

# STUDENT GUIDE



Casa Artom / Venice Campus



**WAKE FOREST**  
UNIVERSITY

# **PART I**

Resident Director's welcoming address 3  
Directory 4  
How to get to Casa Artom 5  
Organization 6  
Residential life and house facilities 7  
Healthcare and medications 11  
Safety 12  
Rules and code of honor 13

# **PART II**

Getting settled 14  
Venice public and private transport 15  
Buying food and supplies 16  
Dining in Italy 17  
Local libraries 18  
Travelling from Venice around Italy and Europe 19  
Parents and guests: where to stay 22  
Keeping your belonging in order before leaving 22

*Dear Students,*

*On behalf of the faculty and staff, we are looking forward to welcoming you to Casa Artom! Your upcoming semester is sure to be a rewarding and memorable experience, both academically and personally.*

*For the past 45 years Wake Forest students have broadened their skills, experience and understanding both personally and professionally here at Casa Artom. Now it is your turn! While your time here will provide you with the opportunity to live in a unique city and enjoy the beauty of Italy, it may also include unexpected challenges. Please be open to new ways of learning and perceiving while respecting and appreciating the interesting differences in our customs and cultures.*

*An important part of your learning experience will take place during your travels. It is my personal hope that you will use these opportunities to discover that there are countless worlds to explore within Italy. In the meantime, I encourage you to read this handbook which has been designed to help you prepare for your time in Venice.*

*Benvenuti e buono studio!*

*Sincerely,*

*Laura Graziano  
Resident Director*

# DIRECTORY

## CASA ARTOM

Phone +39 041.522.2709

Fax +39 041.521.0277

## EMERGENCY NUMBERS\*

Police 112

General Emergency 113

Medical (ambulance) 118

Fire 115

Pharmacies +39 800.420.707

Women's safety 1522

## Laura Graziano Resident Director

+39 041.528.7097 (home) | +39 347.332.8086 (cell)

## Roberta Cimarosti Coordinator of Student Activities and Services

+39 339.601.0392 (cell)

## Peter Kairoff Program Director (Main Campus)

+001 336.758.5369 (office)

+001 336.926.1594 (cell)

## WFU EMERGENCY (MAIN CAMPUS)

+001 336.758.5591

\* For details about emergency contacts and directions to hospital and doctor, see the SOS booklet attached to this student guide.

## MEDICAL CARE

Dr. Andrea Bonanome

Hospital of Venice SS. Giovanni e Paolo +39 041.529.4361 or +39 041.529.5556

(Contact dr. Cimarosti if you need an appointment)

## TRANSPORTATION

### Water Taxi

Serenissima Motoscafi +39 041.522.8538

Consorzio Motoscafi +39 041.522.2303 [www.motoscafivenezia.it/eng/](http://www.motoscafivenezia.it/eng/)

**Airports** Marco Polo (Venice) +39 041.260.9226

Canova (Treviso) +39 0422.315.111

Train information [www.trenitalia.it](http://www.trenitalia.it)

**Speak Italian when calling these numbers. Alternatively, speak English clearly and slowly.**

# HOW TO GET TO CASA ARTOM WFU VENICE CAMPUS

Casa Artom is located at the core of Venice and is very well connected with all the arrival points in the city.

If you haven't yet checked your way to reach us on our website ([www.wakeforestvenice.com/en/how-to-get-here\\_24.htm](http://www.wakeforestvenice.com/en/how-to-get-here_24.htm)) read the directions here below.

## FROM THE AIRPORT

**By water taxi:** Speedboats docked just outside of the terminal can whisk up to five passengers and their luggage directly to Casa Artom (in about 25 minutes) for about 110 euros. Call Casa Artom if you intend to arrive this way, as someone must unlock the Grand Canal entry way.

**By water bus Alilaguna:** A large boat that can accommodate around forty passengers. You must take the "blue line" which passes through the Lido and San Marco and costs 15 euros. In about one hour and twenty minutes, it takes you to the Zattere, about 10 minutes walk from Casa Artom. There is one every hour but check on the website, as the timetable could vary:

**[www.alilaguna.it](http://www.alilaguna.it)** When you get off at the Zattere stop, ask for the Guggenheim Museum. Casa Artom is next door, at number 700.

**Ground transport:** You can get to Venice via taxi, city bus or airport blue bus. These take you to Piazzale Roma. From there you should take a "vaporetto", Venice's public transportation which plies the Grand Canal in either direction. Ask for "vaporetto" no. 1 direction ACCADEMIA. In about 25 minutes you need to get off at the Accademia vaporetto station, then ask for Guggenheim Museum, which is next door to Casa Artom. The Guggenheim has a distinctive wrought iron gate, which forms a right angle with No. 700, Wake Forest's Casa Artom.

## FROM THE TRAIN STATION

Venice train station Santa Lucia is on the Grand Canal in the northwest corner of the city. Please note that some trains do not terminate at Santa Lucia but stop only at the Venezia-Mestre Station on the mainland. In this case get off in Mestre and take the first train to Venezia Santa Lucia. Trains to Venice are frequent but none after about 11.30 pm until about 5am.

To get yourself and your luggage from these trains station to Casa Artom you have two choices.

**Water taxi:** Just outside Venice train station there docks where you can take a water taxi. It may be convenient to reach Casa Artom by water-taxi especially if you are travelling in group and/or you have heavy luggage with you (about 90 euros depending on passengers and luggage). The directions you should give the driver are: "Wake Forest, l'università Americana accanto al Museo Guggenheim", i.e. *the American University next to the Guggenheim Museum*. Remember to call ahead to Casa Artom (041-5222709) so that somebody will open the water door.

**Vaporetto:** Just outside the train station you can get the public means of transportation no.1 and get off at the Accademia stop in about 25 minutes. Once there ask for Guggenheim Museum, Casa Artom is next door n. 700.

