner city mail 'la città', one for all destinations out of the city 'altre destinazioni'.

**Express delivery**

With this service you are able to send letters and parcels all over the world quickly with a return receipt. This receipt provides delivery information, if you request it. Please note: The sending of money of any currency, values of gold, silver or platinum, precious stones, antique objects, alcohol, or goods prohibited for export by Italian law is not permitted.

**POSTAL ORDER**

The postal order is a fast service that enables you to transfer money within Italy. You are also able to pay or receive the cost of any parcel or mailing. There are additionally many other agencies that transfer money in the same fashion such as Western Union.

**MONEY EXCHANGE**

In some post offices of Florence you can change money paying a commission.

**SENDING TELEGRAMS IN ITALY AND ABROAD**

The service is available 24 hours a day. The telephone number is 186. The service is world wide and messages can be transmitted in any language. The cost of this service will be added directly to the phone bill.

**MAIN POSTAL OFFICES****Ufficio Postale di Firenze Centro**

Via Pellicceria 3  
50123 Firenze  
Tel. 055 21 81 56  
Fax 055 28 76 98

**Ufficio Postale di Firenze Novoli**

Via F. Germigani  
50127 Firenze  
Tel. 055 31 56 24  
Fax 055 34 25 21

**Ufficio Postale di Firenze**

Campo di Marte  
Via Mezzetta  
Tel. 055 61 22 21  
Fax 055 60 25 78

**Ufficio Postale di Firenze 003**

Piazza della Libertà' 40 rosso  
Tel. 055 553301

**Ufficio Postale di Firenze 007**

Via Pietrapiana 53  
Tel. 055 26 74 21

**Ufficio Postale di Firenze 004**

Via Barbadori 37 rosso  
Tel. 055 28 81 75  
Fax. 055 29 51 20

## Public Transport

*Florence can be easily crossed using public transportation. Public transport in Florence is run by ATAF. Tickets are available from news-stands, bars, tobacconists and automatic dispensers.*

### TAKING THE BUS

Florence's bus system, called ATAF, runs from 6:00 to 1:00 through the city and suburbs. Make sure to validate the ticket upon boarding the bus, or you risk paying a fine if caught with an invalidated ticket. The ATAF Information and Ticket Office is located outside of the train station.

### TAKING THE TRAIN

Florence's central station is called Santa Maria Novella (Tel.055.278785), and is situated opposite the church bearing the same name. It is easily recognisable because it is the city's only outstanding modern building. The information office is open daily 7:00 – 21:00; after-hours go to ticket window #20. Trains depart every hour to: Bologna (1 hr trip); Siena (11/2 hr trip); Rome (21/2 hr trip); Venice (3 hr trip); and Milan (31/2 hr trip).

### TAXI

#### Co.Ta.Fi Radio Taxi

Via Steccuto 12  
055 43 90  
055 44 99

#### Radio Taxi

055 42 42  
055 47 98

### TRAVEL FARES

**Single Ticket:** € 1.00 valid 60 mins and € 1.80 valid 3 hours.

**Daily Ticket:** € 4.00 valid 24 hours

**Weekly Pass:** € 12.00

**Monthly Pass:** € 31.00

Never lose sight of your wallet and other valuables when using public transport. Places like the metro station is a haven for pick-pockets.

### USEFUL LINKS

**Official website of Italian train operator,  
Trenitalia**  
[www.trenitalia.it](http://www.trenitalia.it)

**Official website of ATAF**  
[www.ataf.net](http://www.ataf.net)

## Pubs & Clubs

*Early evenings in Florence are tranquil as Florentines and visitors alike stroll down the narrow streets of the city. You can stop and enjoy the magical mysteries of the city whilst sipping a cappuccino or iced tea in one of the many beautiful piazzas, an alternative option is a pint of draught Guinness in one of the town's growing number of Irish pubs.*

Many popular bars are located in the historic centre. What is considered a fairly bohemian area is the Oltrarno, south of the river. Elsewhere, nightlife is concentrated around Piazza della Signoria, home of more sedate venues.

A good reference guide for the Florence nightlife is Firenze Spettacolo or Florence Today, a free listings publication distributed twice a month. Entry fee to clubs is approximately 13 Euro, this usually includes one free drink.

## PUBS & BARS

### Cantinetta dei Verrazzano

Elegant enoteca created by the family that owns the Castello da Verrazzano, a well-known Chianti producer.

Via dei Tavolini 18-20/R

Tel. 055 26 85 90

Opening hours Monday-Saturday 8:00 - 21:00

### Casa del Vino

Oldest enoteca in Florence, founded in 1890. Thirty red and white wines available for tasting, and 800 different labels are sold.

Via dell'Ariento 16/R, Florence.

Tel. 055 21 56 09

Opening hours Monday-Friday 9:00 - 14:00 and 16:30 - 20.00, Saturday 9:00 - 0200.

### Chequers Pub

One of the largest pubs in town.

Via della Scala 7-9/R.

Tel. 055 28 75 88

Opening hours 18:00 - 1:30 (Friday and Saturday to 2:30).

### Citta di Firenze

Elegant, traditional U.S.-style bar. Live music.

Lungarno Corsini 4/R.

Tel. 055 21 77 06

Opening hours Tuesday-Sunday from 19.00, dinner served until 23:00.

### Golden View Open Bar

Via dei Bardi 58r

Tel. 055 21 45 02

### Fuori Porta

Via del Monte alle Croci 10/R. Tel. 055 23 42 483

White, red and dessert wines sold by the glass.

Opening hours Monday-Saturday 12:30 - 15:30 and 19:00 - 1:00.

### La Dolce Vita

Piazza del Carmine 6/R.

Tel. 055 28 45 95

The place to be seen.

Opening hours nightly 17:00 - 1:30 in the winter, 10:00 -1:30 in the summer. Open later on weekends.

### Montecarla Club

Via dei Bardi 2/R.

Tel. 055 23 40 259

Exotic decor complemented by tropical cocktails and soft background music.

Opening hours 22:00 - 02:00.

## CLUBS

### Meccano

Viale degli Olmi 1

Tel. 055 33 12 71

Every night there's a different type of music or theme.

### Villa Kasar

Lungarno Colombo 23/R.

Tel. 055 67 69 12

Chic, upscale dress code and commercial disco music.

