



**SANT'ANNA INSTITUTE
SORRENTO LINGUE**

study abroad in Sorrento, the experience of a lifetime

Pre - Departure Information Guide



Sant'Anna Institute

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Dear Student,



Welcome to Sant'Anna Institute!

By choosing to study in Sorrento with Sant'Anna Institute, you are opening yourself up to a world of new experiences. It is an opportunity to immerse in the variety of experiences that Southern Italian life provides to you, from meeting locals, learning the language, exploring the local towns, terrain, and sea, enhancing your academic repertoire, and of course meeting fellow students with similar goals. We hope that you make the most of it and gain lifelong memories and friends!

Please read and understand the entirety of this guidebook in order to help you adjust to your time abroad and make the environment for yourself and all students more pleasurable, safe, and knowledgeable. You are responsible for your experience in Sorrento and this guide provides vital and useful information for making your time a success.

Whether this is your first international experience or if you are a seasoned traveler, Sant'Anna staff has a support system to help transition to Sorrento and life in Italy. Our staff have dedicated roles in various aspects of your experience, but we are all able to assist you in your academic pursuits and cultural understanding of Italian and Sorrento life.

We look forward to welcoming you to Sorrento and the Institute!

Sincerely,

Sant'Anna Institute Staff

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BENVENUTI

Preparing for your time abroad is the foundation for your enjoyment and success. Take this time to explore the pages of this booklet which will introduce you to your life in Sorrento: living, learning, and immersing with Sant'Anna Institute.

This booklet is your guide to helping you to adapt to your life while in Sorrento, and Italy in general. Adapting to all the various aspects of an abroad experience allows you to gain a greater understanding of Italian life.

Studying in Sorrento for a week, a month, or a semester, develops your understanding of the world – not just of Italy – by living in a place and in a way that is different to the way you have lived previously.

Sorrento is a bustling city that blends small town immersion possibility and international tourism, for a unique learning experience that allows you to constantly develop your point of view.

Where else can you work towards your degree, intern in your field just an hour an hour from the Amalfi Coast, among UNESCO World Heritage Sites, and lay among Roman ruins at the beach between classes?

WELCOME TO ITALY

Italy is made up of 20 different regions, each with a capital city. These regions are very loosely categorized into Southern, Central, and Northern regions of the country.

Each region is known for various production specialties from textile goods to food, and each region has signature dishes.

Italians are a warm and generous people. The country is roughly the size of California in comparison. Italy has a fairly comprehensive and extensive public transport system which allows easy travel throughout the country.



SOUTHERN ITALY and CAMPANIA

Southern Italy, generally considered areas south of Rome, is known for its warm, sunny Mediterranean climate, which remains mild throughout the year.

Campania is the region where Sorrento is located. Its capital city is Naples. Campania is known for the food industry and are leaders in mozzarella, olive oil, lemon, and nut production. And of course the pizza was famously invented in Naples.

Campania is home to famous sites of Mt. Vesuvius, the Pompeian Ruins, the Amalfi Coast, the islands of Capri, Ischia, and Procida, the city of Salerno, the Greek temple of Paestum, and the vast villa in Caserta.

SORRENTO

Sorrento is located on the Sorrento Coast in the Bay of Naples, 30 miles from Naples.

Sorrento is a small, safe city with only about 17,000 inhabitants apart from the tourists.

Sorrento hosts some of the most famous hotels in the world and has been home to poets, musicians and artists.

The city has 2 marinas, with docks for sun tanning, swimming, and boating, and a port from which you can take ferries to the islands, Naples, and the Amalfi Coast.

The city also hosts a plethora of restaurants, cafes, bars, and dance clubs. Nearby it is easy to access many hiking trails, sand and cliff beaches, panorama views, and world famous sites.

The legend of Sorrento says that Ulysses, the Greek King and hero, was lured into the shores by the sirens, the mythical mermaids of Greek lore, and founded the city, giving the alluring city the name in honor of those creatures.



SAFETY IN SORRENTO

In general, Sorrento is a safe place to live, and walking around town during the day, should generally not be a cause for concern, however students should take care to safeguard their belongings whenever they are out and certainly when traveling.

