

WelCoMe



Life in Florence

Practical information
for EUI newcomers

2025



INTRODUCTION BY THE SECRETARY GENERAL

Dear EUI Newcomer,

It is my pleasure to extend a warm welcome as you begin your journey at the EUI.

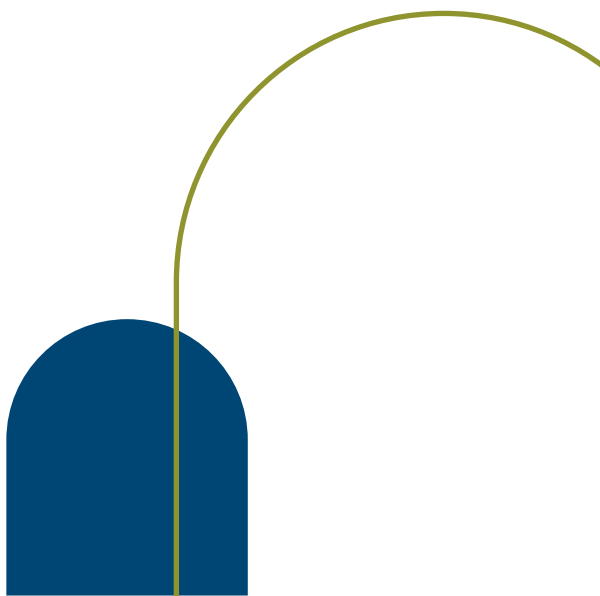
This booklet is designed to provide you with practical guidance to facilitate your arrival at the EUI and help you settle into life in Florence and Fiesole.

We encourage you to make the most of the many opportunities available to engage fully with the vibrant academic community here at the EUI, as well as with the rich cultural life of the surrounding area.

My colleagues and I are here to support you, and we remain at your disposal for any further information or assistance you may require.

With best wishes,

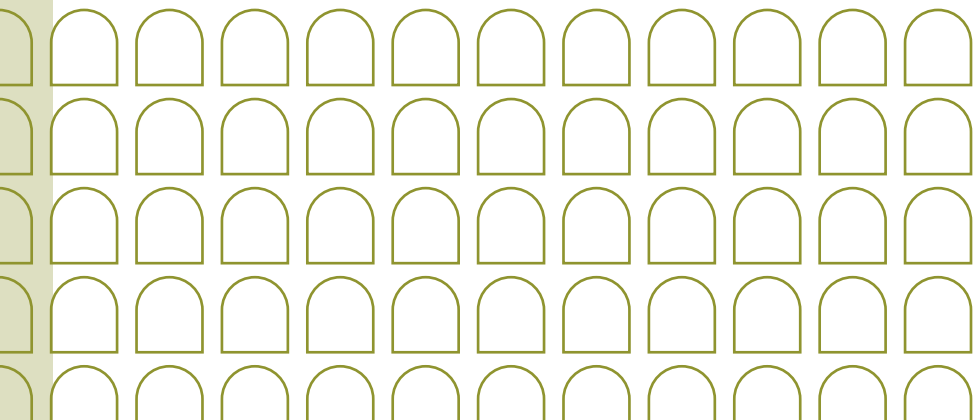
Armando Barucco
Secretary General



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1 PREPARING FOR THE EUI





FIRST TIME AT THE EUI AND FLORENCE

We are the European University Institute (EUI), the leading institute in Europe dedicated to social sciences and humanities. Founded in 1972 by the six original members of the then European Communities, the EUI has earned a reputation as a transnational hub of research and higher learning.

[More on the EUI](#)

GUIDED TOURS OF THE EUI

Delve into the historic and cultural treasures of the buildings that host the EUI by booking a guided tour of our buildings. Please contact your department or research centre for further information on this.

FIRST TIME IN FLORENCE

Florence is one of the most important cities in Italy for culture, history, and business. The city is well located in the centre-north of Italy, which allows for fast connections to other key cities across the Italian peninsula and abroad.

As one of your first experiences at the EUI, we recommend exploring the city's extraordinarily rich history and culture. For more on this, please visit the [City's dedicated website](#)

Airports

Florence has its own airport (Aeroporto di Firenze-Peretola "Amerigo Vespucci") which is 7.8km from Badia Fiesolana and 5.2km from the city centre. The airport is served by bus and tramway services.

Other close airports include Pisa (77km from Florence city centre) and Bologna (106km from Florence city centre), which are both connected to Florence via bus and train services. Pisa and Bologna airports are served by traditional as well as low-cost airlines, while Florence offers fewer low-cost flights.

Train Links

Florence has seven key train stations:

Firenze Santa Maria Novella (Firenze S.M. Novella) is the main central station for the city of Florence. Links from this train station include suburban and regional areas, as well as national and international destinations.

The closest train station to Badia Fiesolana is **Firenze S. Marco Vecchio** (2.3km from Badia Fiesolana); this local station is located on the train line that connects Firenze Santa Maria Novella with rural areas north of Florence, including Vaglia, San Piero a Sieve, and Borgo San Lorenzo.

Other relevant train stations in the Florence area include:

Firenze Campo di Marte; Firenze Statuto; Firenze Rifredi; Firenze Castello; Firenze Rovezzano.

Further information on public transport here ([Getting around](#)).



MOVING TO FLORENCE

Moving to Florence entails several practical, legal, and administrative procedures. Please read the following information carefully, and for any specific questions, do not hesitate to contact us.
















EUI CONTACTS FOR VISA AND RESIDENCY ISSUES

Non-EU/EEA members of the EUI who require a visa to travel and/or subsequently reside in Italy should file their request for a special Visa (**Type D - Mission**) with the relevant Italian Embassy/Consulate. The EUI assists concerned EUI members by providing them with complete information and issuing special letters of visa support and additional documentation to be presented to the Italian Embassy/Consulate. Non-EU/EEA dependents (spouses/children) accompanying EUI members during their stay at the EUI may also receive a letter of visa support from the EUI.

Please contact the relevant office to receive complete information.

- For **administrative, teaching and academic staff** and family members
 - » EUI Welcome Office: Welcome@eui.eu
- For **PhD, LL.M., MRes Researchers**, and family members
 - » Academic Service, Admissions office: admission@eui.eu
- For **STG Master students**
 - » STG Admissions Office: admissionsMA@eui.eu
- For **exchange students** and family members
 - » Welcome Office: Welcome@eui.eu
- For **Fernand Braudel Fellows, Policy Leader Fellows, Max Weber Fellows, Jean Monnet Fellows, other postdoc fellows**, and family members
 - » Welcome Office: Welcome@eui.eu

BEFORE AND UPON ARRIVAL: VISAS, AND MOFA ID CARDS EUI MEMBERS

EUI MEMBERS				
	BEFORE DEPARTURE	UPON ARRIVAL AT THE EUI		
CITIZENSHIP CATEGORY (AND LENGTH OF STAY)	VISA requirements	ID card from the Italian Ministry of Foreign Affairs (MOFA card)	Permit of Stay or Declaration of Presence (Police)	Residency Registration (local Town Hall)
EU Citizens ^a (12 months' stay or longer)				 (Required only if you do not hold an MOFA card)
EU Citizens ^a (less than 12 months)				 (Not required if you stay less than 3 months)
Non-EU Citizens ^a (12 months' stay or longer)	 (Long Term Mission Visa)		 (Required only if you do not hold an MOFA card)	 (Required only if you do not hold an MOFA card)
Non-EU Citizens ^a (less than 12 months)	Check https://vistoperitalia.esisteri.it/home/en		 Within 8 working days of arriving in Italy	 (Not required if you stay less than 3 months)
a. Citizens of Iceland, Norway and Switzerland are subject to the same conditions of EU Citizens.				

EU CITIZENS

Before departure

No visa is required.

Upon arrival at the EUI

Members of the EUI staying in Italy for 12 months or longer may request a special ID card issued by the Italian Ministry of Foreign Affairs, referred to in this document as the 'MOFA card'.

