WELCOME GUIDE
This guide was prepared in advance of the academic year to which it relates. All reasonable care has been taken to ensure that the contents are correct at the time of publishing. However, Iuav provides no guarantee that the information is accurate, complete or up-to-date, nor can it be held responsible for any errors or omissions.

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Iuav was established in 1926 as one of the first Architecture Schools in Italy. Today about 4,500 students are enrolled in Iuav bachelor’s and master’s degree programmes. Iuav global reputation has always been related to its expertise in the fields of architecture, design, urban planning, fashion and theatre. In 2018 Iuav was officially recognised as public special status university by the Italian Ministry of Education, University and Research. At Iuav your studies will be focused on learning by doing: the workshop format characterises learning and research activities by offering hands-on and innovative experiences under the direct supervision of high-profile professors and professionals.
Studying in Venice gives you the challenging opportunity to merge into a world of art, architecture, culture every single day.

This guide will briefly introduce you to some of the important aspects of university and city life: its intention is to support you throughout your stay to make this experience memorable.

We wish you to enjoy your stay and every success in your studies!

For further information on Iuav profile www.iuav.it/international
Key contents and main buildings

For all enquiries (appointments included) please contact the following services by email

**Admission service**

iscrizioni@iuav.it

> admission policy and procedures for bachelor’s and master’s courses

> iuav card

**Student registry**

academic career management (exams, certificates, …)

studenti.triennale@iuav.it for bachelor’s degree courses

studenti.magistrale@iuav.it for master’s degree courses

**Fees and financial aid service**

tuition fees related issues: payment, scholarships, reductions and exemptions

**Disability support service**

study@iuav.it

advice and guidance on disability and learning difficulties

**Postgraduate specialisation service**

master@iuav.it

> admission policy and procedures

> academic career management for postgraduate specialisation programmes
International mobility (incoming/outgoing) for study and traineeship
mobilita.studenti@iuav.it
incoming students and Erasmus+ for study
international@iuav.it
overseas programmes
tirocinio.estero@iuav.it
Erasmus+ for traineeship

Careers service
internship in Italy for students and newly-graduates, work placements, advice on job search and information on labour market
tirocinio@iuav.it
internships
placement@iuav.it
work placements

Student recruitment and orientation service
study@iuav.it
welcome activities and counselling

Student senate
sds@iuav.it
social and cultural activities, peer-to-peer information and support

Student services are located in Campo della Lana, Santa Croce 601 Venezia

Student senate is located in Tolentini, Santa Croce 191 Venezia
In case of an emergency
European Emergency number: 112
Italian emergency numbers:
113 Police
115 Fire Brigade
118 Ambulance
1522 Violence and stalking
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Enrolment procedures for bachelor's and master’s degree programmes

All new bachelor’s and master’s students are required to attend face-to-face enrolment at Campo della Lana 15 (Santa Croce 601).

To complete the enrolment procedure you need to bring the following documents:

> enrolment form, duly signed and dated (you can also ask the officer to print it out for you)

> receipt of payment of the first instalment of the enrolment fee

> high school or bachelor’s degree diploma with official translation into Italian

> Statement of Validity (Dichiarazione di Valore) by the Italian Embassy in the country that issued your high school degree or else Statement of Comparability issued by CIMEA centre regarding your high school or bachelor’s diploma

> valid ID document (both front and back, for EU students) or passport (both front and back)

> copy of your Italian fiscal code (codice fiscale)

> non-EU citizens: copy of your residence permit or the receipt of your application, student visa and all documents issued by the Italian embassy in your home-country (e.g. pre-registration form, certified picture...)


> **Marco Polo students**: Italian language certificate (B1 level based on the Common European Framework of Reference – CEFR).

If you are unable to attend the face-to-face appointment you can delegate a representative to hand in the documents for you. You shall provide this person with a written authorization and he/she will be asked to show his/her ID/passport.

Once you complete this procedure, you can **download** from your **Student Web Service area** (SPIN) all **certificates** related to your student career (e.g. certificate of enrolment).

For more information contact the Admission service iscrizioni@iuav.it

**Tuition fees and financial aid**

For 2019/2020 academic year, the maximum annual fee amount is **euros 2.800**, divided into 3 instalments. The amount of the first instalment is the same for all students, while the second can vary according to income and/or merit criteria.