The biggest risk students face in Sorrento is generally petty theft. Restaurants and beaches can be easy places for pickpockets, just like in the US, where diners and sunbathers are otherwise preoccupied.



Keep in mind a few tips whether in Sorrento or travelling to stay safe:

Protect your things! - Keep your belongings insight and, if possible, in hand at all times, especially when on public transit.

Cash in! - Try to carry small amounts of cash around town and while travelling carry cash in different places and leave extra cards at home!

Walk home together! – You don't want to be targeted as a foreigner walking home alone late at night. Safety in numbers!

Leave the passport! – Only carry documents when you need them, such as your passport when flying. Keep documents in a safe location or hidden on your person when not in use and never keep them in the same place as your money. Instead bring copies when you travel.

Copy everything! - Make sure someone else has a copy of your important documents and carry a copy separately from the documents themselves. Copies of your credit and debit cards, IDs, and other important info you will be carrying while traveling, will help immensely in case of loss or theft.

Leave one with a relative, email copies to yourself, and leave one in your accommodation in Sorrento, in a safe place that you remember. When you travel, carry copies with you in a different place than with the items themselves.

The best tip is to **be confident and to have a great experience!** Sorrentine people are kind, open, and want you to have an enjoyable and memorable experience. Do your best to adopt and adapt to local cultures. Talk to locals and make friends, but keep your wits about you in situations you don't know. When travelling, know what's going on around you. Be flexible and make decisions wisely.

Take an extra STEP toward safety:

Register with the US State Department

When US citizens and nationals register in the Smart Traveler Enrollment Program (STEP) on the US State Department Website, you notify the nearest US Embassy to your travels of your status abroad. The Embassy in Naples serves Sorrento.

STEP allows you to receive updates about health and safety conditions in your destinations, and get in contact with you in case of emergency in country or at home.

Sant'Anna strongly encourages all of our students to enroll in this program during their time abroad. It is free to enroll. Have your passport information handy to complete the process! According to the website, "Stay Informed, Stay Connected, Stay Safe!"

If you are not a US citizen or national, check if your country of residence has a similar program.

HEALTH

Before coming abroad, we recommend that you schedule any routine visits you might otherwise miss while you are overseas, and follow up with any existing concerns you might have.

Never assume your study abroad/travel insurance will cover expenses for a pre-existing condition.

PRIVATE CLINICS AND HOSPITALS

If you wish to be treated in a private clinic or an international hospital, you are responsible for payment. Consult your own private insurance for possible reimbursement policies.

EMERGENCIES AND PUBLIC HOSPITALS

If you require medical attention, all hospitals have a first aid and an emergency room called “pronto soccorso”.

**If there is a medical emergency, you should dial 113.

**For police or ambulance assistance call 118.

PHARMACIES / FARMACIE

In Sorrento, as in all of Italy, pharmacies are marked with a red or green neon cross sign. They are great places to ask trained doctors for advice about more minor problems and illnesses and in several of the pharmacies in Sorrento Staff Doctors speak English. Many medicines that you need a prescriptions for in the US are easily obtained in a pharmacy as well.

EMERGENCY NUMBERS

Sant’Anna Institute	+39 081 878 44 70 / +39 081 878 55 99
School Fax	+39 081 532 41 40
American Embassy	+39 081 538 8111
Hospital	+39 081 533 1111
24 Hour Doctor	+39 338188 8831
Ambulance	118
Fire Brigade	115
Police	112 or 113
Taxi Service	+39 081 878 35 27

REQUIRED DOCUMENTS

Upon arrival into Italy, Sant'Anna will declare your presence with the police department. This is a legal requirement of all visitors to the country, even tourists. To facilitate the process of your legal declaration you must provide the following:

- 1 copy of the photo page of your passport – Be sure your passport is signed!!
- 1 Photocopy of your Visa – this may be a stamp of entry into Europe, or a physical sticker visa depending on your length of study.

For Semester students, you will need the following in addition for acquiring your Permit of Stay once in country.

- 1 Photocopy of Health Insurance
- 1 Photocopy of Sant'Anna Institute Enrolment letter stamped by the Italian Consulate
- Proof of Health Insurance letter coverage in Italy
- A copy of your flight itinerary or travel tickets with exact departure and arrival dates.
- Four passport-type photographs.