# ORGANIZATION

## STUDENT RESPONSIBILITIES AT THE BEGINNING OF THE SEMESTER

### First two weeks

Take note of the following appointments in which you will partake in the first two weeks of the semester:

- 1. The Welcome Day activities** which run on the first Monday after your arrival in Venice. These include: a welcoming reception at lunchtime during which you will meet Casa Artom's staff and faculty; a tour of the house; one orientation walk around the city.
- 2. A General Meeting** that will take place on the first Wednesday after your arrival in Venice, dedicated to clarifying the rules of the house; introduce you to the staff's chores; talk about safety in town and during your travels; to provide some information about travelling in Italy and around Europe; fill out your health insurance forms.
- 3. Two meetings for your Residency Permit**, the first, for filling out forms; the second to submit the forms to the local post office so that the procedure gets officially started. Students are asked **not to travel on Friday and Saturday of the first two weekends** until the necessary formalities are completed.

Note that two other appointments may follow over the semester: you may need to go twice to the local immigration office – on the mainland – in order first to do fingerprinting and then to receive the final residency permit. In due time you will receive detailed information.

### Weekly Meeting

Once a week you will attend a weekly meeting along with the Professor in Residence, Coordinator of Student Activities and Services and IPA, for internal communications, planning activities, exchange information and experiences. The meeting will last from 5 to 30 minutes as needed.

### Key Deposit (50 dollars or euros)

Upon arrival at Casa Artom the Resident Assistant will give each student a key to the house. In exchange, you are required to make a security deposit of €50, or US dollars, which will be returned at the end of the semester provided that you return the key.

## CASA ARTOM STAFF

### Laura Graziano *Resident Director*

Laura directs the daily house activities and manages the program's financial, legal and administrative proceedings dealing also with external professionals. She also serves as the coordinator between the students and professor in residence. She implements the Venetian Campus' projects and organizes events in the house and throughout the city. Please talk to Laura for any medical issue that may arise.

### Roberta Cimarosti *Coordinator of Student Activities and Services*

Roberta coordinates student activities and services, academic trips assisted by the International Program Assistant (IPA), is responsible for students' integration and orientation into the city of Venice and is co-instructor of the intercultural course *Venice Today* along with prof. Monica Chojnacka. She is also responsible for professors and students' visa and assist them in obtaining the residency permits.

**Michela Pitteri** *Administrative Assistant*

Michela helps with administrative and organizational activities.

**Massimo Basso** *Facilities Coordinator*

Massimo coordinates the housekeepers' work and is in charge of the functioning and maintenance of all appliances and electrical equipment at Casa Artom. He also provides technical assistance with audio-visual equipment, fax, printer, washing machines, etc..

**Cheti Bettio** *Housekeeper*

**Milena Sarap** *Housekeeper*

Cheti and Milena help in keeping Casa Artom clean and tidy. They clean the common areas every day and each bedroom once a week.

### **International Program Assistant (IPA)**

The Resident Assistant will serve as a resource to help students tackle the day-to-day challenges of living in a foreign place. She/He will answer any question about practical matters, such as getting around Venice, making travel plans, helping students purchase an Italian cell phone if they wish to have one.

### **10-Day Breaks**

The academic program includes two 10-day breaks to give students an extended opportunity for travel. Because the staff uses this time for the maintenance and upkeep of the house, it is necessary that students vacate it for the entire period of 10 days. Only in case of a true emergency will anyone be allowed to leave late or return early during this time. Please note that the Professor in Residence or the IPA must be the last to leave and the first to return from the break.

**For safety reasons it is mandatory that the IPA collect the DETAILED TRAVEL PLANS INCLUDING ALL ACCOMMODATION CONTACTS of all the students and give it to the Professor in Residence, the Resident Director and Coordinator of Student Activities.**

## **RESIDENTIAL LIFE AND HOUSE FACILITIES**

**Casa Artom is your home** for an entire semester so it is important that you enjoy all the comforts it offers but also that you fulfill some basic duties such as opening the door, taking care of visitors and greeting people who arrive and leave saying *buongiorno* or *buonasera* (good morning; goodnight), as well as answering the phone: *pronto, Wake Forest University, how can I help you?* Also remember to be polite enough as to moderate the speed of your English so as to facilitate communication.

Each student living in the house should remember that he/ she is sharing the house with other people. Everybody's compliance with the above guidelines is a sign of courtesy and respect for classmates, professors and staff at Casa Artom. Please always remember that Casa Artom is both a home and university campus - not a hotel.

### **HOUSE FACILITIES**

#### **Electronics**

Casa Artom has a few European blow dryers available.

Remember that most of your electronics (alarm clocks, hair dryers, camera batteries, etc) will require a voltage converter and plug adapter to be used here in Italy. Without a voltage converter, the electronic item you are using will break and cause a black out of electricity throughout the house.

Voltage Converters convert the voltage of an item from the US 220 voltage to European 110 voltage.

Although Casa Artom is supplied with plug adaptors in every room, you will want to purchase your own for travelling in Italy and in other countries.

## **Heating**

Casa Artom is heated during the winter and has no air-conditioning for the summer. Be sure to bring light clothes with you for the warmer months as well as socks and sweaters for the winter period.

## **KITCHEN AREA**

### **Kitchen Use**

Because we all share the same kitchen, it is imperative that each student leave the kitchen clean. Each student has to clean, dry and return used dishes (e.g. dish, cutting board, pot/pan) to their proper places immediately following each use. Please remember not to leave your dishes for others to clean.

### **Kitchen hours**

Out of respect for the professor and upstairs residents, the kitchen must be clean and quiet by 11pm each night.

### **Kitchen and common areas duty**

In order to ensure that the kitchen remains clean and tidy, each student will take turns on kitchen and common areas duty. Two or three students at the time will be responsible making sure that these areas are clean throughout the week on a rotating basis. During their week on kitchen duty, students are responsible for making sure that the stove, countertops and community shelves remain clean and tidy throughout the week. The kitchen schedule will be posted on the bulletin board inside the kitchen.

## **Eating**

In order to avoid ants or rodents in the house, food is permitted in the dining room, kitchen and on the terraces ONLY. Eating is not allowed in any other room.

SHOULD THE KITCHEN AND COMMON AREAS BE USED IMPROPERLY, SPECIFIC MEASURES WILL BE TAKEN.