According to Italian law, in order to get an official assessment of your financial situation you need to apply for **ISEE** (Equivalent Economic Situation Indicator) declaration.

To pay your tuition fees you shall follow these steps:
1. enter your **Student Web Service** (SPIN)
2. click on “pagamenti” and choose the invoice to be paid
you can pay online by clicking on “paga online” via credit card or homebanking (only for affiliated banks). You can also print out the payment notice by clicking on “avviso pagamento” and require the payment in person to one of the banks or shops affiliated to PagoPA system.

The deadlines to pay the three instalments are the following:

- **17 September 2019**: 1st instalment
- **31 January 2020**: 2nd instalment
- **30 April 2020**: 3rd instalment

Delays in paying tuition fees result in penalties added to the amount of the following instalment:

- Extra euros 52,00 for payments within 15 days after the deadline
- Extra euros 104,00 for payments exceeding 15 days after the deadline

Prospective students are entitled to ask for such benefits as:
- tuition fee waivers (total or partial)
- regional scholarships
- part-time job opportunities

International students are entitled to ask for:
- Iuav flat fee
- Study@Iuav scholarships and tuition fee waivers
- MAECI Scholarships
- CRUI Scholarships for Refugees
International mobility programmes

All incoming students (attending Overseas or Erasmus+ programmes) are required to ask for a face-to-face appointment to the International Mobility service, located in Campo della Lana building (Santa Croce 601).

In order to complete the enrolment process, you need to bring:
- 2 passport-size pictures
- the original of the Application documents you already sent online
- copy of your Italian fiscal code (codice fiscale)
- Learning Agreement (LA), signed by your home University

Once you complete this procedure, the International Mobility service will provide you all certificates related to your student career (e.g. certificate of enrolment).

For more information
International Mobility service
mobilita.studenti@iuav.it
Postgraduate specialisation programmes

All new postgraduate specialisation students are required to complete the online enrolment procedure, sending to master@iuav.it the following documents:

> enrolment form, duly signed and dated
> receipt of payment of the first instalment of the enrolment fee
> bachelor's or master's degree diploma
> transcript of records translated into Italian or English
> Statement of Validity (Dichiarazione di Valore) by the Italian Embassy in the country that issued your high school degree or else Statement of Comparability issued by CIMEA centre regarding your bachelor's or master's diploma
> valid ID document (both front and back, for EU students) or passport (both front and back)
> copy of your Italian fiscal code (codice fiscale).

Once you complete this procedure, you can download from your Student Web Service (SPIN) all certificates related to your student career (e.g. certificate of enrolment).

While in Italian, a postgraduate specialisation programme is called “master” but it is not to be mistaken with a master's degree programme.

For more information
Postgraduate Specialisation service
master@iuav.it
**Digital identity and services**

**Student ID**

Once you register to the **Student Web Service** (that is usually called SPIN, *Sportello Internet*) you are given a username and a password.

These unique login details allow you to:
> monitor your academic career in the reserved area (check your academic records, browse internship opportunities, download certificates)
> borrow books from the library and browse the catalogue
> enter your email account
> access the wifi and booking a workstation at the pc room

To register on SPIN visit
www.iuav.it/studenti > sportello internet

To retrieve or change your username and password visit cambiopw.iuav.it/ [IT]

**Email account**

Your student email account (<n.surname>@stud.iuav.it) is managed by Google E Suite for Education. It is highly recommended to check it very often as all institutional communications are sent to this email.

To enter your student email account
mail.stud.iuav.it/
Iuav Card

Idealised in collaboration with BancoSanMarco, Iuav Card is issued once you upload your picture at fotoid.iuav.it and can be collected at:

> Admission service – for students enrolled in a bachelor’s or master’s programme
> Postgraduate Specialisation service – for students enrolled in a Postgraduate specialisation programme

You can use your card to:

> access the university library
> prove you are a Iuav student at museums, cinemas, theatres to buy tickets at a reduced price

Iuav Card is also a pre-paid card and the only means for university to manage financial relationships (e.g. scholarships) with students. It is highly recommended to activate the pre-paid function as soon as possible at one of BancoSanMarco offices by bringing with you:

> Iuav card
> your ID or passport
> your fiscal code

For more information on Iuav Card and Banco SanMarco office locations

cartaluav.bancosanmarco.it [IT]
Stay permit and registration

Stay permit (non-EU students)
If you are a non-EU citizens intending to stay in Italy for more than 3 months, you need to request a stay permit (*permesso di soggiorno*) within 8 days from your arrival to Italy.