Passports: If you do not have a passport, please begin the process of securing one immediately! If you already have a passport, it must have validity 6 months past the end of your program. If it will expire within that time, you must renew it.



The ENTRY VISA for Semester Students:

In order to study in Italy for the duration of programs longer than 90 days, students are required to have a valid visa.

You are responsible for staying informed about the specific requirements of the study visa as per your local Italian consulate and submitting the appropriate application materials. Please refer to the instructions listed when completing the study visa application at on our website at

→ <http://www.santannainstitute.com/en/italian-study-visa.php>

You generally cannot receive your visa more than 3 months in advance of your program start date. However, we highly recommend that you begin collecting the necessary documents you will need for the consulate appointment as soon as possible.

One of the necessary documents for the visa is an official acceptance letter from Sant'Anna Institute. Once we receive the first payment instalment, we will send you the letter.

The study visa will be issued only against demonstration that you:

- have a suitable accommodation in Italy which is demonstrated through Sant'Anna Acceptance Letter, provided you stay in Sant'Anna housing;
- can demonstrate suitable financial means to support yourself (generally (\$1000/month of the program);
- are entitled to medical care in Italy;
- show roundtrip flight itinerary or suitable funds to purchase flights.

PERMIT OF STAY

in Italy Upon arrival to Italy, all foreign students with a stay of 90 days or more must obtain a permit of stay (permesso di soggiorno per studio). The permit is issued by the local police authorities (questura).

Once you arrive in Italy, we will assist you in scheduling an appointment at the office in Naples to get your permit of stay. The permit of stay process requires a fee of €196, which is payable online.

At the scheduled day, you will need to:

- go to the immigration office in Naples accompanied by Sant'Anna staff
- bring with you: original passport, original Visa documents which were returned to you at the consulate and 4 photos passport-size (at your expenses).

****PLEASE, REMEMBER TO BRING YOUR ORIGINAL VISA DOCUMENTS WITH YOU.**

GETTING AROUND

Landing in a foreign country and starting a new experience can be daunting. We offer the following tips for an easy and safe transfer to Sorrento.

ARRIVING FROM THE NAPLES AIRPORT

CURRERI Bus - 10€ per way

You will find the bus outside the arrivals section of the airport, across from the taxi line. Timetables vary according to the season and available on the website www.curreriviaggi.it.

Phone +39 081 801 5420.

ARRIVING FROM ROME

MAROZZI BUS - 19€ per way

Daily service from Rome Tiburtina train station to Sorrento and back. Bus service is 4 hours.

Timetable and rate available on the website at: <http://www.marozzivit.it>

VISITING NAPLES

Naples is an exciting city, rich with culture, good food and entertainment. There are two ways we recommend you can reach this vibrant city:

The CIRCUMVESUVIANA Train Line - 3,60€ per way

The Circumvesuviana train service runs from Naples' main station to Sorrento every 30 minutes from 6:00 am to 09:30 pm, and takes approximately 110 minutes. The Circumvesuviana train station is on the lower of the main train station in Naples., so just follow the signs down the stairs.

Tickets are available directly at the station and trains to Sorrento leave from platform 3. Be sure your train says Sorrento as trains on other lines with other destinations also depart from this platform.



When coming to Sorrento, the city is the last stop of the line. There are the stops of Piano di Sorrento and Sant'Agnello (di Sorrento) which are the third and second to last stops respectively, but are not Sorrento proper.

FERRY (Hydrofoil)

From Naples "molo Beverello" you can take a ferry service to Sorrento. The boat ride lasts approximately 35 minutes. The timetable and rate are visible on the website at: www.alilauro.it or www.gescab.it.

GENERAL TRAIN TRAVEL

You'll need to validate your ticket before boarding. For the Circumvesuviana this is done when you insert your ticket at the gates at the entrance to the Circumvesuviana station at the Sorrento and Naples stations. If there are no gates, such as at the Pompeii station, you must validate it at a ticket stamper located on the wall in the station.

If you do not validate your ticket or do not have ticket you could be fined heavily.