### Maramao - Genuine Club

Via deil Macci 79r

Tel. 055 24 69 210

Fax 055 23 43 898

Email: info@maramao.fi.it

### Universale

Via Pisana 77r

Tel. 055 22 11 22

Fax 055 23 35 485

Email: info@universalefirenze.it

www.universalefirenze.it

Dance Hall - Restaurant.

### Rincao Gaùcho

Via Ferrucci 14

Agliana (Pistoia)

Tel. 057 46 73 212

Brazilian-inspired club and restaurant.

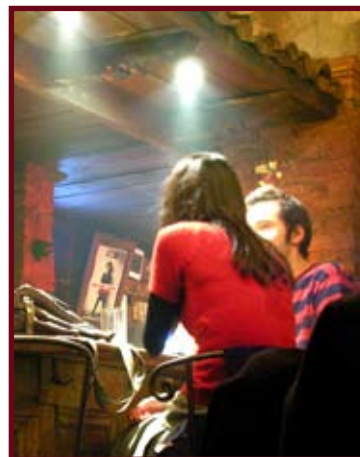
### Space Electronic

Via Palazzuolo 37

Tel. 055 29 30 82

Fax 055 29 34 57

Email: info@spaceelectronic.com



## MUSIC VENUES

### Caffe Girasol

Via del Romito 1/R.

Tel. 055 47 49 48

Live entertainment and tropical cocktails. Opening hours Tuesday-Sunday 20:00 - 2:30.

### Genesi

Piazza del Duomo 20/R.

Tel. 055 28 72 47

Live music every night, mainly country.

Opening hours Tuesday-Sunday 20:00 - 2:00.

### Jazz Club

Via Nuova de' Caccini 3/R.

Tel. 055 24 797 00

Jazz musicians and singers perform almost every night of the week, but on Friday you'll find the top performers.

Opening hours Tuesday-Sunday from 21:30.

### Pongo

Via Verdi 57/r

Tel 055 23 47 880

One of the hot spots in Florentine nightlife.

Opening hours Thursday-Saturday 22:30 - 4:00.

### Tenax

Via Pratese 46

Tel. 055 23 47 880

One of the leading venues for both new and established bands.

### Yab Yum

Via Sasetti 5r

Tel. 055 21 51 60

A popular place for many foreign students.

## Religious Associations

*The organisations listed below hold services in the English language.*

### **Baptist Church**

Via Porta S. Marco 11  
51100 Pistoia  
Tel. 057 32 10 01

### **Comunita' Ebraica**

Via L. Farini 4  
50121 Firenze  
Tel. 055 24 52 52 / 055 24 52 51  
Fax 055 24 18 11  
Email:comebrfi@fol.it

### **Duomo Cathedral Mass in English**

Saturday 17:00 Saturday in  
Misericordia  
Tel. 055 21 53 80

### **Evangelical Independent Church (M.I.E.)**

Via Charles Darwin 24  
50051 Castelfiorentino (FI)  
Tel. 034 87 65 24 87  
Email:msecondi@libero.it

### **GBU Fellowship**

C.P. 18256  
50129 Firenze  
Tel. 055 21 10 82  
Fax 055 21 97 43  
Email:gbu-italia@iol.it

### **Jehovah's Witnesses**

via Antonio Vivaldi  
Every Sunday at 13:00

### **Lutheran Evangelist Church**

Via dei Bardi 20  
50125 Firenze  
Tel. 055 23 42 775

### **Russian Orthodox Church**

Via Leone X 8  
50129 Firenze  
Tel. 055 49 01 48  
Fax 055 49 01 48

### **Salvation Army**

Via Aretina 91  
50136 Firenze  
Tel. 055 66 04 45

### **St Peter's English Church Siena (Church of England)**

Via Garibaldi Siena  
50125 Firenze  
Tel. 055 29 47 64  
Fax 055 29 47 64  
Email:fanthorpe@compuserve.com

### **St. James American Church-Episcopal**

Via B. Rucellai 9  
50123  
Tel. 055 29 44 17

### **St. Mark's English Church-Anglican**

Via Maggio 16/18  
50125  
Tel. 055 29 47 64  
Fax 055 29 47 64  
Email:fanthorpe@compuserve.com



## Restaurants

*Florentines, like all other Italians, are very proud of their cuisine. "Italian cooking" as such does not exist; it is classified by region such as Florentine, Roman and Milanese.*

### DINING IN FLORENCE

Typical dishes are bistecca alla fiorentina, a very thick, high-quality grilled beefsteak, served quite rare, and various rib-sticking, vegetable-based soups served with a drizzle of olive oil on top. Among the soups, two traditional Florentine favourites are pappa al pomodoro (tomato, basil and bread) and ribollita (vegetable soup with bread). Porcini mushrooms are a staple too, from risotto ai funghi porcini (rice with porcini) to tagliatelle ai funghi porcini (egg noodles with porcini sauce) to porcini alla griglia (grilled porcini caps).



It would be a crime not to elaborate on white beans when talking about Tuscan food. These are deliciously prepared, boiled and served with the best olive oil. The classics are white beans cooked with fresh sage and tomato (fagioli all'uccelletto) and white beans with sausage (fagioli e salsiccia). The prosaic sound of these dishes belies their irresistible flavour.

Another important thing to remember is that Tuscany is undeniably one of the greatest wine-producing regions in the world. Chianti is the most ubiquitous, and quality can vary a lot. Other than a good Chianti, you should not leave without tasting the exquisite Brunello di Montalcino (definitely worth the extra expense) or the more moderately priced, but very good, Vino Nobile di Montepulciano.

Most restaurants open for lunch from noon-14:30, with the rush from 13:00-14:00. Dinner hours begin at the very earliest at 19:00 (more typically at 19:30) and continue until at least 22:00. If you want to enjoy your meal at a quiet time, plan to dine between 19:30 and 20:00.

### ITALIAN DINING

Italian restaurants can be divided into two main categories, trattoria and ristorante, depending on the type and the size of the meal you want. Both types can be found in all parts of Italy, whether you stay in Florence or in a much smaller city. Note that most trattorie and ristorante have a giorno di riposo, a rest day, once a week (usually Sunday or Monday).

#### Trattorie

A trattoria is a small restaurant and is usually less expensive and pretentious. The menu usually consists of a primo e secondo piatto (first and second course) of pizza or pasta followed by a salad and dessert and coffee.

#### Ristorante

If you are looking for something slightly more exclusive, there are almost just as many ristoranti (restaurants) as there are trattorie. The menu usually consists of a la carte with portions slightly smaller but nevertheless delicately prepared. Meal prices are also higher.