The procedure requires the following steps:

1. collect the Kit for the Stay permit
   a) at the office that deals with your application procedure, or
   b) at one of the post office that offer the so-called Sportello Amico service
   The closest to Iuav (Tolentini) is on Fondamenta del Gaffaro Dorsoduro 3510
   Opening hours: Monday to Friday from 8.20 to 13.25

2. fill in the forms and attach:
   > a copy of your ID/passport and Visa
   > a certificate of enrolment to Iuav with a euros 16 revenue stamp (which you can buy in any tobacconist's).
   It is highly recommended to make a copy of your application before presenting the documents.

3. deliver of the originals documents to the post office where you collected the kit.
   You will be asked to pay around euros 120 as a fee for your application.
   You will be given:
   > a barcode receipt (*Accettazione Assicurata*), which is valid
as a **temporary stay permit**; you can use this receipt to register at the Local Registry Office (*Anagrafe*) and request your fiscal code.

> **date and time and address of your appointment at the police station** (*Questura*) of your district

**4** for the appointment at *Questura* you need to present the following **documents**:

> 4 passport-sized photographs (white background)
> passport
> barcode and appointment confirmation received at the post office
> declaration of financial support (e.g. screenshot of your home banking with your name/copy of the front of your credit card with your name...)
> copy of health insurance (please note that health insurance should cover the whole period of your stay in Italy)
> copy of accommodation contract:
  a) if you are staying in a private accommodation: your landlord need to have registered the contract at the Local Revenue Office (*Agenzia delle Entrate*) and it must include your name and surname
  b) if you are hosted by family/friends: your host need to provide you with a declaration of hospitality and it must include a stamp from the nearest police office/municipality
  c) if you are staying in a university residence: the administrative staff of the residence need to provide you with a statement that confirms you are staying there.

During the appointment, officers will take your fingerprints.
5 check the status of your application with the username and password on the receipt delivered by the post office on www.portaleimmigrazione.it, and verify on the website of the *Questura* if your stay permit is ready to be picked up. If you gave an Italian mobile phone number in the application kit, you will receive a text when your stay permit card is ready.

6 pick up your stay permit once it is ready. In case you miss your appointment, check when you can collect it at this link: [questure.poliziadistato.it/servizio/orari/5730dc9d27b27587077239 > “Ritiro permessi pronti”](http://questure.poliziadistato.it/servizio/orari/5730dc9d27b27587077239).  

*It is essential that you comply with all necessary statutory requirements and procedures to enter and stay in Italy for the entire period of your stay otherwise your entry/stay may be interrupted in accordance with the Italian law in force.*

For more information on stay permits
studyinitaly.esteri.it/en/visa

**Registration (all students)**
Both EU and non-EU citizens spending **more than 3 months** in Italy are required to register at the Local Registry Office (Anagrafe) by presenting the following documents:

> certificate of enrolment at Iuav,
> ID/passport  
> fiscal code  
> health insurance  
> documents demonstrating that you are economically self-sufficient
For more information on Venice Registry Office  
www.comune.venezia.it/it/content/anagrafe  
comunitari@comune.venezia.it  

**Fiscal Code**  
The fiscal code *(codice fiscale)* is a 16-digit code, which identifies citizens in their relations with public bodies and administrations. You can request your fiscal code at the Local Offices of the Italian Internal Revenue Service *(Agenzia delle Entrate)* located in San Marco 3538, campo Sant'Angelo.  
Opening hours: Monday to Friday from 9.00 to 13.00

You can apply for your fiscal code before your arrival in Italy at the Italian Embassy or Consulate of reference in your home country.

The documents you need to bring are:  
> ID or passport  
> stay permit receipt  
> proof of your enrolment at Iuav

During your stay you will be asked your fiscal code to:  
> activate the pre-paid function of your Iuav Card  
> sign a rental agreement  
> buy an Italian SIM card

For more information  
Agenzia delle Entrate  
www.agenziaentrate.gov.it > english > tax identification number
Health insurance and health assistance
EU students, SEE State students (Iceland, Liechtenstein and Norway) and students from Switzerland European Health Insurance Card (EHIC), ensures the access to the public health care sector under the same conditions and at the same cost as people insured in Italy.
It is issued by the national health insurance provider of your home-country.
EHIC does not cover payments for private sector health care providers.