The MOFA card is issued only after your official registration/entry into service at the EUI. To speed up the application process for the MOFA card, please supply the necessary documents well before your arrival:

- A scanned copy of your passport
The passport must be valid for at least 6 months from the application date. Passports valid for less than 6 months cannot be accepted.
- A digital passport-type photo

The Institute is responsible for applying for the MOFA card on your behalf, and for issuing it to you once it has been received from the Italian Ministry of Foreign Affairs. According to your status, you are advised to contact the relevant service for all the necessary instructions and details.

If you are staying in Italy for more than 3 months and you are not entitled to receive an MOFA card, you may register your residency with your local town hall registry office (Comune, Ufficio Anagrafe). Please check the section on [Residency Registration](#).

NON-EU CITIZENS

Before departure

You are required to check if you need to apply for a visa to travel to Italy.

The EUI provides you with all the relevant information and a letter to support your application for a long-term Mission Visa. This should be submitted to the Italian Embassy or Consulate in your country of residence.

Note: You should apply for a visa in the 90 days preceding your arrival and, if you are expected to arrive in September, certainly by the end of June.

Upon arrival at the EUI

A visa entitles you to enter the Italian territory but NOT to reside in Italy. After arriving in Italy, there are further procedures to complete depending on the length of your stay and eligibility for an MOFA ID Card.

Stay of 12 months or longer

For non-EU citizens staying for 12 months or more and in possession of a long-term mission visa, the Italian Ministry of Foreign Affairs (Ministero degli Affari Esteri) issues a special ID card (MOFA card) which exempts non-EU citizens from having to apply for a Permit of Stay (Permesso di soggiorno). The MOFA card is issued only after your official registration/entry into service at the EUI. To speed up the application process for the MOFA card, please supply the necessary documents well before your arrival:

- A scanned copy of your passport
The passport must be valid for at least 6 months from the application date.
Passports valid for less than 6 months cannot be accepted.
- A copy of your visa
- A digital passport-type photo

The Institute is responsible for applying for the MOFA card on your behalf, and for issuing it to you once it has been received from the Italian Ministry of Foreign Affairs. According to your status, you are advised to contact the relevant service for all the necessary instructions and details.















Non-EU nationals who are not eligible for, do not wish to hold or renounce their MOFA ID Card must apply for a permit of stay and residence registration. For further information, please check [Permit of Stay](#) and [Residency Registration](#).

Stay of less than 12 months

Non-EU citizens staying less than 12 months are not eligible for the Italian Ministry of Foreign Affairs ID card (MOFA card) and must apply for a Permit of Stay (see below '[Permit of Stay for Non-EU citizens](#)'). They may register their residency with the local town hall registry office (see the section '[Certificate of Residency](#)'). For further information, please check [Permit of Stay](#) and [Residency Registration](#).

ACCOMPANYING FAMILY MEMBERS (SPOUSE AND CHILDREN)

FAMILY MEMBERS (SPOUSE AND CHILDREN)

	BEFORE DEPARTURE	UPON ARRIVAL AT THE EUI		
CITIZENSHIP CATEGORY (AND LENGTH OF STAY)	VISA requirements	ID card from the Italian Ministry of Foreign Affairs (MOFA card)	Permit of Stay or Declaration of Presence (Police)	Residency Registration (local Town Hall)
EU Citizens (12 months' stay or longer)		Only dependent family members may be eligible for the MOFA card (eligibility criteria apply) ^b		 (Required only if you do not hold an MOFA card)
EU Citizens^a (less than 12 months)				 (Not required if you stay less than 3 months)
Non-EU Citizens (12 months' stay or longer)		Only dependent family members may be eligible for the MOFA card (eligibility criteria apply) ^b	 Within 8 working days of arriving in Italy. Except if in possession of the MOFA card	 (Required only if you do not hold an MOFA card)
Non-EU Citizens^a (less than 12 months)	Check https://vistoperitalia.esteri.it/home/en		 Within 8 working days of arriving in Italy	 (Not required if you stay less than 3 months)
Non-EU Family Members of EU Citizens	Check https://vistoperitalia.esteri.it/home/en	Only dependent family members may be eligible for the MOFA card (eligibility criteria apply) ^b Depending on duration of the stay	'EC Long-term Residency Permit for Family Members of EU Citizens', depending on duration of the stay	 Depending on the duration of the stay

- a. Citizens of Iceland, Norway and Switzerland are subject to the same conditions of EU Citizens.
b. See appropriate section. p.11.
c. See appropriate section. p.12.

EU CITIZENS

Before departure

No visa is required.

Upon arrival at the EUI

- Immediate family members of administrative, teaching, and academic staff staying 12 months or longer are also entitled to receive the ID card issued by the Italian Ministry of Foreign Affairs (MOFA card), as long as they have no income of their own from present or previous gainful employment. Dependent children under the age of 21 can also obtain the card. On presentation of supporting documents, the card is also issued to any cohabitant dependent child aged from 21 to 24 only if they are actively attending a full-time university course.
- Immediate family members of researchers and fellows are not entitled to receive the ID card issued by the Italian Ministry of Foreign Affairs (MOFA card), and therefore, the only way for them to certify their stay in Italy is to register their residency with the local authorities (town hall, see the section '[Certificate of Residency](#)').

NON-EU CITIZENS

Before departure

You are required to check if your accompanying family members need to apply for a visa to travel to Italy.

The EUI provides you with all the relevant information and a letter to support your spouse's and children's visa applications. Please note that the EUI is not in a position to issue visa supporting documents for partners who are not married or not registered in a civil union. These documents should be submitted to the Italian Embassy or Consulate in your country of residence.

Upon arrival at the EUI

A visa entitles you to enter the Italian territory but NOT to reside in Italy. After arriving in Italy, your family members must complete further procedures to settle residency obligations.

- Family members (spouse/children) of administrative, teaching and academic staff, researchers and fellows staying 12 months or longer may be entitled to receive the ID card issued by the Italian Ministry of Foreign Affairs (MOFA card) and, as such, may be exempt from having to apply for a Permit of Stay if they fulfil the following eligibility requirements, set by the Italian Ministry: They must not be in work, they must be dependent on the EUI member, and they must be accompanying them in Florence.
- All other family members not eligible for the MOFA card must apply for a Permit of Stay or file a Declaration of Presence (see below) within 8 working days of arrival (see the section '[Permits of Stay](#)').
- If your family members will stay in Italy for more than 3 months and are not entitled to receive the ID Card issued by the Italian Ministry of Foreign Affairs (MOFA card), they must also register their residency at their local town hall registry office. (see the section '[Residency registration](#)').

UPON ARRIVAL:

PERMIT OF STAY, RESIDENCY REGISTRATION

EUI MEMBERS and ACCOMPANYING FAMILY MEMBERS
(SPOUSE AND CHILDREN) WHO DO NOT RECEIVE AN MOFA ID
CARD

There are three types of documents for non-EU citizens: two for those staying for more than 90 days, and the other for those staying for less than 90 days.

Permit of Stay (Permesso di soggiorno)

Non-EU citizens staying in Italy for more than 90 days and not eligible for the Italian Ministry of Foreign Affairs ID card (MOFA card) must apply for a Permit of Stay (Permesso di Soggiorno) within 8 working days of arriving in Italy.

EC Long-term residency permit (Carta di Soggiorno) for foreign family members of EU Citizens

For stays longer than 90 days, non-EU family members of EU citizens can apply for the EC Long-Term Residency Permit (Carta di soggiorno) for foreign family members of EU citizens. To apply for an EC Long-term residency permit you will be required to provide supporting documents, including a certificate issued by the local Italian townhall confirming the EU family member has registered their address with them (i.e. residenza anagrafica). For further information on this please check the following official websites and or contact us at Welcome@eui.eu

- <https://www.poliziadistato.it/articolo/10930>;
- https://europa.eu/youreurope/citizens/residency/documents-formalities/non-eu-family-members-residency-card/index_en.htm

Declaration of Presence (Dichiarazione Di Presenza)

Non-EU nationals staying in Italy for up to 90 days and who are not eligible for the Italian Ministry of Foreign Affairs ID card (MOFA card) must submit a Declaration of Presence (Dichiarazione di Presenza) within 8 working days of arriving in Italy (entering visa-free). For non-EU citizens coming from countries that do not apply the Schengen Convention, the obligation to make a declaration of presence is satisfied through the application of a stamp or the USV sticker on the travel document at border control (entering with a visa).