Opening hours may be different from what you are used to in other places: the restaurants usually open for lunch between noon and three o'clock, reopening for the evening between seven and midnight.

**POPULAR RESTAURANTS****Cibreo**

Via dei Macci 118/R, Firenze  
Tel. 055 23 41 100  
Reservation required

**Osteria Antica Mescita S. Niccolo'**

Via San Niccolo' 60r  
Tel. 055 23 42 86  
Closed Sundays

**Ristorante-Terrazza Brunelleschi**

Piazza dell'Unita Italiana 6/R, Firenze  
Tel. 055 23 58 560

**Rose's**

Via Parione 26/R, Firenze  
Tel. 055 28 60 90

**Trattoria Florenza**

Via R. Guiliani 51r  
Tel. 055 41 69 03  
Closed Saturday at lunch and Sunday

**Vino e Carpaccio**

Via Pier Capponi 72a  
Tel. 055 50 00 896  
Closed Sunday and Saturday at lunch.

**Osteria Pizzeria l' Giuggiolo**

Viale Righi 3a/d  
Tel. 055 60 62 40  
Always open

**LOCAL & REGIONAL SPECIALTIES****All'Antico Ristoro di' Cambi**

Via Sant'Onofrio 1/R  
Firenze  
Tel. 055 21 71 34

**Angiolino**

Via Santo Spirito 36/R, Firenze  
Tel. 055 23 98 976

**Il Contadino**

Via Palazzuolo 69-71/R, Firenze  
Tel. 055 23 82 673

**Mario**

Via Rosina 2/R, Firenze  
Tel. 055 21 85 50

**Osteria del Cinghiale Bianco**

Borgo San Jacopo 43/R, Firenze  
Tel. 055 21 57 06

**Sostanza**

Via del Porcellana 25/R, Firenze  
Tel. 055 21 26 91

**Ristorante Santa Lucia**

Via Ponte alle Mosse 102/R, Florence  
Tel. 055 35 32 55

**Trattoria il Bargello**

Borgo dei Gred 37r  
Tel. 055 21 86 05  
Closed Tuesday

**SEAFOOD****Alle Murate**

Via Ghibellina 52r  
Tel. 055 24 06 18  
Closed Mondays and at Lunch time.  
An increasingly popular restaurant combining basic Italian staples with a dash of more farflung Mediterranean cuisines.

**Fuor d'Acqua**

Via Pisana 37r  
Tel. 055 22 22 99

**Caffè Concerto**

Lungamo Colombo 7  
Tel. 055 67 73 77  
Fax. 055 67 64 93  
Closed Sundays  
A good place for informal lunch meetings.

**Acquacheta**

Via Ghibellina 59  
Bagno a Ripoli  
Tel. 055 69 60 54

**I Quattro Amici**

Via degli Orti Oricellari 29  
Tel. 055 21 54 13  
Open 12:00 - 14:00, 19:30 - 22:30 daily  
Four Friends (quattro amici) with many years in the business came together to create this fish-only restaurant, located in the less than salubrious area around the railway station. The interior is simple and, though elegant, rather charmless, however the food is superb, with fish brought straight from Porto Santo Stefano on the Tuscan coast.

**Lobs Fish Restaurant**

Via Faenza 75r  
Tel. 055 21 24 78  
Always Open  
A rich menu accompanied by a warm and informal atmosphere.

**Ristorante Lungamo**

Borgo San Jacopo 14  
Tel. 055 27 261  
Closed Sundays  
Delicious fish accompanied with Tuscan wines.

**BEEF AND STEAK HOUSE****Giannino in S.Lorenzo**

Via Borgo San Lorenzo 33/35/37r  
Tel. 055 21 22 06

**Le Volpe e l'Uva**

Piazza dei Rossi 1/r  
Tel. 055 23 98 132  
Closed Sundays

**Pallottino**

Via Isola delle Stinche 1r,  
Tel. 055 28 95 73

**Sostanza**

Via del Porcellana 25r  
Tel. 055 21 26 91  
Closed Saturday and Sunday

**Spada**

Via della Spada  
Tel. 055 21 87 57

**BRUNCH****Il Canapone**

Via Mazzette 5/a  
Tel. 055 23 81 729  
American Brunch

**Hemingway's**

Piazza Piattellina 9r  
Tel. 055 28 47 81  
Closed Sunday evening and Monday  
American Brunch

**Momoyama**

Borgo San Frediano  
Tel. 055 29 18 40  
Always open in the evenings.  
Japanese menu. Brunch available between September and June.

**INTERNATIONAL RESTAURANTS****Ashoka**

Via Pisana 88  
Tel. 055 22 44 46  
Always open  
Indian menu.

**Braumeister**

Via Madonna delle Tosse 12r  
Zona Parterre  
Tel. 055 50 00 822  
Open very evening from 19:00 to 1:00 / Friday and Saturday 14:00.  
Pub and pizzeria with German specialities. It reminds the customer of the pubs in Monaco di Baviera with bricks, dark wood and the German way of serving a beer with typical specialities from north of Europe: wurstel, gulash cooked ham with beer and spatze. Cost about 12 euro for the food and half for the beer.

**Café Caracol**

Via dei Ginoir 10r  
Tel. 055 21 14 27  
Closed Mondays  
Mexian bar/ restaurant.

**El Taco**

Via De' Benci 47r (50m from Piazza Santa Croce)  
Tel. 055 24 19 70  
Small snacks, Lunches, Dinners, Take-Away. Ethnic cuisine from all over the world and banquets. Open every day till late at night.

**Eito**

Via dei Neri 72r  
Tel. 055 21 09 40  
Closed Mondays  
Japanese menu.

**Il Frencescano**

Largo Bargellini 16r  
Tel. 055 24 16 05  
Open 12:00 - 14:30, -23:00 daily  
Smartly appointed restaurant of wood, marble and valuable objects d'art. The clientele, consisting of mainly young Florentines, have a choice of dishes such a tartino di carciofi (Jerusalem artichoke tart), soups and various meat dishes. The choice of wines on offer is impressive. Cost over 15 Euro.

**India**

Via Gramsci 43 Fiesole  
Tel. 055 59 99 00  
Closed Thursday  
Indian menu.

**Momoyama**

Borgo San Frediano  
Tel. 055 29 18 40  
Always open in the evenings.  
Japanese menu.