Students from countries with bilateral agreements
In some cases the health insurance provider of your home country can issue a form that ensures access to the Italian health service thanks to a set bilateral agreements.
Below you can find a list of countries and related certificates:
Australia – Medicare Card (valid for 6 months after the start of your stay in Italy)
Brazil – I/B 2 Certificate
Croatia – 111 Certificate
Bosnia Herzegovina, Macedonia, Serbia and Montenegro – OBR7 Certificate
Principality of Monaco – I/MC 8 Certificate
Republic of San Marino – I/SMAR 8 Certificate
These forms do not cover payments for private sector health care providers.
If you did not ask for the certificates mentioned above before your departure, see the section dedicated to non-EU students.
Non-EU students
In order to obtain a stay permit you need to provide evidence of health insurance coverage with:

1) a private insurance with the following features:
   > it is valid in Italy;
   > it covers all risks of illness;
   > it covers the entire period of your stay in Italy
   > it includes a description of the procedures needed to ask for a reimbursement
   > it is legally translated in Italian language if it is issued by an international provider

2) a voluntary registration to the National Health Service that ensures access to the public health care sector under the same conditions and at the same cost as people insured in Italy. This registration is valid for one calendar year (January – December) and entails the payment of a fee that may vary according to the type of your stay permit.

For more information you shall refer to the local department of the National Health Service.
estero@aulss3.veneto.it
Venice office is located in via Cappuccina 129, Mestre
Opening hours: Monday, Tuesday, Wednesday from 8.30 to 11.30

Health assistance
In case of emergency, you can refer to the First Aid section of: Ospedale Santi Giovanni e Paolo in Venice, Castello 6777
(by waterbus: line 5.1, 5.2, 4.2, 4.1, 2 stop at Ospedale)
Ospedale dell’Angelo in Mestre, via Paccagnella n. 11 (bus 24H from Venice; bus 32H, 33H, 34H, 45H, 47H and 48H from Mestre). It is highly recommended to bring with you, ID/passport along with EHIC (EU and EU-equated students), health insurance or health card (in case you are registered with the National Health Service).

**Medicines and Pharmacies**
Medicines can be bought in pharmacies (farmacie) that are usually marked with a green cross in front of the shop. If you are undergoing a special treatment, remember to check the availability of your medicine in Italy and to bring the related prescription with you.

**Arrival checklist**
Here is a checklist to help you keep track of all the things you need to do in order to get off to a good start:
> request your fiscal code
> request your stay permit (if necessary)
> register with the National Health Service (if necessary)
> complete your enrolment procedure
> buy a transport card (if necessary)
> find an accommodation
> take a tour of the university locations
> get in touch with the student senate to start meeting new people
> get prepared for the start of lessons
**Italian university system**

This scheme summarises how the structure of Italian university system:

- **Bachelor's degree programme** (laurea triennale) 180 credits – 3 years
- **Master's degree programme** (laurea magistrale) 120 credits – 2 years
- **1st level postgraduate courses** (master* di 1° livello)
- **2nd level postgraduate courses** (master* di 2° livello)
- **Doctoral studies** (dottorato di ricerca)
- **Specialising course** (corso di specializzazione)

*In Italy, a postgraduate specialisation programme is usually called master.*
Italian grading system is based on a scale from 18 to 30: 18 is the lowest passing grade and 30 is the highest grade. You may also be awarded a 30 *cum laude* for excellence.

Credits (CFU or ECTS) are awarded only if you pass the final exam of the related course. One credit (CFU) corresponds to 25 hours of work, including lessons, exercises, etc., as well as home study.

Attendance is highly recommended in consideration of the highly practical approach of the courses.

For more information
Student registry
studenti.triennale@iuav.it
studenti.magistrale@iuav.it
Calendar

Academic calendar
1st semester: 30 September 2019 > 24 January 2020
14 October 2019 let’s begin!
27 January 2020 > 21 February 2020: exam session
2nd semester: 24 February 2020 > 29 May 2020
1 > 26 June 2020: exam session
29 June > 24 July 2020: W.A.Ve. – Workshop of Architecture in Venice
31 August > 18 September 2020: extra exam session

Holidays
1 November 2019 All Saints’ Day
21 November 2019 Madonna della Salute (Venetian feast)
25 December 2019 > 6 January 2020 Christmas Holidays
13 April 2020 Easter Monday
1 May 2020 Labour day
2 June 2020 Republic day
University library
The library service, combined with the project archive, the video library and the media library, provides a valuable support system to all study and research activities connected to the areas of expertise of Iuav.

