



FUA-AUF PRE-DEPARTURE INFORMATION

WELCOME TO FLORENCE!

Your program is about to begin! Please read the following information carefully to ensure a smooth travel experience.

PRE-DEPARTURE CHECK LIST

Documents:

- Plane ticket
- Passport (w/ two photocopies)
- Doctor's note for prescription meds
- Orientation schedule
- FUA-AUF useful numbers
- International Health Insurance
- Copy of this document

Before Your Arrival in Italy we suggest that you:

- Change at least \$100.00 into Euro
- Pack a change of spare clothes in your carry on in case of lost or delayed luggage

ON ARRIVAL...

FUA-AUF-managed pick-up is only available on the designated arrival date at Florence Peretola Airport between 9:00 AM and 7:00 PM.

- **FUA-AUF pick-up service (60 EUR, reservation required)**

If you are landing in Florence airport between 9:00 AM and 7:00 PM on the designated arrival day, you may request airport pickup by FUA-AUF within the deadline stated in the Pre-departure email. If your pick-up is confirmed, FUA-AUF staff will welcome you at the airport Arrivals Hall, **after** you have retrieved your luggage. You will receive your housing welcome package and be transferred in a minivan directly to your FUA-AUF assigned apartment. The service is payable in cash upon arrival (60 EUR).

- **Group flight**

If you are arriving on a group flight (five or more students from the same university/provider on the same flight landing in Florence airport between 9:00 AM and 7:00 PM on the designated arrival day), you may qualify for complimentary transfer service to your FUA-AUF assigned apartment. Your home university or provider will confirm, prior to departure, whether you qualify for complimentary pick-up. FUA-AUF staff will welcome you at the airport Arrivals Hall, **after** you have retrieved your luggage. You will receive your housing welcome package and be transferred in a minivan directly to your apartment.



Please note that group pickup cannot be organized on arrival day.

- **Independent arrival (no airport pick-up)**

FUA-AUF staff will be at the airport to welcome you but you must make your way independently to the FUA-AUF check-in office at **Corso Tintori 21** to collect your housing welcome package and keys. You may then make your way, independently, to your accommodation. The check-in office is open from 9:00am to 7:00pm.

How to get from Florence airport to Corso Tintori 21

The easiest way to reach the check-in office is to take a taxi from the airport. As you exit arrivals, step outside the terminal, then turn to your right and walk to the end of the terminal and around the corner of the building. There is a taxi rank on the corner. The cost is approximately €25/30, plus €1 for each piece of luggage. ATM machines can be found inside the airport terminal. Most taxis will take credit cards but we recommend asking before getting into the car.

Alternatively, you can take the Tramway from the airport to the Santa Maria Novella Train Station. The first ride leaves at 5:00AM, and the last ride leaves at 12:02AM (Monday-Thursday) and 1:32AM (Friday-Sunday). You can purchase tram tickets onboard (the cost is 6 euros). Don't forget to validate your tickets in the appropriate machines located on the tram!

How to get from the Florence central train station to Corso Tintori 21

There is a shuttle bus service from the airport to the Santa Maria Novella central train station which departs every 30 minutes directly in front of the taxi rank (approx. cost €10). From the train station you can also take a taxi to Corso Tintori 21 (approx. Cost €10). ATM machines can be found inside the train station, in the underground level.

Early or Late Arrivals

- **Housing check-in is not available before 9:00 am or after 7:00 pm on the arrival date**
- Students who choose to arrive in Florence prior to the designated arrival date or after 7:00pm on the designated arrival date, are required to secure their own accommodation.
- The check-in facility will open at 9:00AM. Should you arrive prior to opening time, please wait for the facility to open.
- Students arriving after check-in time will ensure that they regularly attend their orientation according to the Orientation Schedule, after which they will be able to perform check-in procedures at the original check-in location.

After-hours airport pick-up

After-hours individual pick-up by a private driver from the Florence airport can be arranged in advance at an extra charge according to availability. The driver will wait for up to an hour after the flight has landed. They will hand you your apartment keys and housing information and drive you to your apartment but they will not show you in and FUA-AUF staff will not be present to show you around. In case of missed/delayed flight the student will be responsible for their own arrangements and accommodation.



SELECTED HOTELS IN FLORENCE

PLUS HOSTEL FLORENCE

Via Santa Caterina D'Alessandria 15
www.plushostels.com/plusflorence

HOTEL CELLAI****

Via XXVII Aprile 14 www.hotelcellai.it

B&B HOTELS FLORENCE***

Viale Giovanni Amendola 34
www.hotelbb.it

GRAND HOTEL MEDITERRANEO****

Lungarno del Tempio 44
www.hotelmediterraneo.com

IN CASE OF.....

Missed/Cancelled/Delayed Flight:

If you have missed your flight or a connection, do not panic! Go to the ticket counter for the airline that issued your ticket to make the next available flight arrangements; then call the FUA-AUF Emergency Number +39 347 376 9632 or email sld-studentservices@fua.it

Please keep us updated via email or phone if your flight details change so that we can still pick you up, and don't forget to include your new flight number and arrival time!

Lost or Delayed Luggage:

If the airline has misplaced your luggage you must file a lost baggage report with the airline **before exiting customs**. You should arrange for any lost baggage to be delivered directly to the school at the following address:

Florence University of the Arts
Corso Tintori 21 - 50122 Firenze, Italy

IMPORTANT: Do not have your luggage sent to your apartment address in Florence!

EMERGENCY CONTACTS:

In case of emergency, please contact both your family/home university and FUA-AUF.

FUA-AUF 24/7 Emergency Contact:
+39 347 376 9632

FUA-AUF Student Life Office:
Corso Tintori 21
+39 055 244664
sld-studentservices@fua.it
sld-housing@fua.it

Local emergency
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US Embassy:
Lungarno Vespucci, 38
50123 Florence, Italy
Tel. +39 055.266.951
Fax. +39 055.284.088

Thank you!