How to obtain these documents

To apply for these two documents, please contact directly the following external agency with which the EUI has an agreement:

Italy4You

Email: info@italy4you.org

Please always CC Welcome@eui.eu in your correspondence with Italy4You

The Italian Government charges a fee for the Permesso di Soggiorno and the Carta di Soggiorno, to be paid by the applicant. It does not charge a fee for the Dichiarazione di Presenza.

Assistance from Italy4You is provided in English, and the costs of the service for both the EUI member and their family members are covered by the EUI.

Please note: the administrative costs for Permesso di Soggiorno and Carta di Soggiorno are charged to the applicants.

Residency

Certificate of Residency (Certificato di Residenza)

The ID card issued by the Italian Ministry of Foreign Affairs (MOFA card) exempts holders from having to register their residency with the local authorities (Registrazione della Residenza Anagrafica with the Comune). The card can be used in all dealings and transactions requiring residency registration.

The MOFA card may not be held simultaneously with residency registration. EUI members who intend to register their residency with the local authorities must inform the Academic Service / EUI Welcome Office and return their MOFA card as soon as the residency registration has been finalised. EU citizens and non-EU citizens who do not hold an ID card issued by the Italian Ministry of Foreign Affairs (MOFA Card) and are staying in Italy for more than 90 days must register their residency at their local town hall registry office (Comune, Ufficio Anagrafe). Non-EU citizens need a valid permit of stay (permesso di soggiorno) to apply for residency.

If you are planning to register your residency in Florence and are coming with your family, prior to your departure you are advised to obtain an international family book (libretto di famiglia), or certified copies of the relevant documents (marriage certificate, birth certificates for children); the Comune will require these documents to register you and your family's residency. All documents must be translated into Italian by a certified translator.

For additional information and assistance with the application procedure, please contact: Welcome@eui.eu

TAX CODE

During your stay in Italy, you will need a tax code (Codice Fiscale). This is mandatory for Italian and foreign citizens living in Italy, regardless of whether you pay Italian taxes or not. The only valid "Codice Fiscale" is the one issued by the Italian tax authorities. Obtaining the "Codice Fiscale" is free of charge. The Codice Fiscale identifies a citizen in all dealings with the Italian Public Authorities and Administrations. When living in Italy, you will need it to:

- Open a bank account;
- Buy a car or motor scooter;
- Re-register a vehicle;
- Sign any official contract, e.g. the lease for a flat;
- Take out an Italian insurance policy;
- Sign contracts with the gas, electric and telephone companies (including mobile phones);
- Ask for a medical check-up invoice;
- Sign any sort of work contract subject to Italian labour law, etc.

How to get a Codice Fiscale

The tax code may be requested through the Italian Embassy or Consulate in your home country. In this case, you will not need to present your documents once in Florence.

Alternatively, you may apply for a tax code in person once you are in Italy through the Italian income revenue authority (Agenzia delle Entrate):

- **Agenzia delle Entrate Direzione Provinciale di Firenze**

Via Santa Caterina d'Alessandria, 23, 50129 Firenze

Opening times:

Monday to Friday: 8.30-12.45;

on Tuesday and Thursday also:

14.00-15.30

You can book an appointment directly on their website at <https://prenotazioneweb.agenziaentrate.gov.it/PrenotazioneWeb/prenotazione.action>

Email: dp.firenze@agenziaentrate.it

Certified e-mail (PEC): dp.firenze@pce.agenziaentrate.it

Telephone: +39 055 478 7111

Bring the original AND a copy of your passport or ID card. Non-EU/EEA citizens will also need to attach a copy of their Italian visa page and entry stamp (only for short-term visitors without a permit of stay).

The EUI requests codice fiscale issuing on behalf of researchers and fellows arriving in September as part of the pre-registration procedure. Concerned EUI members will receive detailed information by May.

Please note that the process of obtaining the tax code (codice fiscale) can take up to a week after the application (with the relevant form and passport) has been submitted. In case of problems, please contact Welcome@eui.eu

IMPORTING PETS, CARS, AND PERSONAL BELONGINGS

EU CITIZENS

If you wish to import personal belongings to Italy, there are no specific procedures or formalities to follow. There are no restrictions on the importation of personal belongings, electrical goods, computers etc. into Italy, provided the goods were purchased in the EU.

Note: If you bring articles purchased duty-free outside the EU, and for which duty and/or value-added tax has not been paid in one of the EU States, they will be subject to Italian import duty.

NON-EU CITIZENS

Non-EU nationals, wishing to import a small quantity of their personal belongings, including books, are recommended to bring them as accompanying luggage. There are no particular procedures to bring a small quantity of personal effects. You will need your passport (and visa, if required) and a list of the items you bring. We strongly advise against shipping your belongings separately. Whatever the quantity, we urge you to bring them as accompanying luggage so that you can settle matters personally and directly with customs on arrival in Italy.

Non-EU administrative staff and faculty members who need to import larger quantities of goods are entitled to import their belongings duty-free.

If you wish to import a larger quantity of goods, you must submit a request for duty-free importation following the procedure and deadlines below:

1. To complete all formalities, you must submit the required request forms to the Welcome Office at least three months before the expected arrival of your goods.
2. Eligibility for duty-free import expires one year after your entry into service, in accordance with the agreement between the Italian State and the EUI. Duty-free import is not possible if the goods arrive at customs more than one year after your entry into service.

It is the responsibility of the EUI member to ensure that both the required forms and goods arrive before the relevant deadlines.

For more information and to obtain the relevant request forms, please contact the

EUI Welcome Office - Welcome@eui.eu - Tel. [+39] 055-4685 219

Vehicles

Non-Italian citizens residing abroad can drive a vehicle with foreign license plates for up to 1 year after entering Italy. If you register your residency in Italy (residenza anagrafica), as an EU citizen, you must have your vehicle registered and issued with an Italian license plate within a year of taking up residency; if you are a non-EU citizen, this must be done within 60 days from when you take up residency. Failing to do so will result in a hefty fine and possible confiscation of the vehicle.

Please contact the Welcome Office well in advance (at least 3 months prior to your arrival) for support with these procedures: Welcome@eui.eu

Bringing your pet to Florence

Common pets like cats and dogs are usually widely accepted in cafes, restaurants and shops, with specific regulations from businesses or local councils (e.g. use of leashes).

To bring your pet to Italy, you must follow the guidance and regulations of the Italian Ministry of Health (Ministero della Salute).

To bring your dogs, cats and ferrets to Italy from EU countries, plus selected non-EU countries, you must have:

- A European Passport for your pet
- Anti-rabies vaccination certificate

To bring your dogs, cats and ferrets to Italy from third countries (non-EU and not in the selected list), you may require your pet's health certificate attesting anti-rabies and any other relevant vaccination, as well as reporting the execution with favourable results of the rabies post-vaccination.

Please read the [webpage of the Italian Ministry of Health](#) on this for full details on bringing your dogs, cats, ferrets or other pets to Italy.

Please note that the EUI cannot provide assistance with the import of pets.

Buying a new or used vehicle in Italy

If importing your car is not an option, you may consider buying a car or leasing one.

If you wish to buy a new or a second-hand vehicle, you will need:

- Passport or national ID card;
- [Codice Fiscale \(Tax Code\)](#);
- [Certificato di Residenza \(Residency Certificate\)](#);

- [Permesso di Soggiorno \(Permit of Stay\)](#) when applicable.

New and used vehicles must be registered and issued with Italian plates. Registration is not free of charge and may be quite expensive.