The University library is located at Tolentini (Santa Croce, 191) and offers a wide collection of books and periodicals. There are 360 places available distributed on 3 floors, 24 computers, lockers for small bags, a self-borrowing and returning machines, online catalogues and copy machines.

The library often hosts events in dedicated spaces.

For more information on opening hours (usually Iuav Library closes at midnight) and to browse the catalogue
University library
sbd.iuav.it [IT]
infobiblioteca@iuav.it

Internet and softwares

Internet access
All university building are covered by wi-fi network.
Iuav has its own dedicated network Iuav, it is also part of the
Eduroam federation and partner of VeniceConnected network.

For more information on the university wifi network www.iuav.it/wifi [IT]

You can also have free access to the internet at the university computer lab located at Cotonificio Veneziano (Santa Marta, Dorsoduro 2196).

To reserve a pc you need to make an online reservation www.iuav.it /ict > aule informatiche [IT]

Partnerships with Microsoft and Autodesk
Iuav offers all students the opportunity to use for free a number of useful softwares in partnership with Microsoft and Autodesk.

The agreement with Microsoft provides an unlimited number of “Office 365 student” annual licences. To activate your license you need to follow the instructions you can find at www.iuav.it/ict > iscrizione al servizio Office 365 Education [IT]

Under a special three-year license, Autodesk, through Autodesk Education Community, makes more than 30 years of its popular professional programs available (Autodesk Inventor®, Autodesk Revit®, Autodesk 3ds Max®, Autodesk Maya®, AutoCAD®...)
To benefit from this offer, you shall register at Autodesk Education Community (www.autodesk.com/education), by using your institutional email address.
For more information and assistance
ICT service
helpdesk@iuav.it

External learning opportunities

Learning Italian
You can learn Italian at a partner university language centre for a reduced price:

Ca’ Foscari – School for International Education (S.I.E.)
San Sebastiano, Dorsoduro 1686, Venezia
www.unive.it/pag/10045/
cfsie@unive.it

There are also other options offered by the following private schools:

Società Dante Alighieri - Comitato di Venezia
Sant’Elena, Campo della Chiesa 3, Venezia
www.ladantevenezia.it/en/italian-language-courses/
info@ladantevenezia.it

Istituto Venezia
Campo Santa Margherita 3116/a, Dorsoduro, Venice,
info@stitutovenezia.com
www.istitutovenezia.com/en/

Istituto Zambler
via Forte Marghera 27 (piazza XXVII ottobre), Mestre
info@istitutozambler.com
istitutozambler.com/ [IT]
Be aware that the fee for an Italian language course is on your charge (average cost for an intensive course is about euro 250,00/300,00).

The free app ItaliAmo designed by the European Institute of Design with the support of the Italian Ministry of Foreign Affairs offers ten stages with dialogues, common expressions, linguistic exercises, together with cultural and culinary curiosities. It is available for both Android and iOS devices.

**Erasmus Veneziano**

Are you interested in attending courses provided by other universities in Venice and have them recognised in your academic career?

Thanks to a special partnership between Iuav, Ca’ Foscari and the Fine Arts Academy, you have the opportunity to enrich your studies with educational experiences in a different university environment, but still within the city of Venice.

For more information and application
> immatricolazioni@unive.it (Ca’ Foscari, University of Venice)
> didattica@accademiavenezia.it (Fine Arts Academy)

**Venice International University**

Venice International University (VIU) is an international higher education network of 11 universities on the island of San Servolo, just a few minutes away from Piazza San Marco.

The Globalization Program is the flagship of VIU academic offer that focuses on globalization and its economic, social,
environmental and cultural implications and consequences with an interdisciplinary and multicultural approach. The courses are English-taught by professors from the member universities and are can be recognised in your academic career.

For more information about deadlines and procedures and available places
www.univiu.org/shss/globalization-program
student-services@univiu.org

**Student senate**
The student senate is the representative body of all students enrolled in bachelor’s and master’s degree programmes at Iuav. 20 students elected by the Iuav student community every two years participate in the institutional activities of the university by bringing forward students’ opinions, proposing and contributing to the management of all aspects of university life. The student senate organises a number activities (exhibitions, conferences, performances...) to foster the sense of community and promote networking and socialisation. Every year all students can participate to a call for ideas to organise cultural activities funded directly by the student senate.