**Osir**

Viale S.Lavagnini 22-24 r  
Tel. 055 47 49 42  
Closed Mondays and Tuesdays at lunch  
Chinese menu.

**Ruth's Kosher Vegetarian Food**

Via Farini 2a  
Tel. 055 24 80 880  
Closed Friday evening and Saturday lunch  
Mediterranean Kosher menu.

**Salamanca**

Via Ghibellina 80r  
Tel. 055 23 45 452  
[www.salamanca.com](http://www.salamanca.com)  
Latin American restaurant and disco bar with a very colourful atmosphere.

## **S** h o p p i n g

*The city of Florence has always thrived on its mercantile activity and does so today, even though you'll find that Florentine shopkeepers tend to maintain an air of solid indifference.*

Most clothing stores are closed Monday mornings and open 16:00 -19:30 Monday evenings. They enjoy a long afternoon lunch and from Tuesday to Saturday they open between 09:00 and 13:00 and 16:00 - 19:30. Some shops also open on Sundays. This is especially true during festive seasons.

An important shopping destination for any visitor is a stroll over Ponte Vecchio, where jewellers still operate behind fantastic and brilliant display windows. Those in search of leather goods should head for the Santa Croce area.



If you have more time, browse the shops on streets such as Via Calzaioli, Via del Corso, Via Roma and the upmarket Via Strozzi, which leads to Via Tornabuoni. In these areas, you will find major Italian and European designers—Armani, Ferragamo, Versace, Gucci, Louis Vuitton, Cartier, Hermes—along Via Tornabuoni and Via della Vigna Nuova. Clothing boutiques are closed all day Sunday and Monday morning, otherwise opening Tuesday-Saturday 10:00 - 13:00 and 16:00 - 19:30.

### **ANTIQUÉ STORES**

A variety of antiques, dating from the 1600s to art deco, can be found along Via Maggio and Via Santo Spirito, which are both on the south side of the Arno near Ponte Vecchio. Most merchants can arrange shipping. You may catch a glimpse of antique restoration work being carried out in the many workshops hidden in the narrow back streets of this area. On the di qua d'Arno, notable streets with antique shops include Borgo Ognissanti (from Piazza Ognissanti to Piazza Goldoni) and Via de' Fossi.

### **DEPARTMENT STORES**

#### **La Rinascente**

Piazza della Repubblica,  
Tel: 055 23 98 544.

Here one can find cosmetics, fashion accessories, lingerie, kitchenware and two floors of classic men's and women's clothing, with some designer labels in the Missoni knitwear section and Versace's home furnishings. Opening hours are Monday - Saturday 9:00 - 20:00, Sunday 10:30 - 20:00.

#### **COIN**

Via dei Calzaiuoli 56r,  
Tel: 055 28 05 31

## MARKETS

**Mercato delle Cascine** - Don't miss this famous Tuesday-morning market, which stretches for about a mile along the banks of the Arno River, from Ponte della Vittoria to Ponte all'Indiano. You'll find clothing, sheets, towels, kitchenware, wicker, lingerie, music, perfume and food on sale, and if the long walk works up an appetite, stop at one of the stalls selling snacks and sandwiches.

**Mercato di San Lorenzo** - Probably the most popular market, it's open all day, every day. This market is much more tourist oriented than the Cascine, because of its location. On sale are clothes, shoes, bags, costume jewellery, scarves, belts and small gift items. You'll also find an indoor fresh produce market, which makes for enjoyable sightseeing even if you're not buying anything. This indoor section is open Monday-Saturday 6:00 - 14:00. Address is Via dell'Ariento.

**Straw Market (Porcellino)** - Intricate handmade embroidery and lace, many straw articles and Florentine wood carvings, together with good quality leather goods at reasonable prices. Piazza San Ambrogio.

## UNIQUE OR UNUSUAL

**Farmaceutica di Santa Maria Novella** is something of a shopping adventure where a whole range of soaps, perfumes and herbal cures are to be found in what looks like a medieval apothecary. Address is Via della Scala 16/R.

**Il Papiro**, with its exquisite handmade, marbled Florentine paper and other stationery make wonderful presents. Daily 10-1 pm and 2-7 pm (Via Cavour shop open daily 9:00 - 19:30). Locations include Piazza del Duomo 24/R, Lungarno Acciaiuoli 42/R and Via Cavour 55/R. Tel. 055 21 52 62 (for all three).

**Sbigoli Terracotte** - Sells its own handmade pottery and offers short, personalized courses in ceramic decoration at its workshop. Via San Egidio 4/R. Tel. 055 24 7 97 13.

**Other Souvenirs:** classic posters can be purchased from museum shops and many souvenir stores sell wonderful wooden Pinocchio dolls.

## Sport & Leisure

*Because the historical center of Florence is so compact, there is little room for recreational activities so you'll need to head for the outskirts if you want to hike or engage in other outdoor activities. There are many great walks along the country roads of the Florentine hillsides.*

### HIKING AND WALKING

A popular route is along the Costa San Giorgio. Start along that street at Piazza Santa Felicita, across from Ponte Vecchio. After heading up to Forte di Belvedere, take Via di San Leonardo to Viale Galilei. From there you have two options: head to the right, and the Viale winds down to Porta Romana (the name of the street will change to Viale Machiavelli en route); or head to the left and you'll come to Piazzale Michelangelo, from where you can get back to town either by the travertine steps at the end of Viale Galilei which lead to San Niccolò (St. Nicholas' city gate and church) or by the ramps that lead from the Piazzale down to the riverside. (Returning by the steps is quickest.)

### Club Alpino Italiano (CAI)

Via dello Studio 5/R  
Tel. 055 23 98 580

Organizes daylong hikes through the Chianti countryside and Tuscan hills. Prices vary, depending on where they're planning to hike, but they'll let you know the pickup points and times of departure (by coach) from the town centre. It's a wonderful way to exercise and take in the landscape at the same time. Skiing trips are organized in winter. Closed in August.

### JOGGING

It's not advisable to jog in the streets of Florence. They are very narrow and the road surfaces are very uneven. Determined joggers head to Viali dei Colli or Cascine Park (but it's not safe to jog in Cascine after dark). Try for hours when there's less traffic—that is early in the morning, lunchtime or in the evening.