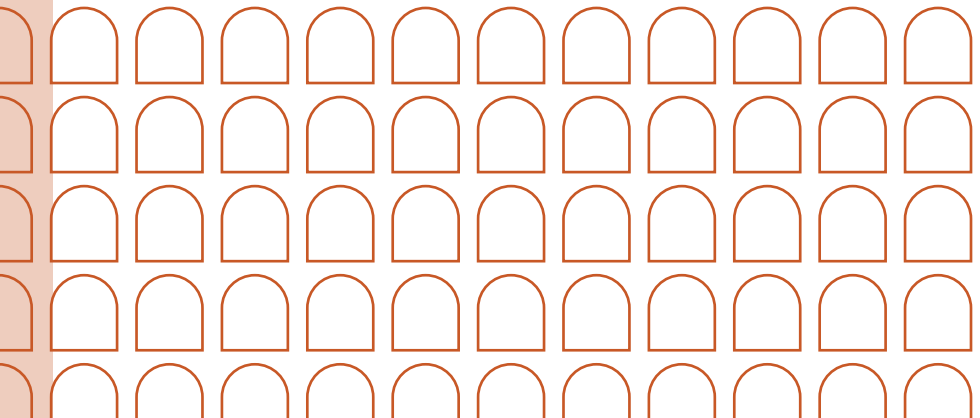
If you buy a vehicle from a car dealership, they will take care of the registration procedure. All expenses related to the registration of the vehicle must be paid directly to the car dealership.

If you buy a used vehicle from a private owner, you must complete the procedures for registration and transfer of ownership. If you hold an ID card from the Italian Ministry of Foreign Affairs (MOFA card) and wish to purchase a vehicle (new or second-hand), please contact the EUI Welcome Office for more information.

Email: Welcome@eui.eu

To lease a car, please check the benefits and agreements [we have with car rentals on our dedicated webpage](#).

2 ON YOUR ARRIVAL





HOUSING

The EUI Housing Office organizes the allocation of the EUI residential apartments at Ponte alla Badia (PAB) and Pian del Mugnone (PDM), and Fiesole. It also provides, the Florence Housing Service (FHS), assistance to all members of the EUI community in finding long- and short-term accommodation in the private market in and around Florence.

EUI RESIDENTIAL ACCOMMODATION

The EUI owns 71 apartments, and rents 4 additional apartments, which are available on a 12, 24, or 36 month basis or for shorter periods (no less than 1 month). They are located near the Institute.

PAB Flats: 60 completely furnished apartments with air-conditioning, communal laundry, WiFi connection, parking, outdoor picnic and BBQ area. Located at Ponte alla Badia, via Faentina 386, Florence, 300 metres from the Badia Fiesolana

The PAB Flats offer four different types of apartments, all of which have a built-in kitchen equipped with electric stove with four burners and oven, washbasin with dish drainer and dishwasher, top-freezer refrigerator, extractor fan and wall cupboards with a complete kitchenware set (plates, glasses, cups and cutlery):

- > **Type A1:** average size 50sqm, with 2 single bedrooms, living room, 1 bathroom. Each single room has a second pull-out bed, making it possible to comfortably have two single beds or a double bed.

16 apartments are on the ground floor, 16 on the first floor and 6 on the second floor.

A1 apartments can be shared by 2 single tenants or rented by a couple / family.

> **Type A2:** average size 50sqm, with 1 double bedroom, living room, 1 bathroom.

8 apartments are located on the second floor, 1 on the ground floor.

A2 apartments can be rented by a single tenant or a couple (no sharing).

> **Type A3:** on 2 levels, located on the ground and first floor, average size 55sqm. Downstairs: living room with built-in kitchen, half-bathroom; upstairs: 2 bedrooms (1 double, 1 single) and bathroom. Each single room has a second pull-out bed, making it possible to comfortably have two single beds or a double bed.

9 apartments, available to share by 2 single tenants or to rent by a couple / family

> **Type A4:** on 2 levels, located on the ground and first floor, average size 62sqm. Downstairs: living room with built-in kitchen, a study, half-bathroom; upstairs: 2 bedrooms (1 double, 1 single) and bathroom. Each single room has a second pull-out bed, making it possible to comfortably have two single beds or a double bed.

4 apartments, available to share by 2 single tenants or to rent by a couple / family

PDM Flats: 11 completely furnished apartments with WiFi connection, communal laundry, and parking. Located at Pian del Mugnone, via Faentina 94b, Fiesole. The flats are located close to n. 21 bus stop and are regularly serviced by the EUI Shuttle bus.

The n. 21 bus has a reduced frequency and the service stops at 9:30pm, therefore a private means of transport is warmly recommended.

The PDM Flats offer three different types of apartments, all of which have a living room with built-in kitchen equipped with

a basic kitchenware set (plates, glasses, cups, and cutlery), washbasin and dishwasher, stove and oven, a large balcony, and heating system:

> **Type B1:** 58sqm, located on the first floor (n. 1, 2, 5 & 6) and on the second floor (n. 3, 4, 7 & 8). Each apartment has 1 double and 1 single bedroom, living room with built-in kitchen and bathroom.

8 apartments to be rented by 2 single tenants or to rent by a couple/family

> **Type B2:** 58sqm, located on the first floor (n. 9 & 10), each with 2 single bedrooms, living room with built-in kitchen and bathroom. Each single room has a second pull-out bed, making it possible to comfortably have 2 single beds or a double bed.

2 apartments, available to share by 2 single tenants or rent by a couple / family

> **Type B3:** 1 shared apartment of 106sqm, located on the second floor, with 2 single bedrooms, 2 double bedrooms, living room with built-in kitchen and 2 bathrooms. Each single room has a second pull-out bed, making it possible to comfortably have two single beds or a double bed.

Both complexes are connected to other EUI buildings by the EUI Shuttle bus. The apartment is available to share by 4 single tenants, or rented by a large family.

Fiesole Flats: 4 completely furnished apartments with partial air-conditioning, in-home laundry, WiFi connection, and communal garden. The apartments are structured on multiple levels, without an elevator. Located in Piazza Mino, Fiesole, 1.5 km from the Badia Fiesolana, the Fiesole Flats offer four different types of apartments, all of which have a built-in kitchen equipped with electric stove with four burners and oven, washbasin with dish drainer and dishwasher, top-freezer refrigerator, extractor fan and wall cupboards with a complete kitchenware set (plates, glasses,

cups and cutlery):

- **Apt. 1:** on three levels, average size 100smq, with 3 double bedrooms with private bathroom, living room, kitchen, and garden. This apartment can be shared by 3 single tenants or rented by a large family.
- **Apt. 2:** on three levels, average size 100sqm, with 3 double bedrooms (2 with private bathroom), living room, 1 additional shared bathroom, kitchen, and garden. This apartment can be shared by 3 single tenants or rented by a large family.
- **Apt. 3:** average size 100sqm, with 2 double bedrooms and 1 single bedroom (with private bathroom), living room, kitchen, and 1 additional shared bathroom. The single room has a second pull-out bed, making it possible to comfortably have two single beds or a double bed. This apartment can be shared by 3 single tenants or rented by a large family.
- **Apt. 4:** average size 100sqm, with 2 double bedrooms and 1 single bedroom (with private bathroom), living room, kitchen, and 1 additional shared bathroom. The single room has a second pull-out bed, making it possible to comfortably have two single beds or a double bed. This apartment can be shared by 3 single tenants or rented by a large family.

For further information about when and how to apply, [please check our website](#)

For any further clarification, please contact the EUI Flats Office.

- > Email: eui.flats@eui.eu
- > Tel.: [\[+39\] 055 4685245](tel:+390554685245), Int.: [2245](tel:+390554685245)



FLORENCE HOUSING SERVICE - PRIVATE MARKET

The Florence Housing Service Real Estate Agency manages the EUI database of accommodation for long- and short-term rentals, and offers free assistance to EUI members looking for accommodation on the private market.