ORIENTATION

Upon arrival all students will have a welcome orientation session with the staff at Sant'Anna Institute. We will discuss how to get around, the best places to visit, where to eat, accommodation rules, safety advice and general inquiries. Some of the topics include:

- Introduction of staff members of Sant'Anna Institute
- Orientation tour of town
- Rules and regulations
- Introduction to culture
- Housing procedures
- Damage costs
- Public transport
- Health Care
- Shopping
- Travelling
- Phones
- Banking
- Mailing

The orientation tour will give the opportunity to meet your peers and get to know Sorrento.

Discount Card

The Sant'Anna Institute discount card will give you notoriety in town. Wherever you present this card you will be recognised as one of our students and often considered a "resident." The institute is well known for services it provides, to both locals and tourists. Businesses in Sorrento welcome our students in a special way, offering special discounts in many restaurants and shops that collaborate with Sant'Anna. We will provide the card and the list of the available discounts as well as a map on arrival.

CULTURAL DIFFERENCES

SLOW IT DOWN

Italians take a much more slow, perhaps, relaxed, view of life and daily routine. One of the best examples of this lifestyle is the 'siesta' that occurs in the middle of the day.



This is not so much a time to actually nap, but a time for most Italians to go home for an extended lunch break and enjoy their day. Therefore you will find most shops and even some restaurants closed between roughly 1PM and 4PM.

This lifestyle extends to restaurants where you may not see a waiter for an hour unless you request service, in the post office or other official buildings where lines seem to creep by, and general businesses where you may be waiting 10 or more minutes after the posted opening times for doors to unlock. Try to do as the Italians do and go with the flow.

CUSTOMER CARE

This is a difficult topic with many contributing factors and socioeconomic implications, but we will try highlight some basic facts. Generally speaking, less attention and lower priority is given to customer satisfaction.



It may be that your barista is stone-faced, your plumber comes 5 hours later than they say they will, or your landlord repeatedly tells you that everything is fine with something that isn't working quite right. This is simply a facet of Italian life.

Of course, the housing staff will work with you and your housing assignment to resolve any issues that linger.

And don't be discouraged! Italians are among some of the most lovely and hospitable people you will meet. Just remember that patience and acceptance in the face of an unsmiling or outright rude employee will do you well.

CAR HORNS

Italian drivers use their horns to communicate everything. It's a greeting to familiar faces, it's a warning around tight corners so oncoming traffic and pedestrians can know someone is there, and it's annoyance – although not as often.

If you hear motorists honking their way by, take it not as a sign or frustration, but probably a polite sign of caution, or else check to see if it is someone you know.

LIVING LITTLE

Students often struggle somewhat with size proportions of utilities in accommodations. Ceilings are high but most other things are a bit smaller than you may be used to in the US.

Showers tend to leave little elbow room and even kitchens can leave you wondering where to put everything. Closets and dressers may provide less space. The fact is that Italians generally just have fewer things and utilize the space they have very efficiently.

When you're living in a Greco-Roman built building you begin to realize why everything might be less than large.



EXPRESSIONS OF ATTENTION

Italians stare. It's a fact. Men, women, children all do it and not just because you are a foreigner and not because they think you look great (though that may be a factor). In fact, the Italian gaze is an important part of the culture. Sitting down for a coffee or taking an evening stroll and people watching while conversing is common.

Additionally, while Italian men will try, perhaps too hard in some instances, to get girls' attention, the foreign boys may find even catching an Italian woman's gaze will be hard if they don't want to talk. Simply meeting eyes can be an invitation for conversation in Italy.



ADAPTING TO YOUR HOST COUNTRY

WALKING

There's a lot of walking to be done. While there are fairly comprehensive buses and trains in the area to get around, most students and locals use their feet if they aren't going far or don't have a motor scooter. You will probably find it is easier to walk than to wait for the next available bus, depending on how far you have to go. But most things in Sorrento can be reached within a 30 minute walk.

BREAKFAST

Don't be fooled by the lack of eggs and bacon. Yes, it's true that all Italians eat for breakfast is a coffee and a pastry (if that) but savor it the way the Italians do. Meet up with a friend, or take a good book with you, and spend some quality time at the pasticceria (pastry shop).



PUBLIC TRANSPORT

For most students who live outside of Europe, public transportation is a commodity exclusive to large cities. In Sorrento, the Naples area, and Italy in general, it is highly usual for not only students but locals to take public transport such as buses and trains.