### OTHER ACTIVITIES

To cover all sporting facilities in Florence would be impossible, the directory on the next page is therefore only a sample of the facilities available. Enterprises Group can assist in a more extensive search if required. Many of the various sporting clubs/sport centres in and outside the city offer a wide variety of activities such as aerobics, tennis, swimming and football (including five-a-side football fields). You can therefore find many of the activities you are looking for in one centre.



### GOLF CLUBS

#### Golf Club Tirrenia

Viale S. Guido  
56018 Tirrenia PI  
Tel. 050 37 518  
Fax 050 33 286

#### Golf dell'Ugolino

Via Chiantigiana 3  
50023 Impruneta  
Tel. 055 23 01 009  
Fax 055 23 01 141

#### Montecatini Golf Club

Via dei Brogi 14  
Monsummano Terme - 51015 Pistoia  
Tel. 057 26 22 18  
Fax 057 26 17 435

#### Poggio dei Medici Golf & Country Club

Via S. Gavina 27  
50038 Scarperia  
Tel. 055 84 350

#### Centanni Golf Club

Via di Centanni 7  
Bagno a Ripoli  
Tel. 055 63 01 22

#### Golf Club Parco di FI

Via dell'Isolotto 10  
Tel. 055 78 56 27

**SPORT CENTRES****Tropos srl**

Via Orcagna 20/a  
50121 Firenze  
Tel: 055 67 83 81  
Fax 055 67 92 13  
Email: desk@troposclub.it  
www.troposclub.it

**Associazione Culturale e Sportiva Dilettantistica Meeting**

Via del Romito 44  
50134 Firenze  
Tel. 055 48 60 16  
Fax 055 43 317 12  
Email: new\_meeting@libero.it

**Canottieri Firenze**

Lungarno Ferrucci 6/B  
Tel. 055 68 12 151

**Centro Ippico Toscano**

Via Vespucci 5  
Tel. 055 31 56 21

**Complesso Affrico**

Viale Manfredo Fanti 21  
Tel. 055 60 08 45

**Campo Scuola Sorgane Via Isonzo**

**Bagno a Ripoli**  
Tel. 055 68 21 327

**WELLNESS****Body Gym**

Via L. Bruni 7/9/11  
Tel. 68 81 17

**Klab**

Via dei Conti 7  
Tel. 055 21 35 14  
Via del Ferrone 5  
Tel. 055 71 84 300

**Il Policentro**

via Caboto 30  
Tel. 055 43 275

**Silhouette Club**

Viale dei Mille 97  
Tel. 57 14 88

**Tropos**

Via Orcagna 20a  
Tel. 055 67 92 13

**Virgin Active**

Via Generale della Chiesa  
Tel. 65 94 737

**SWIMMING****Campeggio Vecchio Ponte**

Via Costoli 16 (Paliano) Vicchio, 50039  
Tel. 0558448306

**Fiorentina Nuoto**

Via di Ripoli 70  
50126  
Tel. 055 68 77 58

**Piscina Amici del Nuoto**

Via del Romito 38/b, 50134  
Tel. 055 48 39 51

**Piscina Bellariva**

Lungarno Colombo 6, 50136  
Tel. 055 67 75 21

**Piscina Chianti 2000**

Via Montebeni 6/8 50022 Greve in Chianti  
Tel. 055 85 46 024

**Piscina Costoli**

Viale Malta 4  
50137  
Tel. 055 67 88 41

**Piscina Le Pavoniere**

Viale degli Olmi  
50144  
Tel. 055 33 39 79

**Piscina San Marcellino**

Via Chiantigiana 28, 50136  
Tel. 055 65 30 000

**Ugolino Sporting Time**

Via dell'Oliveta 12 50023 Impruneta  
Tel. 055 23 01 242 Fax 055 23 01 243

**Villa Le Rondini**

Via Bolognese Vecchia 224  
50139  
Tel. 055 40 00 81  
Fax 055 26 82 12

**Piscina Amici del Nuoto**

Via del Romito 38/b  
50134  
Tel. 055 48 39 51

**Piscina Bellariva (evenings)**

Lungarno Colombo 6, 50136  
Tel. 055 67 75 21

**Zodiac Swimming Center**

Via Achille Grandi 2 50129 Tavarnuzze  
Tel. 055 20 22 888

**TENNIS****Circolo Tennis Cascine**

Viale del Visarno 1  
50144  
Tel. 055 35 36 89  
Fax 055 35 43 26

**Match Ball Tennis Club**

Via della Massa Candeli  
50010  
Tel. 055 63 15 72

**Racchetta Novantanove**

Via Brozzi 99 50145  
Tel. 055 37 56 31

**Rifredi M.G.**

Via Facibeni  
50141  
Tel. 055 43 25 52 or 055 43 42 12

**Tennis Kon-Tiki**

Lungarno Aldo Moro  
50136  
Tel. 055 69 14 86

**Tennis Pattinaggio**

Viale Michelangelo 61 50125  
Tel. 055 68 11 880

**Ugolino Sporting Time**

Via dell'Oliveta 12  
50023 Impruneta  
Tel. 055 23 01 242  
Fax 055 23 01 243

## 📞 Useful Numbers

*Note that telephone numbers in Italy do not have a standard number of digits like many other countries. You must dial 055 before all numbers in Florence except emergency numbers beginning with 1 and 800 toll free numbers 'numero verde'.*

**Ambulance** 118

**Public General Emergency Number** 113

**Night Doctors** 118

**Fire** 115

**Carabinieri police** 112

**Traffic Police** 055 57 77 77

**Urban Police Emergency** 055 49 771

**Road Police** 055 50 32 51

**Tow Truck-Automobile Club of Italy** 116

**Auto Club Road News** 06 44 77

**Animal Protection (daytime only)** 055 21 32 96

**Veterinary Emergencies Night Service** 800 13 075



## Utilities

*Installing or fixing utilities can sometimes be a somewhat tricky and bureaucratic experience when moving to Italy. Having your utility bills paid directly by your bank through home banking is recommended in order to avoid possible complications.*



### ELECTRICITY AND WATER

Enel is the electricity and Publicacqua the water distributor in Florence.

The cost of electricity per unit depends on the “total power” used by the house. The standard power allowance for apartments is 3-4 kW. However, if one plans to have numerous appliances and/or the property is large the recommended power is 6 kW. The maximum kW currently offered for domestic use is 10 kW. Please note, that opposite to what may be assumed, the higher the consumption, the more each unit costs, from the very first unit !