The EUI Housing database includes offers received from private property owners and is regularly updated. It is regularly updated. To access the database, you can register an account [on the dedicated webpage](#)

For further information, please [check the dedicated webpage](#)

For any further clarification, please contact the
Florence Housing Service:

- > Email: euihousing.services@eui.eu
- > Tel.: [+39] 055 4682412, Int.: 2412

SHORT-TERM OPTIONS

The EUI through the FHS provides assistance for short-term housing.

More information on finding short-term housing can be found on our [dedicated webpage](#)

And for specific enquires please contact:
euihousing.services@eui.eu

BUYING PROPERTY IN ITALY

If you wish to buy property in Italy, we can direct you to services and professionals in the Florence area.

Houses for sale are advertised at estate agents as well as on commonly-used platforms like Immobiliare.it and Idealista. If you purchase a house you have found/seen with an estate agent, you will be required to pay the estate agent a fee (commissione). This fee is usually 1% to 5% of the selling price. Please note that estate agents will usually refer to their commissione without accounting for VAT, which you will be required to pay with the fee itself; VAT is usually 22% for estate agents' services. If you find a house for sale privately (i.e. without the intermediation of an estate agent), you may avoid paying the commissione.

In Italy, it is almost always the case that a house is sold for either less than or for the exact price the house is listed for; it is not expected that the seller will receive offers higher than the asking price. Exceptions may occur, particularly if the seller receives multiple offers at once.

It is common practice (and the safest way for both the seller and the buyer) that offers are made in writing and signed by both the seller and the buyer. This document is then registered with Agenzia delle Entrate (national agency on inland revenue). Estate agents will usually provide the template for this document and take care of the registration with Agenzia delle Entrate.

The purchase of a house is formalised during a sitting with a Notary Public (which is arranged and paid for by the buyer). The Notary Public will register the change of title deeds as well as receive from the buyer any state tax owed for the purchase of the property (i.e. *tassa di registro*).

For information on mortgages, you may contact the branch of Intesa San Paolo Bank at Badia Fiesolana, Bank Corridor or any other bank of your choice.

HOUSING EXPENSES IN FLORENCE

Whether you own or rent your house/flat, you may be liable for all or some of the following expenses:

- **TA.RI (Tassa sui Rifiuti)**: is the council tax for the management of rubbish. People living in a house they own, as well as those living in rented accommodation, are usually liable for this tax. Please check with your local council and landlord.

- **Utility bills**: usually include electricity, gas (for cooking and gas boilers), and water. If you are a homeowner, you will usually be liable for all these utilities. If you are a tenant, specific agreements may be included in the tenancy agreement on whether you are liable for all utility bills or if some or all of these may be included in your rent. Please note that all EU accommodation includes all utility bills and TA.RI in the monthly rent.

- **IMU**: if you are a homeowner but you have your residency registered elsewhere, you may be liable to pay the State tax IMU. If you have registered your residency in the house you own, but this is considered as a luxury home, you may still be liable to pay for IMU. Please check with your local council.

VOTING

EU citizens

EU citizens who have registered their residence in Italy (residenza anagrafica) may participate in local council and European elections. To do so, they must make an official request to the city hall (Comune) to be registered on the electoral roll. Please check with your local council for full details.

Non-EU citizens

Citizens who do not hold an EU nationality cannot vote in Italy.

OPENING A BANK ACCOUNT

MONEY AND BANKING IN ITALY

Both cash and bank cards are widely used in Italy. In bigger cities, most cafes, shops, and grocery stores accept card payments (both debit and credit). You may find that smaller, independent businesses, particularly those located away from city centres, may not accept card payments, especially for things like tobacco products.

Many banks will offer credit cards as well as pre-paid cards. Please check with your bank in Italy for the terms and conditions.

INTERNATIONAL BANK ACCOUNTS

Depending on your length of stay in Italy, you may opt to not open an Italy-based bank account and use your bank account and bank cards from a bank outside of Italy. The advantages of an Italian bank account are usually: having an account in Euros (i.e. the same currency of Italy); possible lower charges on Italian bank cards when making purchases in Italy; possibility to activate direct debits for utility bills and/or other expenses.

ITALY-BASED BANK ACCOUNTS

If you wish to open a bank account with an Italy-based bank, you may choose one from the [list of authorised banks](#). Please note that the Italian Postal service ([Poste Italiane](#)) also provides banking services.

There is a branch of the Italian bank Intesa San Paolo in the EUI building Badia Fiesolana. The branch is in the bank corridor and provides services, which include opening a bank account, as well as loans and mortgages.

The bank is open Monday to Friday 8.45-13.00, with afternoon consultation by appointment. More information and contacts [on the dedicated page](#)

To open an Italy-based bank account you will usually require: an Italian Tax Code (i.e. Codice Fiscale) and an Italian mobile number.

Note: it may take up to 2 weeks to complete the process of opening a bank account and having an active bank card. Please plan accordingly.

INTERNET, MOBILE AND PHONE SERVICES

WI-FI CONNECTION AT THE EUI AND AROUND FLORENCE

The EUI is a member of eduroam, an international federation of academic institutions which allows its users to visit other organisations and gain access to the Internet using the same login credentials (username and password) of their home institution.

Additionally, all EUI members have free access to the EUI internet network EUI-WiFi. Members receive the log-in details to access the network upon arrival, during their first registration/check-in.

EUI members may request their partners be issued with an EUI Partner card, which also provides them with their own log-in details to access EUI-WiFi network.

Within the Florence city centre area, you will find Firenze WiFi, a wireless network supplied by the City of Florence. Internet connection is limited to 500 MB/day.

Many cafes and restaurants, particularly in central areas, will offer free Wi-Fi connection for customers.

MOBILE PHONE PROVIDERS

If you have an internet and calls plan with a mobile phone provider in an EU country, you will be able to use part of that plan at no additional cost during your stay in Italy. Please check

the exact terms and conditions with your phone provider before travelling.

If you require an Italian mobile number and internet/calls plan, you can purchase a SIM card with one of Italy's key phone providers: Fastweb; Iliad; TIM; Vodafone; Wind Tre.

You may also explore virtual phone providers like ho., PosteMobile, spusu, Very Mobile.

Most providers will allow you to link your phone plan to a credit card or bank account; alternatively, you can add credit to your phone to pay for your plan at physical stores (Tabacchi) or online.

HEALTHCARE

STUDENTS, RESEARCHERS & POST-DOCTORAL FELLOWS

	EU Citizens	Non-Eu Citizens	Accompanying Family Members/ Partners
HEALTH INSURANCE Choose one of the following options	<i>Always sort out your insurance with Academic Service BEFORE you arrive</i>		
EUI collective Cigna policy	Some funding authorities provide a paid-for subscription for their grantees. If not, self-paid subscription is possible - You may consult the relevant webpage on the EUI website, should you wish to subscribe. ^b	Some funding authorities provide a paid-for subscription for their grantees. If not, self-paid subscription is possible - You may consult the relevant webpage on the EUI website, should you wish to subscribe. ^b	Some funding authorities provide a paid-for subscription for their grantees. If not, self-paid subscription is possible - You may consult the relevant webpage on the EUI website, should you wish to subscribe. ^b
Other private insurance	You may subscribe to the private health insurance of your choice provided that your medical insurance scheme is valid in Italy and covers you for both general and emergency healthcare, for the whole duration of your EUI membership.	You may subscribe to the private health insurance of your choice provided that your medical insurance scheme is valid in Italy and covers you for both general and emergency healthcare, for the whole duration of your EUI membership.	You may subscribe to the private health insurance of your choice provided that your medical insurance scheme is valid in Italy and covers you for both general and emergency healthcare, for the whole duration of your EUI membership.
Extension of your national insurance rights to Italy procedure and conditions to be checked in your home country before arrival	If you are eligible, the following documents can be requested in your country of origin: ^a <ul style="list-style-type: none"> • S1/E106 form • EHIC card (valid for emergency hospital care only) 	Allowed for certain non-EU citizens if in possession of documents issued for study. ^a	Eligibility depends on certain conditions. ^a
ACCIDENT INSURANCE			
EUI additional collective worldwide Cigna policy	Covered, free of charge	Covered, free of charge	Not eligible
<p>a. Check conditions, coverage and fees in your country of origin.</p> <p>b. Check the relevant grant information that are applicable to you.</p>			

ADMINISTRATIVE, ACADEMIC & TEACHING STAFF

	Permanent, Temporary & Contractual Agents/ Contract Agents for Auxiliary staff	Full-Time Professors, Research Fellows & Academic Assistants	Family Members/ Partners (Permanent, Temporary & Contractual Agents and Full-Time Professors, Research Fellows & Academic Assistants)	Part-Time Professors and Family Members/ Partners
EUI SCHEME Managed by JSIS				
Basic health insurance (JSIS - Joint Sickness Insurance Scheme)	Covered	Covered	Eligibility depends on various conditions and statuses. ^d	Not eligible
Accident insurance (International insurance via the European Commission)	Covered	Covered	Not eligible	Eligible professors but not family members.
COMPLEMENTARY PRIVATE HEALTH INSURANCE				
Private Allianz health insurance	Eligible	Eligible	Eligible	Eligible
d. Check with Human Resources Service.				