For more information
www.iuav.it/sds [IT]
sds@iuav.it
FB: sdsiuav
Instagram: sds_iuav
Erasmus Student Network

The Erasmus Student Network (ESN) is one of the most important student associations in Europe. Founded in 1989 as a non-profit organisation, ESN supports and promotes international mobility by providing students with opportunities for cultural understanding and self-development according to the principle of ‘Students Helping Students’. ESN Venezia was created in July 2011. Through an exciting schedule of activities and events, ESN Venezia actively promotes foreign students’ integration and international mobility programmes.

Contacts
www.facebook.com/esn.venezia
venezia_mam@esn.it

University canteens and cafés

You can access the university canteens and buy menus at a reduced price with a personal QR code issued by ESU Venezia through the dedicated website.

The main university canteens are:
> Ristorante Universitario Rio Novo
Fondamenta del Rio Novo, Dorsoduro 3647, Venezia
open from Monday to Sunday both at lunchtime and dinnertime (Sunday dinnertime excluded) + takeaway service
> Food & Art
Giudecca 487-487B
open from Monday to Saturday at lunchtime (dinnertime upon request)
For more information on university canteens
www.esuvenezia.it [IT]

**University cafès** are located in the following buildings:
Cotonificio Veneziano
Tolentini
Magazzini (opening soon)

**University sports centre (CUS)**
The university sports centre (CUS) offers a wide range of courses (judo, self-defence, dancing, tennis, skiing...) and recreational activities for university students. It also organises summer and winter camps, sport events and inter-university tournaments.

For more information on courses, activities and registration
CUS Venezia
Dorsoduro 2407, Fondamenta dei Cereri
www.cusvenezia.it [IT]
info@cusvenezia.it
Accommodation
The most popular options for accommodation are university residences and private accommodation (flat share, studio...).

If you are still looking for accommodation, here are some useful tips to help you out:

In order to stay in a university residence, you usually need to book well in advance but they may have last-minute offers.

The main university residences are:

Crociferi Residence
Ex Convento dei Crociferi, Campo dei Gesuiti, Cannaregio 4878
thisiscombo.com/location/venezia/
hello.venezia@thisiscombo.com

Santa Marta residence
Calle Larga Santa Marta, Dorsoduro
www.camplusapartments.it/en/
venezia.apartments@camplus.it

ESU Venezia
different locations in Venice and mainland
www.esuvenezia.it [IT]
accommodation@esuvenezia.it
In order to have time to consider all available opportunities for a long-term accommodation, you can find a **temporary option** (hotel, hostels…) for a few days/weeks.

If you are looking for a **room/flat to share** you can:
- browse the accommodation notices on the notice boards at Tolentini and Santa Marta
- consult dedicated websites for accommodation.

When looking for private accommodation, you shall start from defining the aspects that are most important for you (single/double room, washing machine in the house...).

Here is a list of topics you may want to consider:

1 **location:**
   - if it is in Venice: is it close to the university buildings?
   - if it is in Venice surroundings: can you easily reach Venice with bus/train from there?
   - are there basic services nearby (supermarket, laundrette, café...)?

2 **furniture and services**
   - is kitchen well-equipped?
   - is there enough space for your belongings / is there a storage room?
   - is there a washing machine?
   - is there wi-fi?
   - is there air conditioning?
3 budget
- can you afford it?
- are bills included?
- is wi-fi included?
- are there any extra expenses (linen, cooking utensils, furniture)?
- is there a deposit to pay?

4 safety
- is there a locker?
- can you lock your room?

5 flat/room mates
- are your flat/room mates students?

6 rental contract
- all arrangements shall be done in written forms as verbal agreements are not legally binding.
- the owner shall register the contract and provide you a copy (non-EU students need a registered copy of the contract when applying for the stay permit).
- take your time to read and understand all clauses before signing
Check the period of stay and termination conditions (if any).
- ask for a receipt for any payment you make in the frame of the contract
Banks and Post Offices
Payments and taxes can be paid in post offices and banks.