**If cleanliness or sanitation becomes a problem, the kitchen and other common areas will be closed indefinitely.**

## **Alcohol**

At Casa Artom only wine and beer are allowed. Students can moderately drink only in the kitchen and dining-room and the terrace. No transgression of this rule will be tolerated.

### **Drinking in Venice, Italy and Europe**

Many Europeans grow up drinking in moderation from a fairly young age. By their adolescent years, most Europeans are accustomed to alcohol and often enjoy a glass of wine with dinner or an *aperitivo* out with friends. It is particularly common here in Venice to order a glass wine with *cicchetti* (appetizers) in any local *baccaro* (wine bar). However, public intoxication is very uncommon and considered totally out of place.

## **Classroom Use**

The classrooms are always open to provide additional study space. However, the use of the projector is only allowed for academic purposes. Students can use it with permission of faculty who are responsible for using the laptop.

## Laundry Room

- Casa Artom supplies two washing machines, one dryer, and laundry detergent. Because these machines are different from those in the States, it is very important that you read the instructions carefully before use.
  - Please note that these machines accommodate smaller loads and take more time than their American counterparts.
  - Important things to remember:
    - 1) Do not use the large washing machine and the white clothes lines: they are for housekeepers use only.
    - 2) Each room is equipped with a laundry basket per student that must be used for dirty clothes and to collect clean clothes from the laundry. For no reason should the laundry baskets leave the house or be left in the laundry.
    - 3) Remember to remove your clothes once they are DRY so that all the students may use the laundry facilities.
- Dry clothes remaining in the laundry for more than 3 days will be put into a plastic bag and left in the laundry for a week after which all will be given to the local charity.

## Student Rooms Cleaning Schedule

- Every day the housekeepers will empty the waste baskets in all bedrooms. Once weekly they will change the house towels and linens provided by the house according to the following schedule:  
UPSTAIRS ROOMS: THURSDAY 12.30 pm – 2.00 pm  
DOWNSTAIRS ROOMS: TUESDAY 10.30 am – 2.00 pm
  - On the day of your room's scheduled cleaning, please clear your bed of personal belongings and leave your towels in plain sight so that Cheti and Milena may change them. If the used linens and towels are not visible, they will not be changed.
  - Please remember that Casa Artom's linens and towels may not be taken from the house or used in improper way.
  - Each bedroom is equipped with one throw blanket per student which should not be left around and which should not be taken out of the house.
  - **If any extra towels, linens or blankets are needed, you should ask the housekeepers.**
- However, if you need any of these for travelling you must purchase them yourself.

## COMMON AREAS

### Common Area

**Since we are a community**, no room in the house, except student bedrooms, may be considered for private use. Students are reminded to bring their personal belongings with them whenever they have finished using the library, sitting room, classrooms and dining areas. This will ensure everybody the opportunity to enjoy spending time in each of the common areas of the house.

### Smoking

Smoking is not permitted inside Casa Artom.

If litter becomes a problem in the outside areas, the staff reserves the right to prohibit smoking in the courtyards and terraces as well.

## HOUSE PHONES

- Casa Artom has **two phones** for student use: one in the main hall and one upstairs. These can be used for local calls only by dialing "0" to get the outside line followed by 041, the area code.
- The **black phone** upstairs can be used **for direct calls to the WFU Reynolda Campus** and the Winston Salem 336 area code. To use this line for calling the Main Campus, dial directly the extension number or dial 0 and the WFU operator will connect you to the extension you wish to dial. Its number is **8722**. Dial 9 to make phone calls off campus, in the 336 area.

### **Transferring Calls within Casa Artom**

To transfer calls within the house, press the **R button**, followed by **41** for the office, **43** for the phone at the top of the stairs, **45** for the professor's apartment.

#### **• Local Calls (within Venice)**

Local calls within the **041 area code** are free of charge at Casa Artom. Simply dial "0" to obtain an outside line, followed by the number you wish to dial (041...)

#### **• Long Distance (including cell phones)**

To call other parts of Italy, an Italian cell or any international number, residents must use a pre-paid calling card (*scheda telefonica prepagata*) available at any *Tabacchi* store in Venice. Be advised that pre-paid U. S. phone cards do not work in Italy.

### **Cell phones, Skype and phone cards**

- Your US cell phone can work abroad if it is a world/tri-band phone. Keep in mind that making international calls from your US cell phone can be very expensive. Contact your provider for rates before coming to Venice.
- If it is not feasible or too expensive to use your US phone abroad, consider purchasing an inexpensive cell phone once in Venice.
- Consider a subscription to Skype ([www.skype.com](http://www.skype.com)) for international calls.
- You can bring a US phone card or use local calling cards. Check with the provider about rates and how to make calls.

### **Fax and Copy Machine**

In the main hall by the large classroom there is a room with a fax machine that is available for student use.

We also have a copy machine that should be used for academic and administrative purposes only.

## **THE WEB**

### **Internet Connection in the House**

- Wireless internet is available throughout the house and provides direct access to the Wake Forest computing system.
- It is very important that no one streams or downloads programs as this causes the connection to get very slow or even go down.
- In case you need to set up your connection to the web, this is the password: WFUov3rs3as

### **Student Laptop Support**

If you need computer IS support while at Casa Artom, contact the Information Service Desk: by phone: 1-336-758-4357

or web: <http://users.wfu.edu/cgi-bin/cgiwrap/help/webform/email.php>

## **SENDING MAIL FROM VENICE**

- **Buying stamps:** stamps (*francobolli*) may be purchased at any *Tabacchi* shop in Venice. If sending a postcard or letter to the United States, ask for "*francobolli per gli Stati Uniti*." If the letter is heavier or larger than normal, you may have it weighed (to calculate the correct postage) at most *tabacchi* or any post office.
- **To send mail letters and postcards** simply drop them in a red '*poste*' box (that may be found near any *Tabacchi* shop). Letters take anywhere from five days to two weeks to reach their destination.
- **Shipping Packages**  
You have two options for shipping packages to the United States: Italian Postal Service (slower, less expensive) or FedEx (faster, more expensive).