All members of the EUI community are required to have valid health insurance coverage for the entire duration of their stay at the EUI. Proof of health insurance is a mandatory condition for registration.

EUI contacts for health issues

FOR STUDENTS, RESEARCHERS, AND POSTDOCS

Academic Service

The Health Insurance team can be contacted at Health.Insurance@eui.eu for general enquiries on the Institute's collective

health insurance scheme (Cigna) and for information on health insurance matters.

THE SOCIAL AND WELFARE FUND FOR STUDENTS AND EARLY STAGE RESEARCHERS

The Social and Welfare Fund may provide support for medical costs in the case of serious or prolonged illness under certain circumstances.

For further information, please contact: SWF@eui.eu

FOR ADMINISTRATIVE, TEACHING AND ACADEMIC STAFF

For affiliation to JSIS scheme

> **Human Resources Service**

Check for the correct contact person in HRS [on our dedicated webpage](#)

Email: HumanResourcesService@eui.eu

For requests concerning the procedures for reimbursement claims, possible delays in payment of reimbursements, appeals, etc.

> **PMO contact**

<https://webgate.ec.europa.eu/RCAM/>

FOR EUI MEMBERS WITH DISABILITIES /SPECIFIC EDUCATIONAL NEEDS

The EUI is committed to providing equitable conditions for all. Therefore, the EUI is committed to maximizing accessibility to services, resources and activities, and whenever needed, to provide reasonable adjustments.

Early-stage researchers, post-doctoral fellows and students are invited to register their needs with:

> **Sophie Martin**

Email: sophie.martin@eui.eu

> **Daniela Attorre**

Email: daniela.attorre@eui.eu

Academic Service will coordinate with the relevant Department / Centre / Programme.

Administrative, teaching and academic staff with disabilities / specific needs are invited to register their needs with:

> **Ms Claude Perrin**

HR Strategy Team Leader/Human Resources Service

Email: Claude.Perrin@eui.eu

Visitors and EUI members suffering of temporary mobility/ accessibility issues should contact:

> **Mr Giovanni De Santis**

Health, Safety & Security Officer / Real Estate and Facilities Service

Email: safety_security@eui.eu

HEALTH AND ACCIDENT INSURANCE

All EUI members must be covered by a health insurance policy that is valid in Italy, for both emergency and general healthcare as minimum requirements, for the whole duration of their stay at the Institute.

STUDENTS, RESEARCHERS AND POSTDOCS

Medical and accident insurance matters for researchers and postdocs are dealt with by the Academic Service, via the Health Insurance team.

Information on the medical and accident insurance schemes available through the EUI for students, researchers and postdocs may be found [at the dedicated webpage](#)

As a general rule, students, researchers, and postdocs should

already be insured under a valid and adequate medical scheme upon their arrival at the EUI.

This may be through a private or state/national insurance scheme.

Students, researchers, and postdoc fellows will be asked to provide details of their health insurance scheme at the beginning of their stay at the EUI via the dedicated form on **My EUI portal** (<https://my.eui.eu/>).

Please contact the Health Insurance team (Health.Insurance@eui.eu) should you have any questions.

HEALTH INSURANCE OPTIONS

Students, researchers, postdocs and trainees should choose one of the following options, where applicable:

1. Extension of their national insurance rights to Italy, where applicable: E106 (S1) form and EHIC card (valid for emergency hospital care only)
2. Voluntary enrolment to the Italian National Health System by paying a fee
3. The EUI Health Insurance Policy – Cigna
4. Other private health insurance

1. Extension of national insurance rights to Italy

In very specific cases, it may be possible to transfer your national insurance rights from your home country to Italy at no cost. Within the EU, form E106 (in some EU countries, the name has changed to 'S1 form') is required to register with the Italian national health system.

Beyond the EU, many countries also have bilateral health insurance arrangements with Italy. To see if you are eligible, check with the Overseas Branch of your national insurance/social security office in the country where you are resident.

The E106 (S1) form is issued by the pertinent National Social Security scheme to those who are in receipt of a salary (instead of a grant) from their National Authority. Once in Italy, it should be

exchanged for an Italian health card (tessera sanitaria) at the local Azienda Sanitaria Locale (ASL) office.

The EHIC (European Health Insurance Card - valid for emergency hospital care only)

The EHIC (or TEAM in Italian) gives you access to emergency and medically necessary hospital care in Italy, provided under the national health system, either free of charge or by paying a contribution (ticket). It can be issued by the public health authorities in your country of origin. Kindly bear in mind that the EHIC cannot be considered as a sufficient health coverage for the duration of your EUI membership. Indeed, the EHIC is not meant to provide full coverage of health services such as GP or specialist visits, medical tests, pharmaceutical costs, etc..

2. Voluntary enrolment to the Italian NHS by paying a fee

Please check eligibility and conditions with the Academic Service, by contacting the Health Insurance Team (Health.Insurance@eui.eu)

3. The EUI health insurance policy — Cigna

Basic policy

Another option is to subscribe to Cigna, the Institute's collective policy.

Researchers with grants from Austria, Belgium, Bulgaria, France, Ireland, Latvia, Poland, Portugal, Sweden, or in receipt of a grant from the EUI itself (ASPIRE, EUI Scholarships for Widening Countries, EUI Special Doctoral Fellowships), automatically have the Cigna basic policy covered by their grant authority.

Special insurance conditions apply to researchers funded by the programme "Grant for Foreigners" of the Italian Ministry of Foreign Affairs. For further information, researchers from this programme may contact Health.Insurance@eui.eu

Researchers funded by other grant programmes, postdocs, fellows, LLM, MRes and Master Students can sign up for the Cigna health insurance at their own expense. The subscription procedure

is directly dealt with by Cigna.

For further information, please contact Health.Insurance@eui.eu

Supplementary policy

In case of hospitalisation and surgery, you should note that the basic Cigna health insurance policy does not cover 100% of medical costs.

In order to obtain a more extensive coverage, you are advised to consider subscribing to a supplementary policy, an option that is in addition to the basic policy. This would be at your own expense, even when the basic premium is covered by your national grant authority (as mentioned above). An exception is made for researchers funded by Poland, whose supplementary insurance is also covered by the grant authority.

Details, costs, and subscription procedure of the basic and supplementary Cigna policies can be found [at the dedicated webpage](#)

Under certain conditions, family members can apply.

For further details or questions, please contact Health.Insurance@eui.eu

4. Other private health insurance

Students, researchers, and fellows can subscribe to any other private medical insurance, provided that the private insurance is valid in Italy, for both emergency and general healthcare as minimum requirements, for the whole duration of their stay at the Institute.

ACCIDENTS AND EMERGENCY HOSPITAL CARE

EU CITIZENS:

European Union citizens in possession of the European Health Insurance Card (EHIC in English, or TEAM in Italian) are entitled to

receive emergency hospital care paying just a contribution to the Italian National Health Service (NHS), instead of paying the costs in full. The amount of such contribution is calculated according to the severity code assigned by the Emergency Department upon admission. The costs not paid by you are charged to the NHS of your country of origin.