Here is a list of larger post offices, all of them with Sportello amico service (for stay permit):

> in Venice:
Fondamenta del Gaffaro, 3510 (near Tolentini)
Calle dello Spezier, 233/D (near Railways Station)
San Polo 2022 (at San Polo square)
San Marco 5016 (behind San Salvador church – near Rialto)

> in Mestre:
Via Milano 20 (sideroad of Corso del Popolo)
Viale San Marco 102/R (bus/tram stop San Marco)

Getting around
In Venice
What are the best ways to move around in a city without cars? While walking is the best option to explore the city there are a few options you shall consider for longer distances:
> within the city of Venice and the islands of the lagoon: waterbuses (vaporetti)
> to the mainland: buses or trains

Waterbuses and buses are managed by ACTV through VeneziaUnica, a card to store transport tickets and passes, it is valid for 5 years and lets you travel at reduced rates
on waterbuses and buses.
You can purchase it at the dedicated office in Piazzale Roma
(open every day from 6.30 to 19.30)
You need to bring the following documents:
> a copy of ID or passport
> fiscal code (codice fiscale)
> a certificate of enrolment at Iuav

For more information on **waterbus and buses**
actv.avmspa.it/en

For more information on **tourism in Venice**
www.visitvenezia.eu

**Exploring the Veneto Region, Italy, Europe**
Venice is very well-connected to all main sites in the Veneto Region
and with the rest of Italy and Europe with trains leaving from
Venezia Santa Lucia train station, buses/coaches leaving from
Piazzale Roma and through Marco Polo and Treviso airports.

For more information on **trains**
Trenitalia www.trenitalia.com/en
Italo www.italotreno.it/en

For more information on **buses/coaches**
ACTV www.actv.avmspa.it/en
ATVO www.atvo.it/index.php?lingua=en
Flixbus www.global.flixbus.com
For more information on **airports**
Venice Marco Polo www.veniceairport.it/en
Treviso www.trevisoairport.it/en

For further information on **tourism**
Veneto Region www.veneto.eu/EN
Italy www.italia.it/en
Europe visiteurope.com/en

**Phone calls**
To make a call from **Italy** you need to dial **00 + country code** before the phone number, while if you want to call Italy from abroad you need to dial **0039** before the number.

If you have a **mobile phone**, you can buy an Italian SIM card for national and international calls.
SIM cards usually cost around euro 20, and can be purchased at mobile phone shops, post offices or supermarkets. To activate the SIM card you need your fiscal code, ID or passport and an Italian address of reference.
Pre-paid recharges (**ricarica telefonica**) can be bought in any tobacconist’s, at the supermarket or online through the mobile operator website/app.

There is also a number of **free apps** that allows to make calls and video-calls through the internet.
In case you don’t have a mobile phone, you can purchase a **pre-paid card** at a tobacconist’s: there are different types according to the country you would like to call.

**Eating habits**

In Venice, as in the rest of Italy, there are **three main meals**: breakfast, lunch, dinner with a few snacks during the day.

A very popular Venetian habit is the **aperitivo** before dinner: people gather in small taverns (BACARI) and cafés to share an aperitif and a few appetizers (cicheti). This habit can get longer at weekends and when it completely replaces dinner is called **apericena**.

Venetian cuisine is mainly based on **local specialties** and **fresh food**. Ingredients from other parts of Italy sneak into Venetian dishes and cross-cultural fusion is also very popular.

Here is a non-comprehensive list of Venetian specialties:

**Appetizers**

- **Baccalà mantecato**: cod fish served as a white cream on toasted bread
- **Sarde in saor**: sardines, with onion-y mixture
- **Tramezzini**: small sandwiches of white triangular bread with various fillings

**First courses**

- **Bigoi in salsa**: spaghetti-like pasta with anchovies, onions, tomatoes and fennel seeds
Risotto al nero di seppia: rice with squid ink
Second dishes
Frito misto: crunchy mix of fried shrimp, calamari rings and vegetables
Poenta e schie: small lagoon prawns served with corn cream

Desserts and pastry
Bussolai, zaeti, baicoli: biscuits
Frittelle: small fried dough balls made during the Carnival

Aperitif
Spritz: prosecco wine, bitter liqueur such as Aperol, Campari, Cynar, or Select, sparkling mineral water and a slice of orange or lemon depending on the liqueur, an olive.

Eating out is very common at weekends and, it is better to reserve a table if you are going to a restaurant. Tips are not required but they can be a sign of deep appreciation for the meal or the service.
Besides supermarkets, you can also shopping for food specialties in bakeries, pastry shops. Outdoor markets are a local alternative to find fresh food (e.g. Rialto market).