## **Receiving Mail**

- All letters that arrive for Casa Artom students will be placed in a plastic organizer (labeled 'Student Mail') in the main hall. Mail arriving after the end of the semester will NOT be mailed back to the States.

- **We highly discourage sending packages to Casa Artom due to the considerable difficulties and sizable fees that this would incur.**

- The important regulations are complex, restrictive and expensive (most packages receive a sizeable customs tax). Shipments between Italy and the US may take anywhere between five days (via FedEx) and six weeks (via standard postal service) to arrive.

- If your family/friends must send something, tell them to write "USED ITEMS" on the package and to include a very specific list of the contents inside. If the package clears customs, you will be notified and asked to retrieve your package at the central post office (near the Rialto Bridge). • Please note that the following articles cannot be shipped into Italy:

1. MEDICINE, FOOD OR COSMETICS.
2. New/unworn clothing and shoes.
3. Any kind of liquid.

For a complete list of restricted items, see [www.fedex.com](http://www.fedex.com)

## **Luggage Storage at the End of the Semester**

Students travelling at the end of the semester are asked NOT to leave their suitcases at Casa Artom. In case they need external luggage storage or carriage, they can use the services offered by the Trاسبagagli company, both in Piazzale Roma (041-5223590) and Venice Airport Marco Polo. This is the link to their website:

<http://www.trاسبagagli.it/en/index.shtml>

If you prefer to leave your luggage at the luggage storage at the Venice train station, check prices and conditions on the following link:

<http://www.grandistazioni.it/cms/v/index>.

## **Shipping of Suitcases, Boxes and Letters**

Please note that Casa Artom does not provide shipping services during and after the semester.

# **HEALTHCARE AND MEDICATIONS**

## **Local Doctors and Visits**

Roberta Cimarosti is responsible for all medical issues concerning the residents of Casa Artom. Should you need to book one and for any other issues concerning healthcare, contact her. Roberta will make an appointment for you with Dr. Andrea Bonanome, a very good English-speaking doctor here in Venice whose studio is inside the Venice hospital.

The price per visit will be €140. This fee may be reimbursed by your American insurance company upon your return to the States; this varies, however, from policy to policy.

## **Hospital stay**

In case of a hospital stay, your Italian insurance will cover all expenses related to your medical care in the hospital. However, you will pay for first aid expenses.

## **First Aid for minor problems and incidents**

There is First Aid kit (Ibuprofen, Acetaminophen, Aspirin, Ace bandages, Band-aids, Neosporin or any antibiotic topical cream, Antiseptic, Antihistamine, Eyewash, Burn cream, ice packs) on the second floor in the storage closet between rooms 8 and 9.

## **Special healthcare needs**

If you have a physical or psychological condition that requires ongoing treatment, you must have notified the people in charge at the Main Campus so that necessary assistance can be arranged. You must also consult your physician or counselor about your plan to go abroad. Seek their advice about your options and discuss your overseas medical care.

Consider possible consequences of stress from cultural adjustment and reliance on different medical practices. You are strongly encouraged to inform your Resident Professor and Roberta Cimarosti about any medical condition for which you may need special assistance. Do this before you arrive. In case of allergies, communicate these in detail to the Professor in Residence, Coordinator of Student Activities and Services and IPA during the General Meeting at the beginning of the semester or any other moment.

### **Medications**

Bring medications in their original labeled bottles. Take copies of all written prescriptions with generic names.

When feasible, bring medication that lasts for your entire stay abroad. It is not always possible to obtain some medications abroad. Pack medication in your carry on bag, not your checked luggage.

**Do not ship medication overseas as it may be retained at customs.**

### **GeoBlue International Insurance <https://www.geo-blue.com/>**

- The policy includes sanitary assistance in Italy and Europe. By contacting GeoBlue by phone or the web, you will be able to take an appointment with the closest doctor or medical centre and to use GeoBlue to pay for you in advance or to be reimbursed afterward.
- Note that although GeoBlue has a wide network of medical contacts, some cities and countries may not be included. At the moment there are no GeoBlue network hospitals/clinics in Venice, so you will need to use the local doctor and hospital and get reimbursed afterwards by your own insurance.

## **SAFETY**

### **Student Guests**

- While family and friends are welcome to visit residents during the day, they are not allowed to stay at Casa Artom overnight under any circumstances.
- Any guest that stays past midnight will be considered an overnight guest and the responsible parties will be sanctioned accordingly. See the section marked student conduct for more details.
- Each student is responsible for any guest(s) they invite into the house.

### **Security**

- In no instance should students allow someone they do not know to enter Casa Artom and wander around the house unescorted.
- Also **make sure that all doors to the house are securely closed (including the gate onto the canal)** when exiting or entering the house as well as before night hours.

### **Emergencies**

- Read carefully Casa Artom dedicated SOS book containing all the emergency numbers and procedures to be followed in all cases of emergencies.
- During the first weeks of the semester you will participate in an emergency drill. The basic emergency instructions are also listed in the red poster hanging in all bedrooms.

# RULES AND CODE OF HONOR

Wake Forest University code of conduct also applies to the Venice Campus. As American students interacting with Italian citizens and people all over Europe, you are acting as representatives of the United States and of Wake Forest University. Irresponsible behavior on your part is an embarrassment not only to yourself, but to your country as well.

## **Rules and Penalties**

We would like to reiterate that the following activities will not be tolerated:

- Alcohol abuse
- Disorderly conduct
- Violation of house rules
- Destruction/infracton of our and other properties
- Use of illegal drugs

## **Consequences for Major Infractions**

**The first infraction** will result in a formal warning and report to the Program Director, the Professor in Residence, Residence Director and Coordinator of Student Activities.

**The second infraction** will result in a formal warning and report to the office of the Dean of the College.

**The third infraction** will result in immediate expulsion from the program.

## **Cases of Immediate Expulsion**

- Use, possession or distribution of hard alcohol or illegal drugs
- Hosting of an overnight guest
- Infraction of other properties.