NON-EU CITIZENS:

Special agreements with the Italian NHS, providing rights similar to those guaranteed by the EHIC, also exist in some non-EU countries. Non-EU citizens should check if such an agreement exists in their country of origin, and, if this is the case, they may request a certificate of entitlement before coming to Italy. This document will entitle them to receive emergency hospital care under the same conditions as EHIC-holders.

IN CASE OF AN ACCIDENT – ALL EUI STUDENTS, RESEARCHERS AND POSTDOCS:

Furthermore, all EUI students, researchers, postdocs and trainees are covered worldwide free of charge against the risks of accident by a second, additional, collective policy that the Institute has taken out with Cigna.

This is a complementary cover, which only comes into use after the insured's principal health insurance cover has reimbursed its part of the medical expenses incurred.

- In case of accident, you have 60 days after the day of the accident to submit the Declaration of Accident form to Cigna.

Further information can be found on the [Cigna Accident Insurance page](#).

- The dependents of students, researchers or postdocs are NOT eligible for this accident insurance cover. They are advised to take out accident insurance cover in their country of residence, which shall be valid for the entire duration of their stay in Italy.

> Please contact Health.Insurance@eui.eu if you have any questions.

ADMINISTRATIVE TEACHING AND ACADEMIC STAFF

If you just joined the EUI and are covered by the JSIS, please read carefully our [JSIS presentation for newcomers](#)

The Human Resources Service is available to provide full information.

For full information, please check [our dedicated webpage](#).

HEALTH INSURANCE

The Joint Sickness Insurance Scheme for the EU institutions (JSIS) covers the medical expenses of its beneficiaries resulting from illness, accidents, and confinement.

JSIS coverage depends on personal situations and contract categories.

Who is covered?

Permanent agents, temporary agents, contract agents, full-time professors, full-time assistant professors, research fellows, and academic assistants.

Under certain conditions, and to differing degrees, dependants, in particular the spouse or recognised partner and the children.

Who is not covered?

- Part-time professors, part-time assistant professors
- Academic collaborators
- Trainees

What is covered?

Within the limits and under the conditions set out in the Rules on Sickness Insurance, persons covered under this Scheme are guaranteed reimbursement of expenses incurred as a result of illness, accident or confinement.

ACCIDENT & OCCUPATIONAL DISEASE INSURANCE

Administrative and teaching staff members are covered by an accident insurance coverage for occupational and private accidents (24/7 worldwide).

- In case of accident, you have 10 days after the day of the accident to submit the Declaration of Accident to JSIS.

Who is covered?

- Permanent agents, temporary agents, and contract agents
- Full-time and part-time professors, full-time and part-time assistant professors
- Research fellows, academic assistants, and academic collaborators
- Trainees

Who is not covered?

Family members

What is covered?

Occupational and private accidents, 24 hours a day, worldwide

SUPPLEMENTARY HEALTH INSURANCE

In the framework of the Institute's collective policy for researchers, ALLIANZ CARE offers a supplementary health insurance (hospitalisation insurance) to EUI staff members.

You can subscribe to this policy on a private and voluntary basis.

According to their policy conditions, the hospitalisation insurance offers a cover that is supplementary to the cover you and your family members enjoy under the JSIS for medical expenses incurred as a result of illness, an accident or maternity or childbirth expenses, within the maximum intervention limits foreseen by the policy.

NATIONAL HEALTHCARE

FIRST AID AND ACCIDENTS & EMERGENCIES (PRONTO SOCCORSO)

If the patient is in possession of a EHIC (TEAM) card or is enrolled in the Italian national health system, they may benefit of first-aid services in public hospitals, either free of charge or just paying a small contribution to the NHS.

If the patient is covered by a private insurance, for example Allianz or JSIS, they must inform the hospital upon admittance, in order for them to charge the relevant costs to the insurance company directly.

Public service numbers for ambulance and emergencies, always in service:

- > 118 Ambulance & emergency medical services
- > First aid stations and doctors-on-call ([Guardia Medica](#)), Firenze

HOSPITALS IN FLORENCE WITH EMERGENCY SERVICES (PRONTO SOCCORSO)

- **Ospedale di Careggi**
Viale Pieraccini 17, 50139 Firenze: [+39] 055 794111
- **Ospedale di Santa Maria Nuova**
Piazza Santa Maria Nuova 1, 50123 Firenze: [+39] 055 69381
- **Ospedale San Giovanni di Dio**
Via di Torregalli 3, 50143 Firenze: [+39] 055 69321
- **Ospedale Santa Maria Annunziata**
Via dell'Antella 58, Ponte a Niccheri, 50011 Bagno a Ripoli: [+39] 055 69361
- **CTO, Centro Traumatologico Ortopedico (Orthopaedic Hospital)**
Largo Piero Palagi 1, 50134 Firenze: [+39] 055 79411

- **Ospedale Pediatrico Meyer (Children's hospital)**
Villa Ognissanti, Viale Pieraccini 24, 50139 Firenze:
[+39] 055 5662
- **Ospedale Psichiatrico SPDC Oblate (Psychiatric hospital)**
Via delle Oblate (Careggi), 50141 Firenze: [+39] 055 6939813

More information on useful first aid contacts can be found at:

<http://en.firenze-online.com/useful-information/useful-telephone-number-florence.php>

You may also contact Medical Service Firenze, which offers a fee-paying service for its doctors, both general practitioners and specialists. All doctors speak English and / or another foreign language. Services include prompt 24 Hrs/day house calls and walk-in visits at their clinic (check opening hours online).

> **Medical Service Firenze**

www.medicalservice.firenze.it/

Tel.: [+39] 055 475411

Via Roma, 4, 50123 Firenze

EUI members benefit from discounted GP consultation

EUI POLICY ON HARASSMENT, SEXUAL HARASSMENT AND BULLYING

The EUI is committed to creating a stimulating and supportive learning and working environment that is free from discrimination and harassment. To this end there is an:

[EUI POLICY ON HARASSMENT, SEXUAL HARASSMENT AND BULLYING](#)

BULLYING AND HARASSMENT: SUPPORT AT THE EUI

The **Confidential Harassment Advice Service (CHAS)** is available for EUI members to obtain information and assistance on their rights regarding any form of harassment, including sexual harassment and bullying.

The service assists and advises EUI members in identifying avenues for institutional support, both within and external to the EUI. It also provides supportive measures aimed at a personal resolution of the problem, if the community member so wishes, and potentially mediates solutions.

If you have experienced or witnessed problematic behaviour, harassment, or bullying by an individual or group of individuals, you are strongly encouraged to approach a [safe contact](#) to discuss your concerns and understand your options.

MEDICAL, AND PSYCHOLOGICAL SUPPORT AND WELLBEING SERVICE AT THE EUI AVAILABLE FOR EUI MEMBERS AND PARTNERS

MEDICAL SERVICES

The EUI Welcome Office has established agreements with General Practitioners, Specialists, and medical laboratories in Florence offering discounts to EUI members.

You can find a complete list [here](#)

For more information, you can email Welcome@eui.eu

PSYCHOLOGICAL SUPPORT AND WELLBEING SERVICE

[Please check our dedicated webpage](#)

Counselling takes place by appointment at the Badia Fiesolana, Palazzo Buontalenti and online. The consultation is free of charge. Rooms are located behind the Theatre in the Badia, on the first floor: BF202 and BF175.

You can make an appointment with anyone in the team by either sending an email to the general email: psychologicalsupport@eui.eu; or by sending an email or calling the psychologist directly.

> **Ms Gemma Fenton**

Tel.: [\[+39\] 055 4685625](tel:+390554685625)

Email: gemma.fenton@eui.eu

psychologicalsupport@eui.eu

Working languages: English, Italian

> **Dr Elisabetta Miglietta**

Tel.: [\[+39\] 055 4685 271](tel:+390554685271)

Email: elisabetta.miglietta@eui.eu

psychologicalsupport@eui.eu

Working languages: English, Italian

PSYCHIATRISTS

Also part of the Institute support team are two psychiatrists who may be contacted for appointments at their offices in Florence or at the EUI. The first visit (for EUI Researchers and Master Students) may be covered by the EUI.