Weather
Venice is located on the north-eastern coast of Italy and it is washed by the Adriatic Sea that influence its weather all year round.
Below is an overview of the weather conditions in Venice during the year:
Spring: April, May, June
days are long, temperatures are moderate, not much rain

Summer: July, August, September
hot and humid, storms that makes the temperature cooler for a few days

Autumn: October, November, December
daylight is shorter, pleasant temperatures, fog, acqua alta

Winter: January, February, March
mild, temperature averaging above freezing, snow is rare, acqua alta

In autumn and winter, when astronomical tide and wind cause a large inflow of water in the lagoon the phenomenon of acqua alta (high tide) takes place. It usually lasts about two hours and affects only some areas of the city. It generally causes little inconvenience and offers a peculiar perspective on the city. People are alerted with acoustic signals and walkways are placed on the busiest streets: when the tide is higher than 120 cm rubber boots are necessary.

Venice City Council offers a free high tide alert system via short text messages. For further information and subscription see portale.comune.venezia.it/maree/iscrizione [IT]
The Tide Forecast Center created **Hi!Tide** (for Android and iOS), a free app to monitor the tide in Venice and check which areas are flooded.

**Free time**

**Events in Venice**

Venice offers many opportunities to enjoy the city: museums, art galleries, cinemas, theatres. The events agenda is very varied and you can choose among different opportunities to get the most out of your free time.

For more information

www.veneziaunica.it/en

**Venetian feasts**

- Carnevale: February
- San Marco: April 25th
- La Sensa: May
- Redentore: July
- Regata storica: September
- La Salute: November 21st

For more information on Venetian feasts

www.events.veneziaunica.it > tradizioni veneziane
Events at luav
luav organises a number of events throughout the year: check your institutional email for notifications on upcoming events or visit www.iuav.it > Agenda luav

Discount cards for students
As a university student, museums and cultural institutions allows you to get a reduced price by showing your luav card. You can also apply for other discount cards to enter museums, cinemas, theatres at a reduced price.

The following are the most popular:

European Youth Card
www.eyca.org

Rolling Venice Card (for under 29)
www.veneziaunica.it/en

CinemaPiù card
www.comune.venezia.it/it/content/cinemapi [IT]
Useful words and phrases

Hello
Good morning
Good evening
Good night
Goodbye

Have a nice day
Yes/No
Maybe
Please
Thank you (very much)
You are welcome
I’m sorry
How are you?
Fine, thanks
What’s your name?
My name is
Where are you from?
I am from...
Nice to meet you!

I don’t understand
Say it again, please?
What does it mean?

Breakfast
Lunch

Ciao
Buongiorno
Buonasera
Buonanotte
Arrivederci (formal) /
Ciao (informal)
Buona giornata
Sì/No
Forse
Per favore
Grazie (mille)
Prego
Mi dispiace
Come stai?
Bene, grazie
Come ti chiami?
Mi chiamo..
Da dove vieni?
Vengo da..
Piacere!

Non capisco
Puoi ripetere, per favore?
Cosa vuol dire?

Colazione
Pranzo
Dinner  Cena
The bill  il conto
I am vegetarian/vegan  Sono vegetariano/vegano
I am allergic to..  Sono allergico a..
Resturant  Ristorante
Canteen  Mensa
Fiscal code  Codice fiscale
Identity card  Carta d’identità
Passport  Passaporto
Stay permit  Permesso di soggiorno
Tax stamp  Marca da bollo
Police station  Questura
Ticket/season ticket  Biglietto/abbonamento
Train/bus station  Stazione dei treni/degli autobus
Waterbus stop  Fermata del vaporetto
Where is the..?  Dov’è...?
I am lost  Mi sono perso
Doctor  Dottore
Chemist's/pharmacy  Farmacia
I am ill  Sono malato
Medicines  Medicine
Hospital  Ospedale
How much is it?  Quanto costa?
Recharge  Ricarica
Mobile phone
Supermarket
Post office
Shop

**Only in Venice...**
Campo

Campiello
Calle
Sestiere
Bacaro
Cichetti

Telefono/cellulare
Supermercato
Posta
Negozio

Square
(the only Piazza in Venice
is San Marco)
Small square
Narrow street
District
Tavern
Tapas