We have every confidence that you will conduct yourself in a mature and dignified manner and that what has been said about rule infractions won't be an issue.

# STUDENT GUIDE

## PART II

Getting settled 14  
Venice public and private transport 15  
Buying food and supplies 16  
Dining in Italy 17  
Local libraries 18  
Travelling from Venice around Italy and Europe 19  
Parents and guests: where to stay 22  
Keeping your belonging in order before leaving 22

## GETTING SETTLED

We know that you are going to love your time in Venice. However, some students may experience a transitory period that is also called “culture shock.” Shock may however be easily turned into surprise and revelation depending on your flexibility, tolerance for things you may not understand at once, as they differ too much from your home culture. If while getting adjusted, you happen to be homesick or frustrated, just remember that is part of the study abroad experience – especially if you are so distant from home for the first time – and that there are several things you can do to overcome such difficulty. Here are some suggestions for dealing with it:

- Do not isolate yourself, and try to spend time with the students and the Program people with whom you feel at ease. Remember not to retreat into an American ‘clique’ to avoid the discomfort of culture shock, as exactly the opposite could happen.
- Talk to the Coordinator of Student Activities to share frustration, doubts, uncertainties.
- Embrace your host culture and enjoy what you most like of it.
- Learn as much as you can about your host culture.
- Consider keeping a journal. Record your impressions of new experiences and the transformations that are occurring within you.

### **Obeying Local Laws**

Always remember that locals will associate your behavior with the US and WFU. Laws and legal proceedings vary worldwide. You are subject to the laws and legal system of the host country.

### **Finding Your Way Around**

During your first days at Casa Artom we will take you on **an orientation tour** throughout the city. We will explore a few places that will soon become familiar to you and provide you some practical tips for day-to-day living in Venice. Check the website here below for ideas about walking routes to do during your first days in town: <http://veneziaautentica.com/visiting-venice/tips-and-inspiration/> Venice is filled with cultural events which are also a great opportunity to get involved in the city life. So don't forget to browse the websites below and check what's on. The links below also contain events taking place in town, tips to avoid typical mistakes, information about religious services and daily life activities.

<https://www.timeout.com/venice/things-to-do/best-events-in-venice>

<https://www.unospitedivenezia.it/en/>

## Engaging with the Locals

Venetians are generally warm and welcoming people. You'll find that the majority of Venetians, especially shopkeepers and restaurant workers have some English language ability and it is not hard to navigate the city with limited Italian language skills. While they may not expect visitors to speak Italian, locals will warm up to you quickly if you try to engage them using the little Italian you know or you make up. Just try! If you aren't shy about fumbling your way through a few phrases in Italian they will be eager to help you hone your skills.

When out and about you may notice a few **unwritten rules of etiquette** that come in handy to any visitor to Italy. Greetings, even when meeting someone for the first time, are warm and friendly. There are at least two important kinds of greetings that you should try to remember: use *ciao* with young people and friends and *buongiorno* in any other situation, a little bit more formal. To say goodbye you can use the word *arrivederci* or *ciao* again with people you know very well or who are young

### MAKING VENICE YOUR HOME

The best way to understand the city is to spend time exploring it, by foot or *vaporetto*. Despite Venice's huge tourist industry, the city remains a small friendly place. If you try to speak Italian, locals will gladly listen and respond to your questions. There is no better way to master a language than to use it every day. *Prova!*

## Keeping yourself informed

While in Venice you may benefit from keeping yourself informed and updated about the countries and the cultures that you are now both living in and that you will be visiting:

[www.onlinenewspapers.com](http://www.onlinenewspapers.com)

[www.countrywatch.com](http://www.countrywatch.com)

[www.worldatlas.com](http://www.worldatlas.com)

## Italian and Venetian Holidays

November 1st: All Saints' Day

November 21st: Madonna della Salute

December 8th: Immaculate Conception

December 24th – January 6th: Christmas Holidays including the Epiphany

Easter and Easter Monday (*Lunedì Dell'Angelo*)

April 25th: Liberation Day; Saint Mark's Day – Patron of Venice

May 1st: Labor Day

June 2nd: Republic Day

July, 3rd weekend of the month: *Redentore* Day in Venice (Liberation from the 1576 Plague)

August 15th: Feast of the Assumption of the Virgin Mary (*Ferragosto* in Italy)

## VENICE PRIVATE AND PUBLIC TRANSPORT

The city provides an excellent public transport network serving the University and surrounding areas. WFU covers the expense to get the card for all transportation services (Boat/Bus/Tram) within Venezia. At the beginning of the semester the Program Assistant will help you obtain the card at the ticket office located in Piazzale Roma. (Open 6.30 a.m. to 8.00 p.m.)

**Before leaving for your trips, especially outside Venice, remember to check on the websites indicated below, in case a strike, *sciopero*, has been called.**

## **The travel card “Venezia Unica”**

Although the most convenient way to get around Venice is by foot, most residents also use water buses, the *vaporetto* (the beige larger one) or the *motoscifo* (the white smaller one), and purchase a travel card called “Venezia Unica”. The card costs 50 euros but **WFU covers this expense for all the students, the IPA and the professor**. With this card you can pay by ride (1.50 euro but less in bulk: **14 euros if you purchase a 10-ticket carnet**) or purchase an additional monthly unlimited pass (28 euro). To obtain the travel card you need to go to the ACTV Office in Piazzale Roma with a pen and your passport. There you should fill out the application form and receive your card right away.

## **How to use your travel card in Venice**

You must validate the ticket contained in your card before you get on the vaporetto. If you do not validate the ticket you can be fined in the case your ticket is spot-checked, as happens at random intervals. To validate the ticket you just have to pass the card in front of the sensor fitted in the center of the **validation machine**, located before entering all of the boarding areas; a green light and a beep will confirm that the validation has been successful.

A red light and buzz indicates that there is a problem, and the ticket has not been correctly validated or has expired. You must do this every time before you board a vaporetto. If you board a vaporetto without a valid ticket, make sure you contact the ACTV staff to purchase a ticket immediately, in order to safely avoid the fine.