Italy's public transport systems vary by region and even by city networks but are generally highly developed and interconnected. Fast trains can connect Naples and Venice or Milan, nearly opposite sides of the country, in just 5 hours.

Locally buses run along the Sorrento and Amalfi peninsulas, and are very affordable and user-friendly. These types of transport will save you from more costly taxis.

NIGHTLIFE

Bars in Italy are places to get coffee. If your friend wants to meet at the bar at 10AM, chances are they just want to get a coffee and a pastry. However, these places also, more often than not are open in the evenings or drinks and snacks.

If you are going out with Italian friends you may notice that they get one drink or two for the evening. Generally, Italians do not have many drinks when going out and instead use the opportunity for its social aspect.

Additionally, dance clubs in Sorrento have varying schedules depending on the season. But you will notice that they will not open until 11PM at the earliest and that many young people don't begin to arrive at these places until midnight or often later, and then stay out late.



CULTURE SHOCK

It's real. It is often accompanied by feeling angry, frustrated, and emotional, or the more subtle tired, lost, edgy, or simply sad. It's a normal development of abroad life but can be quite easily tackled so it does not last long by taking steps to help adjust.

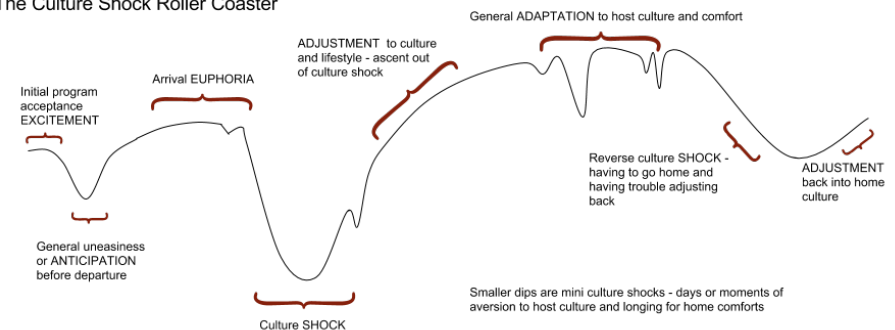
Make sure to get rest: Students are often exhausted before they even leave home, spending a lot of energy to prepare for arrival and depart from friends and family. Excitement upon arrival and exploring a new place can further deprive students of the rest needed to overcome jetlag and culture shock.

Try to strike a balance: No matter how prepared you feel you may be, living abroad, changing cultures and adapting to new situations takes time. Allow yourself to feel sad about the things that you have left behind, but learn to also accept the new culture you are in, and seek out the new opportunities you have available to you.

Develop a hobby: Particularly an interest or activity you participate in regularly at home to help keep a similarity in routine. There are many options in Sorrento to get involved in the community. Anyone at Sant'Anna will be happy to give you advice on activities you may enjoy.

Remember, culture shock is often experienced in waves and there is no pattern. If you have questions or concerns about dealing with culture shock, please don't hesitate to contact Sant'Anna staff before or once you arrive.

The Culture Shock Roller Coaster



STUDENT CODE OF CONDUCT

This stipulation is for your wellbeing and safety, of yourself and others.

Santana institute reserves the right to dismiss a student from the program on the basis of conduct that causes concern for the student's safety and well-being, or the safety and well-being of others.

These are some of the things we consider to be unacceptable:

- Violation of host school or housing rules and regulations;
- Actions that, in the opinion of the school and/or Sant'Anna staff;
- Jeopardize your welfare, the welfare of others or the welfare of the program;
- Damage to, or destruction of, school, residence, or student property;
- Reckless or dangerous behaviour;
- The use of threats or physical violence;
- Excessive alcohol consumption, substance abuse or any use of illegal drugs;

The complete Code for Conduct guide will be provided for you on arrival.

LIVING with SANT'ANNA

Sant'Anna Institute offers three options in terms of housing arrangements:

Host Family Accommodation

Shared Apartment

Sant'Anna Dorms

Sant'Anna Institute has long-standing relationships with local families and landlords that ensure the happiness and safety of our students.