An initial connection will take 5 to 10 days.

#### **GAS**

In Florence, Fiorentinagas provides the gas.

A new contract usually takes around 2 to 3 days to activate and costs around Euro 77,00 in advance plus Euro 8,98 euro for the new contract. The cost of gas is around Euro 0,60/m<sup>3</sup>.

#### **TELEPHONE**

In Italy, a phone line is not affiliated to a property, but to a person. Thus, before switching a phone line into your name, a declaration by the former subscriber confirming that the number is no longer affiliated to his or her name is necessary. The new subscriber must also submit a declaration saying that they accept taking over the number. These two declarations must be sent to Telecom, who will then switch the phone line into the new name.

To have a completely new line installed usually takes 10 to 15 days and sometimes even longer.

ISDN and analogue lines are available, ADSL is available in some areas only. There is an activation fee when installing a phone line. For an analogue phone line it costs around Euro 100, for an ISDN line Euro 130 and for an ADSL around Euro 150.

To have an ADSL line installed often takes 20 to 30 days (not all areas are covered with this service). There are other phone companies apart from Telecom that offer various services and their fees vary monthly. Line rental for the time being is only offered by Telecom, so all other companies are however dependant on Telecom lines.

#### **TOLL-FREE NUMBERS**

**GAS**  
**800 86 20 48**

**ELECTRICITY**  
**16 441**

**WATER**  
**055 58 76 98 / 055 57 92 22**

**TELEPHONE TELECOM**  
**187**

Note that patience is required when calling these numbers. Customers should expect to be put on hold, and at times this can be for a very long time.



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## HOUSING

An unfurnished property will be totally empty; this means no kitchen, no light fittings and at times no bathroom fixtures.

A semi-furnished property will include a basic kitchen, usually light fittings and at times also bathroom furniture.

1

*What can I expect to find in an unfurnished, a semi-furnished or a furnished property?*

A furnished property can include anything from the basics such as kitchen, table, chairs, beds, bathroom furniture to everything you could possibly require in a property. Soft furnishings are hardly ever included. A furnished property may occasionally also come with a washing machine (located in the bathroom rather than the kitchen). Your Relocation Coordinator will confirm whether or not the property has these facilities.

Tumble dryers are not part of the standard Italian furnishings but at times it is possible to negotiate to have one installed. Air conditioning is not a standard feature in most Italian properties. Many older buildings are not predisposed to have it installed.

Please note that many technicians do not speak English.

*What sort of flexibility will I have to negotiate rent or furnishings?*

2

The housing market in Italy is a 'landlord's market'. Properties in large cities are in high demand and landlords are generally able to obtain the prices they ask. It is always worth trying to offer a slightly lower figure than the asking price or request to have other furniture installed or work done on the property.

Generally, if the requests of a prospective tenant are high and costly, the landlord will agree to do the works requested with an increase in the rent. It is not likely a landlord will agree to undertake work on the property, install extra furniture and lower the price.

Verbal obligations or promises such as modifications or furnishings of the property are not reliable, thus it is important to have everything in written. Please advise your Relocation Coordinator about your comments/request, and he/she will prepare a written request to the landlord.

Enterprises Group will negotiate on your behalf until an arrangement agreeable to both parties is reached. You will be advised if the landlord's request is too high for the type of property or area.

This depends on the Relocation Package you have; Basic Packages include 8 properties, Standard and Executive Packages include 15 properties. You will be told at the outset how many properties you will be shown or how much time you have available to do the house hunting. The properties provided will be as close to your 'Needs Analysis' description as possible according to what is available on the market at the time.

3

*How many properties will I be shown?*

Please note that the real estate market in Italy moves extremely rapidly, thus we advise you to decide immediately if you have found a property you like even if you have not seen all properties assigned.

The only way to ensure a property you choose is not rented to someone else is to make a written proposal (Proposta). This is required if the property is in high demand or if there will be a period of time before the lease can commence.

*How can I secure a property that I choose?*

4

A Proposta is a proposal to rent, either a draft contract or a few clauses putting forth your offer and conditions on the property. If a Proposta is required, Enterprises Group will prepare this for you. The Proposta is to be signed by the one intending to rent and a holding deposit, equalling one month's rent paid to the landlord (usually in the form of a cheque, if possible).

The landlord has several days (generally a minimum of 7, the number will be specified in the Proposta) in which he can accept or reject the Proposta. During this time he may not show the property to anyone else. If he accepts the Proposta he is bound to rent the property to whomever made the Proposta; if the party who made the Proposta pull out of the deal, the deposit is lost. When the deal goes ahead, the holding deposit is deducted from the sum owed to the landlord.

All payments must be done prior or together with the signing of the property contract:

A security deposit will have to be paid to the landlord. This is usually 3 month's rent (refundable upon exit, note below). At times, landlords require a 'Fidejussione' or 'Fido' instead of a security deposit. This entails a specified sum being 'frozen' in a bank account as a guarantee on the property.

5

*What costs are involved in renting a property?*

The first rental payment will also have to be paid to the landlord. Rent is usually due monthly but landlords can dictate how they wish to be paid. If a holding deposit has been made along with a Proposta, the sum is deducted from the above payments to the landlord.

Real estate agents commission: throughout most of Italy, it is equal to one month's rent or 10 % of the annual rent. In Milan it is 10-18% of the annual rent while in Turin it is two month's rent. All commissions do not include IVA (country tax).

The landlord is required by law to register the contract in three copies – one for himself, one for the Public Registration Office and one for the tenant. There is a fee for this registration which is to be split between landlord and tenant. The share of the tenant is 1% annual rent. Government stamps ('Bolli') have to be added to a specific number of pages in each of the contracts (usually every third page). These are to be paid for by the tenant.

The registration fee and government stamps are either paid at the time of contract signing or are usually added into the second monthly payment.

*What other expenses should I expect to pay?*

6

Apartments usually have a monthly Condominium fee, payable together with the rent or payable directly to the building administrator. This fee is to cover the cost of the upkeep of the common area of the apartment building; lighting, cleaning and general maintenance. It may include doorman expenses or gardening expenses if there is a common outside area.

If a villa is located in a private compound, a monthly Consorzio or compound fee is usually charged. This fee is for the upkeep of the private roads, lighting, gardening of any common garden areas, any guards or gatekeepers. All utility expenses are the responsibility of the tenant, according to consumption. Please also see utility expenses.