**Travel on any bus line with origin or destination at Venice Marco Airport (the n° 5 Aerobus line, or the n° 4, n° 15 or n° 45 lines) is excluded from the Travel Cards**, and requires an additional special fare ticket.

If purchased together with the Tourist Travel Card, it costs 4 € one way and € 8.00 round trip/return.

**Your ticket can be used for both vaporetto and bus.**

### **Routes, timetables and prices**

Check on the following website to find out which vaporetto line to take to reach your destinations; to check prices, and to find out the most convenient route:

[www.veneziaunica.it/en](http://www.veneziaunica.it/en)

[www.actv.it/en/movinginvenice/waterbusservicetimetable](http://www.actv.it/en/movinginvenice/waterbusservicetimetable)

## **Other means of transports**

There are also other means of transportation in the city: *traghetti*, *gondole* and *water-taxies*. *Traghetti* are the inexpensive gondolas that shuttle passengers across the Grand Canal at a number of stations throughout the city (0,70 euro with your Venice Card); gondolas are usually for tourists and may be very expensive (80/100 euros) and water-taxies are also expensive (around 100 euros per ride).

# **BUYING FOOD AND SUPPLIES**

There are several supermarkets (*supermercati*) in Venice, but there are two close to Casa Artom. CONAD is the one of the most popular and cost-effective; it is located at the far end of the Zattere. The other is PUNTO, located in Campo Santa Margherita: it is smaller and slightly more expensive. Be advised that some small stores do not accept credit/bank cards. Also, there is a small charge for plastic grocery bags so be sure to keep and reuse them. To avoid long lines, the best time to shop is lunchtime.

## **Supermarkets**

Conad and Coop Hours:

Monday-Saturday 8:30-20:30 Sunday: 9:00-20:00

Punto Hours:

Monday-Saturday: 9:00-12:50 and 17:00-19:45

## Neighborhood Shops

Supermarkets sell almost every necessity but you may find neighborhood shops less time consuming for single-item purchases. On your way to the Accademia you will find a convenient store (*tabacchi*, signified by a capital white or black “T”) for stamps, films and calling cards, pens and paper.

On Rio San Trovaso, very close to the Squero (where they repair gondolas) there is a proper stationary shop (*cartoleria*) as well as a bakery (*panificio*) for freshly baked bread and pastries.

## POST OFFICES

The main post office (*ufficio postale*) in Venice is located close to Campo San Bartolomeo, in the Rialto Bridge area (about 5 minutes walk from the Academia Bridge direction Rialto). There is another post office near Piazzale Roma and another on the Zattere, just past Conad. Please note that the Piazzale Roma and the Zattere Post Offices are only open during morning hours.

### Rialto Office Hours

Monday - Friday: 8:30 - 18:30

Saturday: 8:30 - 13:00

### Piazzale Roma Post and Zattere Post Office Hours

Monday - Friday: 8:30 - 12:30

Saturday: 8:30 - 12:30

## PHARMACIES

Pharmacies (*farmacie*) are different from their American counterparts in that they sell only medications and hygiene products. They are marked by red or green crosses and take turns staying open all night. A listing of which pharmacies are open throughout the night is posted on every pharmacy door. The two closest to Casa Artom are in Campo San Stefano and on the Rio di San Trovaso.

## DINING IN ITALY

Venice is filled with *trattorie*, *cafés*, *pizzerie*, *bars*, *osterie* and *ristoranti*. The differences in the names imply differences in cost and fare. *Trattorie* and *pizzeria* typically offer dozens of pizza and pasta

dishes in a casual dining setting. *Ristoranti* and *osterie* offer a course-style menu, serving pasta (*primi*), meat or seafood (*secondo*), vegetables (*contorni*) and desserts (*dolci*) in a more formal setting. At *bars* and *cafés*, you will find coffee, tea, juice, wine, cocktails, sandwiches

### DINING IN ITALY

*Dining in Italy is different than dining in the US. At most restaurants, service is included in your final bill as a cover charge (coperto). Thus, there is no need to leave a tip. In Italy, it is customary for diners to take time and enjoy their meal, asking for the bill only when they are ready to leave. To do so, simply ask for “il conto per favore”.*

(*panini*, *tramezzini*, *toast*) and sweets (*pastine*).

## POPULAR LOCAL EATERIES

### Taverna San Trovaso

Rio di San Trovaso, Dorsoduro 1016

041 5203703 (closed Monday)

*Good pasta, fish and sgroppino.*

### Pizzeria Ae Oche

Zattere, Dorsoduro 1414

041 5206601 (closed Monday)

*More than fifty pizza possibilities*

**Birraria La Corte**

Campo San Polo 041 2750570

Good choice range of pizzas.

*Nice for eating outside in spring and summer.*

**La Zucca**

Ponte del Megio, San Polo 1762

041 5241570 (closed Sunday)

*Vegetarian fare, warm atmosphere.*

*Reservation needed.*

**Pizza al Volo**

Campo Santa Margherita

open late, everyday

*Pizza by the slice, take away only.*

**Osteria Ca' del Vento**

Fondamenta de S. Basegio, 1518, 30123 Close to the Conad supermarket on the Zattere.

Tel. 041 850 1909 (closed Tuesday)*Delicious local food.*

## LOCAL LIBRARIES

Venice has several prestigious libraries that you may want to use. Most libraries are accessible to anyone for consultation, however they often require an identification card to be left at the entrance. Many libraries do not lend books and only allow consultation. Most libraries have closed shelves and users are expected to ask for books at the desk after having consulted the catalogues and filled out a request form.