Students live and immerse in local life no matter the option they choose, living with a family and among the language and culture, in an apartment with Italian neighbours on the Sorrento Coast, or in the dorms 5 minutes from the historical center and one of the most lively marinas in Sorrento.

A private single room or apartment can be arranged upon request at an additional fee.

All Sant'Anna housing come with certain standards for student comfort and easy of transition:

- Wi-Fi
- Single bed or larger
- Linens
- Closet/Dresser
- Room shared with other Sant'Anna student(s) or single
- Within 30 minutes of school or easy access to public transport

Keys

Upon arrival, each student will be greeted by their landlord, host family, or Sant'Anna staff member for a tour of their accommodation and will be given a set of keys.

Lost or broken keys are your responsibility. The Institute does not have copies of keys; therefore in case of a lockout after hours, it is your responsibility to contact a roommate or host member until you can get keys made. Notify the housing staff the following morning and the problem will be rectified.

Facilities & Utilities

It is important that you treat your apartment as if it were your own. Any item or property that is damaged will be charged accordingly and equally to all the people who are living in the apartment unless otherwise determined to a responsible party. Damages caused by guests are still the responsibility of the tenants.

Emergencies & Regular Maintenance

For concerns that arise in your apartment, it will be your responsibility to contact your landlord or host family about the problem. In cases where they cannot be reached please notify the housing staff.

For emergencies concerning your housing, please contact the appropriate emergency personnel immediately.

Overnight Guests

Overnight guests are strictly prohibited unless pre-approved by your landlord, host family, and/or Sant'Anna staff, and are not guaranteed. Opposite sex guests are not allowed. Note that fees may still apply if guests are granted.

Check Out

Housing check out is the day after program end by 12:00PM (noon) of that day. Late check outs may be arranged for that day, but no later than that same day.

Staff is happy to suggest available luggage storage or shipping services. As the semester draws to an end, detailed instructions will be provided concerning housing check-out procedures.

Our Apartments

In Sorrento, not all apartments are the same:

Because they are not located in the same building but rather spread out throughout the area. Try not to compare your apartment with those of other students because every accommodation is different and has different exceptional qualities.

In addition the other amenities that all housing includes our apartments include:

- Self-Service Kitchen and Utilities
- Dining Table and Chairs/ Sitting Area
- Full Bathroom
- Washing Machine



What to expect of your Apartment?

Desks, when available, are to be shared by all occupants. Each student is expected to provide his/her own paper and cleaning products. When light bulbs burn out these is also the students' responsibility to replace.

Garbage

According to Italian law you must recycle in every apartment. This is mandatory and you will be fined if you are found not doing so. You will find information on how to dispose of your waste in your apartment on arrival and you should direct questions about this process and your particular schedule to your landlord.

Apartment Safety

The housing rules are set in an effort to ensure student safety.

In addition to the housing rules, please bear the following in mind:

- In your apartment, keep your shutters and veranda closed at night and whenever you're not home.
- Always speak to any person who has buzzed your apartment through the intercom system to make sure you know who it is before you buzz them into your building
- Never buzz in or hold the door open for someone you don't know. If they have an honest reason for being there, there should be someone there to allow them in.

UNDERSTANDING ITALIAN HOUSING

Respect Your Neighbours

Please be considerate of those living around you. Majority of your neighbours are average Italian citizens with families and full-time jobs going about daily lives.

Italian law enforces quiet hours before 7AM from 1PM-3PM and after 10PM. If you break these quiet hours, neighbours may call the police and this is punishable by fine.



Electricity and Hot Water

Housing in Sorrento operate with a 3 kilowatt fuse box. This means that an overload of power will leave you in the dark.

Be careful to not overload the circuit with too many appliances simultaneously. Often times using the mashing machine, the stove, and even simply electrics can cause an outage. Know how to flip your circuits or who to notify in case of an outage.

Hot water: Please expect about ten to fifteen minutes of hot water at a time allowing at least an hour to replenish the supply.

Italian gas tanks need to be replaced frequently. If you rely on gas to heat your shower, use the oven, and light your stove, you will go through gas very quickly. Be sure to conserve gas with short showers and turn off stove burners when not in use.