Please note: It is advisable to sign tenancy risk insurance in order to be covered in the event of property damages. Your Relocation Coordinator will assist you with this.

In order to rent property, a written proposal (Proposta) must be made. This must be presented, signed by the tenant along with the holding deposit to the real estate agent for the signature of the landlord. Once signed by both parties, the landlord is bound and the holding deposit is non refundable. A landlord may also require a letter of guarantee from the employer of the tenant or a

**7**

*What is the process flow to rent a property?*

letter from the company demonstrating income that can support rental payments.

A legally valid contract is negotiated and prepared by Enterprises Group. Both parties will agree upon the content. Payments must have been made. At times the landlord can require that the payment reach his bank account before key delivery. Other times, a bank receipt or proof that payment has been made will be sufficient.

An appointment is arranged, usually at the real estate agency, for the tenant and landlord to sign the contract. The contract is read through and Enterprises Group' Local Counsellor will translate as necessary. Every copy of the contract is then to be initialled on every page and signed in full twice on the last page by both parties. It is the landlord's responsibility to register the contract.

If a contract is to be signed by a company, Enterprises Group will prepare a final version of the contract and send it to the company for signing. Once a legal representative of the company has signed the copies of the contract, it will be collected by a Local Counsellor to be taken to the agency for the landlord's signature. A copy of the 'Camera di Commercio' will be required as well as a photocopy of ID document of the legal representative who is to sign the contract.

Provided the property and any furnishings are returned in the state in which they were consigned, Enterprises Group will be able to negotiate a full deposit return for you. To this end we insist on taking a thorough Property Inspection and Inventory when the tenant enters the property. This inventory is taken in the presence of the landlord and the tenant and two copies are

**8**

*What chance do I have of receiving my full deposit back when I leave the property?*

to be signed by both parties.

*What responsibility do I have as a tenant towards maintenance of the property?*

**9**

Unlike in GB or USA, where the landlord is responsible for the upkeep of the property, Italian law states that the tenant is responsible for general maintenance whereas the landlord is responsible for major maintenance.

Basically this means that all plumbing and electrical fixtures that are outside of the walls or visible are the responsibility of the tenant (leaking taps, door bell that does not work etc.). The landlord is responsible for the plumbing and electrical system within the walls of the property; e.g. heating pipes.

You will receive by the Relocation Coordinator a list of the items you are responsible for.

Only with the permission of the landlord.

Small changes (e.g. hanging of towel rails in the bathroom) may be made but the property is to be handed back in exactly the same state it was consigned. Therefore, any holes made in the walls must be filled and painted over before leaving the property, unless a different agreement is made with the

10

*Can I make any alterations to the property?*

landlord.

In case alterations have been made to improve the property without the permission of the landlord, the landlord has the right to not reimburse any expenses the tenant has had in relation to the work. In cases where the landlord does not approve with the changes made, he/she has the right to require the tenant to put the property back into its original structure.

Please note that many technicians do not speak English.

*What if I need to terminate the lease early?*

11

Standard Italian contracts are for 4+4 years. Enterprises Group will ensure a diplomatic break clause is inserted into the contract for the protection of the tenant.

It is usually possible to negotiate a break clause after the first year with three or six months notice. In this instance, the landlord will have the final say as to what is acceptable.

If a one year contract is put in place, it is also sometimes possible to add a break clause after a certain period of months; this depends upon the landlords being agreeable.

- Government fees: 3 % (11 % for a second purchase of property).
- Real estate agency fees (approx. 3% of property price)
- Other costs: survey costs, bank loan set-up costs as well as notary fees.

12

*What expenses are involved in the purchase of a property?*

Usually the final figure will be about 10-15% of the property price.

## UTILITIES AND TELEPHONE

*What utility expenses will I have to pay?*

12

Utility payments are never included in the rent. Tenants are responsible to pay for gas, electricity and water according to consumption. A garbage tax is levied on each property annually; this is also the responsibility of the tenant. When renting a property, the utility bills are generally transferred into the name of the tenant. The cost for the transfer of name of the contract is charged with the first bill. Enterprises Group will arrange this for you.

If the previous tenant closed the utility accounts before leaving the property, or if the account had unpaid bills outstanding, a new contract must be set up in the name of the new tenant. The cost of this is higher than the cost of a contract name transfer and is added to the first bill. This process may take up to seven days from the initial request to the effective transfer. It is not advisable to prepare a new utility contract before the actual property contract has been signed.

Please note that many technicians do not speak English.

Utility bills arrive to the property address every two months. Enterprises Group will ensure meter readings are noted when the property inspection and inventory are taken, to ensure only the tenant's own consumption is paid for.

The utility companies will send an employee to take the first meter reading after the signing of a new contract. Successive bills are estimates based on this first reading. Every few months the reading is taken again and the following bill will then be balanced according to the reading. Due payments will be charged and over payments will be credited.

13

*How are these accounts charged?*

The first bill is to be paid at the Post Office, thereafter a Bank transfer can be arranged.

*Will I be able to get Satellite TV?*

14

Satellite dishes may be installed with the permission of the landlord or can at times be negotiated at time of contract preparation. Some buildings have restrictions that prohibit the installation of any dish.

Decoders can be bought or hired. Subscriptions to channels in the language of your choice can be organised by your Local Counsellor as part of your Settling-in Assistance.

Please note that satellite TV is considered a personal utility, thus an individual request to the satellite TV provider must therefore be submitted. Your Relocation Coordinator will assist you with this request.

For a foreigner to request a telephone line from Telecom Italia, a Tax Code (Codice Fiscale) and a Permit of Stay is required. When a new tenant enters a property a telephone line has to be connected in his name unless the landlord is prepared to keep it in his/her own name.

**15*****What documents do I need to install a Telephone Line?***

The choice is of Analogue or ISDN line. A faster Internet access through ADSL broadband is not available in all parts of the country. When it is requested, Enterprises Group will have to conduct a research to see if it is available. An exact property address is required. ADSL in Italy is not as fast as publicised and the service tends to be erratic.

Enterprises Group will arrange the connection of the telephone on your behalf.

Telecom will inform of the date and time they will send an engineer to the property to connect the line; this is a minimum of 2 weeks after the initial application is made.

***How long will I have to wait for my telephone?*****16**

A telephone apparatus is not included in the request for a telephone line. Consequently, an apparatus must be available when the engineer comes to connect the line. If you wish to rent the apparatus from Telecom, this can be arranged, however delivery is done separately from the request for a telephone line.