**Marciana Public Library and Historical Documents**

San Marco 7;

tel. +39 041.240.7211

[biblioteca@marciana.venezia.sbn.it](mailto:biblioteca@marciana.venezia.sbn.it)

Monday to Friday 08.10-19.00,

Saturday 08.10-13.30

**Fondazione Cini Arts and Humanities**

Isola di San Giorgio Maggiore;

tel. +39 041.271.0255

[biblioteca@cini.it](mailto:biblioteca@cini.it)

Monday to Friday 09.00-16.30

**Querini Stampalia General public library**

with some open shelves,

Santa Maria Formosa, Castello 5252;

tel. +39 041.271.1411

[biblioteca@querinistampalia.org](mailto:biblioteca@querinistampalia.org)

Tuesday to Saturday 11.00-23.00, Sunday 11.00-19.00

**Museo Correr Art History**

San Marco 52;

tel. +39 041.240.5211

[biblioteca.correr@comune.venezia.it](mailto:biblioteca.correr@comune.venezia.it)

Monday, Wednesday and Friday 08.30-13.30

Tuesday and Thursday 08.30-17.00

## **Levi Foundation History of Music and Music Scores**

San Marco 2893;

tel. +39 041.786.747/46

biblioteca@fondazionelevi.it

Monday to Friday 09.00-16.30

by appointment only, in the afternoon

**The University of Venice Ca' Foscari has a wide range of libraries specialized in all the major academic disciplines. To find the library that interests you use this link:**

**[http://www.unive.it/nqcontent.cfm?a\\_id=10386](http://www.unive.it/nqcontent.cfm?a_id=10386)**

**Here below are the University libraries that are closest to the house:**

### **'Cultural flow zone' library**

On the Zattere (immediately after the bridge if you come from San Trovaso) there is a convenient library that you may want to use. It is open from 9 am to 11 pm. If interested, please ask us in advance so we can grant you access.

### **Baum Library**

Wake Forest student can have access to the BAUM Library close to Campo Santa Margherita by showing a university card to the main desk and filling out a form. The library is open from Monday to Friday from 8.30am to midnight; Saturday and Sunday from 9 am to 9 pm.

### **Library of the English department of the university of Venice Ca' Foscari**

This library is on the Zattere (on the way to Conad grocery shop) and it is open from Monday to Friday from 9 am to 6 pm. If interested, please ask us in advance so we can grant you access.

This library is on the Zattere (on the way to Conad grocery shop) and it is open from Monday to Friday from 9 am to 6 pm. If interested, please ask us in advance so we can grant you access.

## **TRAVELLING FROM VENICE TO AROUND ITALY AND EUROPE**

Casa Artom has an extensive selection of travel guides and maps for destinations around Italy and Europe. We encourage you to travel on your free weekends and during our two breaks. However, you should consider that staying local to get to know Venice is a meaningful aspect to studying abroad. So be sure to stay at least some weekends in Venice. You will surely enjoy exploring its *calli* and *campielli* on your own and spend some time simply walking around and sitting in one of the numerous cafés watching and partaking in local life as it unfolds around you.

Here below are some useful link for suggestions on itineraries all around Italy and Europe:

**[www.reidsitaly.com](http://www.reidsitaly.com) [www.routeperfect.com](http://www.routeperfect.com)**

### **TRAVELLING BY PLANE THROUGH ITALY AND EUROPE**

There are two airports that you can use for your travels: the Venice Marco Polo Airport and the Treviso Antonio Canova Airport. Both are on the mainland and very well connected with all the main capitals in Italy and Europe.

### **How to get to the Venice International Airport Marco Polo**

**[www.veniceairport.it/en/transport.html](http://www.veniceairport.it/en/transport.html)**

You can reach this airport by boat and by bus:

#### **By boat:**

via the Alilaguna lines Blue, Orange and Red Lines.

Check schedule and routes: **[www.alilaguna.it/it/linee/mappa](http://www.alilaguna.it/it/linee/mappa)**

**By bus:**

- via direct coach (ATVO Airport Shuttle)

Check schedule and routes:

[www.atvo.it/it-servizio-aeroporti.html](http://www.atvo.it/it-servizio-aeroporti.html)

- via ordinary bus (ACTV Line 5 – AeroBUS)

Check schedule and routes:

<http://actv.avmspa.it/it/content/linee-urbane-0>

**How to get to the Treviso International Airport Canova**

You can only get to the Treviso Airport by getting a **coach shuttle** that leaves from Piazzale Roma.

Check schedule and routes: [www.trevisoairport.it/en/](http://www.trevisoairport.it/en/)

**TRAVELLING BY TRAIN THROUGH ITALY AND EUROPE**

Venice has rail connections with every major city in Italy and Europe.

Check the *European train schedule* in case you are arriving by train from Europe, or the Italian train schedule ([www.trenitalia.com](http://www.trenitalia.com)) if from another Italian city.

Europe has an extremely comprehensive train system that makes it easy to get from one country to another. Trains are a fairly inexpensive way to travel within Italy and Europe.

In Italy, you can purchase train tickets at the ticket counter or at a self-service machine in most train stations.

You can also purchase tickets online at

[www.trenitalia.com](http://www.trenitalia.com).

There are usually discounted train tickets if you purchase them in advance through the Trenitalia website too.

If you prefer to buy your tickets directly at the Venice train station, you'll find it at about twenty minutes away from Casa Artom. Click here to see the google map

[www.google.com/maps/@45.440757,12.32106,16z?hl=en](http://www.google.com/maps/@45.440757,12.32106,16z?hl=en)

You can easily find the train station by following the yellow signs that read "ferrovia" scattered all over the city. From Casa Artom you can either go through the Accademia Bridge or through Campo Santa Margherita.