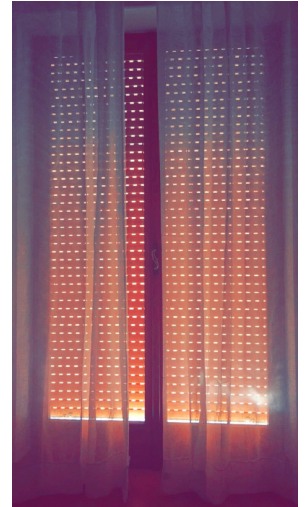
If you do find yourself without gas let your landlord know and they will replace it for you. But if you find you need a new tank every week you may need to pay a fee for over use.

Heating and Air Conditioning

All students are provided with heat in their housing, but your units may be different. Some units are built in and are easily turned on and off with remotes. Others use radiators to heat the spaces and may or may not be able to be manually controlled.

If you are able to control your heat it is expected that you will not leave it on while you are not at home. Generally Italians only put on heat a few hours a day, usually at night, to conserve energy. We advise wearing layers and keep windows pulled tight against cold.

Not all apartments are provided with air conditioning. For those that do, try not to run it overnight, only run them a few hours a day, and only while at home! Air conditioners in Italy can function in a variety of ways so be sure to ask how to best use yours.



Keep cool with shutters drawn and windows closed during the day to stop sunlight and heat from heating up rooms. Fans help circulate air, especially in the evenings when it may be cooler outside.

****If your utility usage exceeds that of the average monthly you're your landlord and Sant'Anna has the right to charge tenants the difference. This is why only using your units a few hours a day is important!**

Internet Connectivity

We provide all students with wifi connections in two locations: their housing and the school. However, please keep in mind that Italian internet speeds are simply not at the same rates of those in the US.

We work very hard to ensure that all students have access to the internet; we understand it's a necessity in today's world, but Italian wifi lines, and specifically the Sorrento terrain, surrounded by mountains and the Bay, on occasion make this more difficult. You may experience low connectivity or periods or inability to connect.

Sant'Anna will try to help rectify issues with connectivity, but please allow time for your internet to reconnect or reset your modems prior to contacting staff as this is often the easiest or fastest means of solving the problem.

Washing Machines

European washing machines are front-loading which means that there is no top lid to insert clothing, but instead a front door. Because water can spill out and potentially cause damage, these doors have a special timed lock and will not open when cycles are actively running.

DO NOT force your washing machine open. Damages to washing machines will be charged to tenants. You will also find you cannot fit as much laundry as you may be used to. Overloading the washer could also cause damage. Loads can over an hour, so plan ahead, coordinate with your roommates and perhaps consider sharing smaller loads. Consult instructions on the machine, your landlord, hosts, or Sant'Anna staff.



If you live with host a family, some charges may apply if you decide to use the washing machine. Address questions at time of housing application to housing staff or upon arrival at orientation.

Legalities

Illegal drugs are ILLEGAL. As a foreign student, you should be aware that the laws are different and search warrants are not necessary for drugs in Italy.

In Italy, the police can require you to identify yourself. Therefore, it is essential that you carry a photocopy of your passport with you at all times. In extreme cases, the police can arrest an unidentified person until that person is positively identified.

It is unlikely that student's who follow housing guidelines will experience problems with their neighbours. However, should your neighbours call the police on your apartment to file a complaint, you should:

- Have your passport and visa available
- Be polite and courteous
- Understand that no search warrant is required under Italian law

PACKING LIST

So you have everything all laid out or already packed away? Got your suitcase(s) full and ready to go? Check our suggested packing list to see what you missed, what you need, what you don't need, and our tips for staying ahead of the packing game!

Tips for packing:

- You may have heard this one before. Have EVERYTHING you want to bring. Now cut that amount in half. You'll need less than you think, and you'll probably also want to shop at least a little while abroad and have an item "Made in Italy."
- Weigh your limit! Most airlines allow 1 piece of checked luggage from the US to Italy with a max weight of 50lbs or 23kgs, but be sure to double check with your airline for specific guidelines.
- Weigh before you pay! Knowing your luggage's weight before you get to the airport could save you a lot of money. And invest in a travel scale so you can weigh your bags before departure!