Although a time of appointment is given, it is not unusual for the engineer to arrive to the appointment up to two hours later than the stated time.

Please note that as with all bureaucratic procedures in Italy, things can go wrong and end up taking far longer than the average time indicated. An application for a line may at times be "lost" and Telecom does not offer explanations; when this occurs there is nothing that can be done but to reapply and wait the time it takes.

Telephone bills will be sent to the property every two months. The first bill has to be paid in the Post Office, thereafter, a bank transfer can be arranged.

**17*****How will I be billed?***

## DRIVING

In order to drive legally in Italy, you must obtain an international Driving Licence (unless you are from an EU country, in which case your licence is valid also in Italy).

18

*Is my licence valid in Italy?*

After 12 months of residence in Italy, all non-EU licences must be converted.

If no bi-lateral agreement exists with your country, you must take a driving test to obtain an Italian driving license.

Please note:

When driving in Italy you must have your driving licence with you at all times. Driving without a valid licence is a felony; should anyone be involved in a serious accident and does not possess a valid licence, he or she risks imprisonment.

Your driving licence is not considered a valid ID in public offices.

*For how long can I drive my own car in Italy?*

19

You can drive your own car in Italy for six months after which you are required to apply for Permanent Residency. Once the residency has been given, you have one year to register your car with Italian number plates.

In order for a foreigner to buy a car the following documents are required:

- Tax code (Codice Fiscale)
- Permit of stay (Permesso di Soggiorno)
- Permanent residency (Residenza)

20

*Can I buy a car?*

## WORK PERMIT

- EU citizens: **21** *What documentation is required for workers coming to Italy?*
- Permit of Stay (Permesso di Soggiorno) - required before telephone can be connected
  - Tax or Fiscal Code (Codice Fiscale) - required in order to sign a property contract, connect utilities and activate a mobile phone
- Optional:
- Residency (Residenza) - required in order to buy a car
  - National Health Registration (ASL)
- Non EU citizens:
- Work Permit
  - Permit of Stay
  - Tax or Fiscal Code (Codice Fiscale)
- Optional:
- Residency (Residenza)
  - National Health Registration (ASL)

*Is it necessary for me to be present to apply for documents?*

**22**

For the presentation of document application, it varies from city to city. Wherever possible, Enterprises Group will prepare Power of Attorney (Delega) in order for a Local Counsellor to act on behalf of the Transferee and family.

To release the obtained documents, the Transferee and other members of the family must be present as an original signature is required.

No, there is no charge for the release of a Permit of Stay (Permesso di Soggiorno) or Tax Code (Codice Fiscale).

**23**

*Will I have to pay the police when I collect my Permit of Stay?*

## ENTERPRISES GROUP®

As a member of EuRA (European Relocation Association) we abide by their charter and do not accept third party commissions from Real Estate Agents, International Schools, Removal Companies or others. This ensures the Transferee a completely unbiased choice of what is available on the market in every category.

24

*Does Enterprises Group receive/take/solicit third party commissions?*

- ISO certified company (ISO 9001:2000).
- Extensive rapidly growing client list.
- Exclusive partner/representative of many Global Relocation Service Providers.
- Exclusive representative of many International Law and Immigration Firms.

*Why should I choose Enterprises Group?*

25

- Founded and managed by expatriates with first hand relocation experience.
- Quality control guarantee: Head Office directs all relocations and immigrations in every destination.
- All staff required to attend on-going training sessions and workshops to keep updated as to global mobility needs.
- No language barriers - Assistance provided in all major European languages and many others.
- Corporate consultation with Enterprises Group' Representatives at location of choice.
- Enterprises Group own 'Resource Guides' providing a wealth of everyday information for expatlife in destination city.
- Comprehensive FAQs for each country serviced.
- Red Alert List to prepare for the specific challenges of each destination.
- Extra 'Safety' section in Resource Guides for countries posing specific security threats.
- 24-hour Emergency Helpline for Transferees throughout the duration of the relocation.
- Complimentary 3-month Helpline.

## FOR CORPORATE

*Enterprises Group* will prepare all the necessary paperwork, email it to the company and direct as to how the various documents are to be printed out and signed.

*How does Enterprises Group assist with Immigration?*

26

We will send one of our Local Counsellors with Power of Attorney to act on behalf of the individual and company.

When the Transferee has to be present to apply for a document, he will be accompanied by our Local Counsellor.

*How can we determine a realistic Housing Budget for Transferees?*

27

During *Enterprises Group*' initial teleconference with the client we go through an in-depth 'Needs Analysis' which can include Housing Budget variables for the Destination City.

Enterprises Group will work with the Company to ensure the workforce locate properties of a suitable standard within the parameters set by corporate policy.

Yes, lease contracts can be signed in the name of foreign companies – the Transferee who will occupy the property will be named on the lease agreement.

28

*Can the contract be signed in the name of a foreign Company?*

*Is it necessary for the Transferee to be present to apply for documents?*

29

At times, yes; you will be advised when we can apply with Power of Attorney and for instances where this is not possible the Transferee and family will be accompanied by one of our Local Counsellors.

All Local Counsellors are really 'local' to the area where they assist Transferees. They are selected for their good knowledge of their city area. All Local Counsellors are trained by Enterprises Group to follow our set pattern of delivering services using an in-house 'Training and Operations Manual'. All Local Counsellors are closely directed by Office Coordinators, ensuring a consistent standard of service is delivered.

30

*How can we guarantee all Transferees will receive the same standard of service? (staff relocating to main cities versus more rural areas?)*

*How does Enterprises Group handle Group Moves?*

31

All relocations are handled by the same system of centralization. When required, we arrange for a member of our office team to go to the location of a group move to be an in-house Coordinator, working from the Client Company's premises as a point of reference for HR, Transferees and their families. In main centres we have several Local Counsellors.

Enterprises Group aim to equip your workforce to settle into their new environment as soon as possible.

Upon arrival they are presented with a local Information Pack. They are given access to our on-line City Specific Resource Guides that provide general local information as well as specific local information once a suitable property has been located.

We have a 24-hour Emergency Helpline throughout the duration of the relocation.

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*What ongoing support is provided for Transferees and their families?*

We provide a 90-day complimentary phone line that can be extended throughout the duration of the assignment.

Our aim is to teach the Transferee how to live in his new city and to equip him to be as independent as possible.