**Remember that unless you are using the fast trains called "le Frecce", you must validate your ticket in one of the small yellow machines inside the railway station (usually found at the head of the track) before boarding the train. Failure to do so will result in a fine.**

**INTERNATIONAL TRAINS USING THE VENICE TRAIN STATION:****Le Frecce**

[www.raileurope.com/european-trains/le-frecce/how-to-book.html](http://www.raileurope.com/european-trains/le-frecce/how-to-book.html)

**Italo**

[www.raileurope.com/european-trains/italo/how-to-book.html](http://www.raileurope.com/european-trains/italo/how-to-book.html)

**Thello**

[www.raileurope.com/european-trains/thello/how-to-book.html](http://www.raileurope.com/european-trains/thello/how-to-book.html)

**City Night Line**

[www.raileurope.com/european-trains/city-night-line/how-to-book.html](http://www.raileurope.com/european-trains/city-night-line/how-to-book.html)

## ADVICE FOR YOUR TRAVELS

### Safeguarding Your Documents and Valuables

- Be careful with bank card numbers, receipts, and PINs. Exercise caution at ATM machines.
- Handbags, backpacks, coats, and back pockets are prone to theft. Watch your belongings, especially on public transport. Use luggage locks. Always secure your bags.
- Do not carry large amounts of cash or all of your money in one place. Use a money belt or neck pouch when traveling. Do not count money in public.
- Secure your belongings in hotels and hostels. Do not leave valuables lying around. Consider using a public locker if there is no safe place for valuables.
- If mugged, do not struggle with the perpetrator. Your safety is worth more than your belongings. Report any thefts to Professor in Residence and the Resident Director.
- Remember that laws and legal proceedings vary worldwide. You are subject to the laws and legal system of the host country.

### Keeping Yourself Safe

- Be aware of your surroundings. Walk confidently. Stay in populated, well-lit areas. Travel with friends at night and keep your voices down.
- Blend in with the local culture in terms of dress, language (as much as possible), and behavior.
- When crossing streets, remember that in some countries vehicles drive on the left side of the road. Remember to look both ways before crossing.
- You should not drive while overseas. Use caution when riding in vehicles. Remember that driving behavior and laws vary by location.
- In some locations, exercise caution with water and dairy products.
- If you need assistance, notify your on-site contact and the Main Campus.
- In case of emergency when away immediately contact the Professor in Residence, Resident Director and Coordinator of Student Activities and Services.
- Let relatives know your travel itinerary.

### What to Do in an Emergency While Away from Venice

- 1) Prior to traveling anywhere, register with the US Depart-(STEP) to receive travel information and warnings, as well as assistance abroad if you need it. Visit the STEP site at: <http://step.state.gov/>
- 2) Pay close attention to instruction provided in the program orientation and SOS materials. Always keep your program emergency contact information (YOUR RED SOS BOOK).
- 3) For a medical emergency, go to the nearest hospital or clinic. Since you are enrolled in the GeoBlue insurance always keep your GeoBlue card with you and call them as soon as possible. Also, alert the Venice Professor in Residence, Resident Directors and Coordinator of Student Activities and Services so that they can notify the Main Campus at WF and your family and provide assistance as needed.
- 4) In a politically volatile situation or natural disaster, contact the Professor in Residence and Venice Program Director and immediately so they can take inventory of their students. Heed any instructions they provide. If necessary, contact the US embassy for assistance.

## PARENTS AND GUESTS: WHERE TO STAY

This is a list of hotels and B&B which are 5/10-minute walk from Casa Artom and that students may want to suggest to parents, relative and friends wishing to stay nearby.

### **Hotel alla Salute \*\***

[www.hotelsalute.com](http://www.hotelsalute.com)

### **Pensione Seguso \*\***

[www.pensionesejusovenice.com](http://www.pensionesejusovenice.com)

### **Ca' Zose \*\*\***

[www.hotelcazose.com](http://www.hotelcazose.com)

**Gli Alboretti \*\*\***

[aglialboretti.com](http://aglialboretti.com)

**La Calcina \*\*\***

[www.lacalcina.com/it](http://www.lacalcina.com/it)

**Hotel American Dinesen \*\*\***

[www.hotelamerican.it/ita/index.php](http://www.hotelamerican.it/ita/index.php)

**Pensione Accademia \*\*\***

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

**Ca' Pisani \*\*\*\***

<http://www.capisanihotel.it/>

**Locanda Ca' San Vio \*\*\*\***

<http://www.casanvio.com/>

**Extra Luxury Centurion Palace \*\*\*\*\***

<http://www.centurionpalacevenezia.com/>

**Less expensive options for students:**

**Don Orione** (cultural center/religious guest house) [www.donorione-venezia.it/it](http://www.donorione-venezia.it/it)

**Domus Ciliota** (Ex-monastery-turned hotel) [www.ciliota.it](http://www.ciliota.it)

## KEEPING YOUR BELONGINGS IN ORDER BEFORE LEAVING

### CHECKLIST BEFORE LEAVING FOR THE TRAVEL BREAKS

**Kitchen:** make sure you don't leave any perishable food in the fridge or cabinet.

**Bedroom:** leave your bedroom in good order so as to facilitate the housekeepers' work.

**Documents:** Besides your passport and any other travel documents (tickets, reservations, etc.)

**Remember to take with you the original copy of your residency permit (temporary or definitive) and to leave a copy in the house.**

**Travel Plans:** make sure you sent your detailed travel plan to the IPA at least one day before your departure. All your destinations, accommodations and contacts must be clearly written on it.

### CHECKLIST FOR LEAVING AT THE END OF THE SEMESTER

**Departure:** Prepare to leave on the day appointed. No extra days are allowed. If you need to take an early-morning flight, consider making a taxi reservation the day before leaving.

**Personal items:** Be particularly security conscious during the closing days of your session, and remember to take all your belongings with you. Casa Artom is not responsible for forwarding articles left in the house.

**Keys:** Give your key to the IPA and get back your 50 euro/dollar deposit.

**Clothes and things to throw away/donate:** On the ground floor under the stair, there is a big box for collecting them (from 2 days before your departure)

**Kitchen:** Leave your fridge space in decent conditions by getting rid of all the expired/perishable food. On the day before departure the IPA will check the two fridges.

**Other Spaces:** Leave your room, the common spaces and each classroom in a neat condition: make sure you leave none of your study material.

**Guggenheim Passes:** Make sure you take them back where you found them.

**Gym Passes:** All the students who went to the gym should give the passes back (otherwise we will have to pay 5 euros per pass).

**Cells:** Professor and IPA please remember to leave the phones with box and batteries in the office.

**Library books:** Please leave them ALL on the tables next to the library. Do not reshel them.

**Room keys:** Make sure you gave the IPA your key. The IPA will leave the tin box with all the keys and the list of key withdrawal on one table next to the library in the main hall.