The clothing you bring will depend largely on the season you study at Sant'Anna! Summer is very warm and rarely dips below 60 degrees Fahrenheit and the months are some of the driest. January-March tends to be cooler and wetter, with temperatures in the low 60sF. September-November and April-May tend to have the most beautiful weather in the Sorrento Coast in the mid 70s and 80sF.

Clothing/Shoes

- Jeans – depending on your preference for dress and the season, jeans may be too hot for the summer months.
- Shorts/Skirts – the beginning of the spring semester and end of the fall may not allow you to wear these much but the rest of the time you should find them quite useful.

- Sweaters/Hoodies – if you are coming in the spring and fall these will be nice to have to layer for cooler days and evenings, but even a light sweater for the summer may be necessary.

- T-shirts

- Long sleeve shirts

- Pajamas

- Slippers or flip-flops for use in apartments (apartments usually have stone or marble floors and your downstairs neighbors will appreciate you not walking around in loud shoes. And you will appreciate having slippers in the cool weather)

- Swimsuit – students in all terms find they go swimming!

- Jacket

- Business/Formalwear – especially interns may need more professional outfits

- Comfortable walking shoes – even just walking around on cobblestone can be a daily workout, but especially if you plan on hiking Mt. Vesuvius, plan on wearing good shoes

- A note about high heels: Italy is known for its cobblestone streets. Stiletto heels will be particularly difficult to walk in and could be ruined by the stones. If you plan on bringing heels consider wedge heels as they will provide more stability, be less prone to damage, and are very in fashion right now with Italians.

Toiletries/Health

- Travel-sized toiletries of your favorite brands for trips and back ups. Save the weight and buy full size products once here.
- Specialty products, make up, etc.
- Eyewear – contact lenses, solution, and glasses, etc
- Over-the-counter medicine – bring those products that are more common that you may need and use. Italian formulas are different and may not work as well on you. You also don't want to have to run to a pharmacy just for a headache.
- Vitamins – they are expensive in Italy
- Health Insurance Policy Card and Documentation
- Prescription medicine – always in original containers. Try not to send medicine from the US. Medicines in packages slow down customs and will require a sizable import duty.

Money

- ATM card linked to a checking account with a 4-digit PIN code – if your PIN is longer than 4 digits speak to your bank about changing it to a shorter code of just 4. Most ATMs in Italy (and Europe) do not recognize PINs longer than 4 digits.
- Euros in cash
- Major credit card for emergency purposes – you may find this is very useful if you are comfortable. Check credit cards that have zero foreign transaction fees. If yours do not have this feature,

each time you use it you will be subject to a fee for swiping it abroad.

Miscellaneous

- Important documents and COPIES (passport, flight itinerary, plane tickets, etc.)
- Bag with cross-body design – men and women will find that bags in this style provide better security while traveling.
- Rain jacket - even in the driest months, it can still rain
- Watch
- Sunglasses – can't come to sunny Sorrento without!
- Computer/tablet and charger – if you are taking a class this will be very helpful to write papers.
- Camera and charger
- Adapters/Converters – we recommend bringing at least 2 depending on the number of devices you will need to charge and have plugged in at one time.
- Playing cards – these are great for travelling and train rides
- Backpack – for travel, and daily use.
- Refillable water bottle (ex: Brita) – Italian water is “hard” which means being able to filter what you drink is a great way to stay hydrated.

SANT'ANNA INSTITUTE TEAM!

APP LIST

The minimum recommendation of apps you'll need for study abroad.



App: WhatsApp

Cost: Free **iPhone/Android:** Yes/Yes

Sant'Anna will use this app to text your program reminders and quick details so please download it! Italians also almost exclusively text with it.



App: Duolingo

Cost: Free **iPhone/Android:** Yes/Yes

Start learning the basics of Italian!



App: Google Translate and World Lens

Cost: Free **iPhone/Android:** Yes/Yes

For when you need to translate in a pinch.



App: Currency XE

Cost: Free **iPhone/Android:** Yes/Yes

Knowing how much something really costs could save you!



App: TripAdvisor

Cost: Free **iPhone/Android:** Yes/Yes

Help plan your trip and read reviews about your destinations.



App: Airbnb

Cost: Free **iPhone/Android:** Yes/Yes

Find accommodation wherever you travel.

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