> **Dr Francesca Chiarello**

Tel.: [\[+39\] 366 8795150](tel:+393668795150)

Email: francescachiarello@gmail.com

Tages Onlus, via della Torretta 14, Firenze (2nd floor)

EUI Medical Consulting Room
Working languages: English, Italian

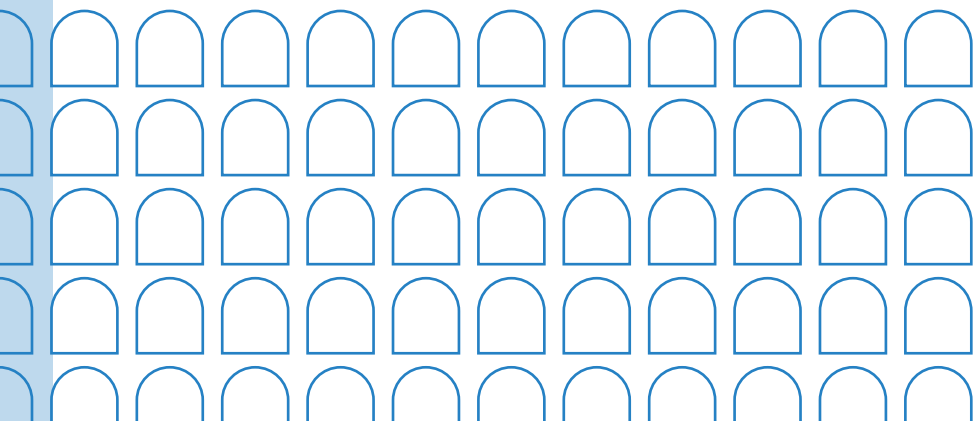
- > **Dr Carla Comacchio (online Psychiatrist)**
Email: carla.comacchio@asufc.sanita.fvg.it
Consultations take place online
Working languages: English, Italian

VETS

Following is a list of private veterinarian clinics close to Badia Fiesolana:

- > **Ambulatorio Veterinario Pian di Mugnone**
Tel.: [\[+39\] 055 0459224](tel:+390550459224)
Via Faentina, 135, 50014, Fiesole
- > **Ambulatorio Veterinario Le Caldine**
Tel.: [\[+39\] 055 5040052](tel:+390555040052)
Via del Bersaglio, 25, 50014, Fiesole
- > **Vet Hospital H24 Firenze**
Tel.: [\[+39\] 055 2322025](tel:+390552322025)
Via dei Vanni, 25, 50142 Firenze

3 LIVING IN FLORENCE



ACADEMIC LIFE

ACADEMIC YEAR AND TERMS

The academic year at the EUI runs from September to June with 3 terms: Term I (September to December); Term II (January to March); Term III (April to June).

The EUI holidays and closures are published [here](#) and include Winter closure (from the end of December to the beginning of January), Easter, and August holidays.

Key academic events include: The September Programme for newcomers, The Conferring Ceremony in June, and the June Ball.

RESEARCHER REPRESENTATIVES

Representatives of the PhD Researchers, Fellows, STG Master Students and Academic Assistants/Research Fellows are elected by their constituencies and are involved in governance bodies, decision-making committees and working groups. Their responsibility is to work as a collective body in order to further the academic, welfare and social interests of their peers as a whole.

Contacts here:

- **EUI Reps** - gen.repmail@eui.eu
- **ECO Reps** - eco.repmail@eui.eu
- **HEC Reps** - HEC.RepMail@eui.eu
- **LAW Reps** - law.repmail@eui.eu
- **SPS Reps** - sps.repmail@eui.eu
- **MWP Reps** - maxweberrep@eui.eu
- **STG Reps** - stg.reps@eui.eu

LOCKERS AND WORKSPACES

Lockers are attributed through an allocation/renewal procedure run by Academic Service on a yearly basis, always at the beginning of an academic year, for researchers who hold an active student status. Once a locker is on loan to a researcher, the locker key and content are under the responsibility of the researcher.

There are shared workspaces throughout the EUI campus. In the Badia (Upper Cloister and the Library), desks are on a day-at-a-time, first-come, first-served basis. In Villa Schifanoia (Casale, Garage and Sal Nyobe) a community workspace system is operational. Researchers who request a locker in any of these three areas become part of a community and share the workspaces out amongst themselves. In theory, this means there are about twice as many people as workspaces. In practice, there are almost always free workspaces.

For further details on workspaces please enquire with your Department/Research centre.

GETTING AROUND

Please check out the [interactive map of the EUI campus](#)

EUI NAVETTA

The EUI Shuttle Bus offers a passenger transportation service for EUI members and users between EUI buildings (including EUI residential accommodation at Pian del Mugnone and Ponte alla Badia), in order to facilitate mobility within the Campus.

The Shuttle makes a round trip of the EUI campus several times a day. Schedules are posted in each of the buildings and [online](#), with further information [here](#).

BIKES AND E-BIKES

Bike stalls are available on all EUI premises. A specific bicycle and motorcycle parking area is also designated at the Badia Fiesolana in the P2 car park.

Florence has two popular bike and e-bike sharing services: BIT (<https://bitmobility.it/en/app-bit-mobility-electric-scooter-florence/>) and Ridemovi (<https://www.ridemovi.com/>), with the latter having stalls on EUI premises. Please check their website for the terms and conditions.

You may opt to buy a second-hand bike for your stay at the EUI. Second-hand bikes are sold at many second-hand shops and bike stores across Florence, with prices usually varying between €50.00 and €100.00. You may also consider re-selling your bike at the end of your stay in Florence.

More information is available [on our dedicated webpage](#).

BUSES

Local bus services are managed by **Autolinee Toscane** (<https://www.at-bus.it/en>), the regional public bus service company. Paper bus tickets can be purchased at newsagents, tobacconists, and some cafes, as well as on the bus itself through the driver (note: the bus driver may have no tickets available to sell). E-tickets can be purchased through the official website of Autolinee Toscane. You may also pay for your bus trip by **tapping on and off** the bus with your card or Google Pay/Apple Pay. Please check the terms and conditions [here](#).

Autolinee Toscane also has a mobile app that will allow you to plan your trip, check the status of buses and buy tickets.

Please also check Autolinee Toscane's website for full information on monthly or yearly bus passes.

SITES IN SAN DOMENICO AREA

You can reach all sites in San Domenico, including the Badia Fiesolana, Villa Sanfelice, Villa Paola, Villa la Fonte, the Convento, and the Villa Schifanoia campus by taking bus number 7 from Piazza della Libertà to Fiesole and getting off at 'Di San Domenico Della Badia' stop. Villa il Poggiolo is located near the number 7 bus stop 'Piazza Edison'.

VILLA SALVIATI

For Villa Salviati, take bus 25 from Piazza Della Libertà ('Libertà Porta San Gallo') and get off at 'Bolognese Il Cionfo'. Alternatively, take bus 1 from Piazza della Libertà ('L. Il Magnifico Libertà') and get off at the last stop in via Faentina ('Faentina Salviati'), which is near the gate to Villa Salviati, via Faentina 261.

PALAZZO BUONTALENTI

Palazzo Buontalenti is located in the city centre, just off Piazza San Marco. You can reach it by tram T2 from Santa Maria Novella train station (stop at 'San Marco Università'). Please refer to: <https://www>.

at-bus.it/en/

RESIDENTIAL ACCOMMODATIONS

For the EUI residential accommodations at Ponte alla Badia, via Faentina 386 (Firenze), take bus take bus 25 from Piazza Della Libertà ('L. Il Magnifico Libertà') and get off at 'Faentina 1'. Alternatively, take bus 1 from Piazza della Libertà ('L. Il Magnifico Libertà') and get off at the last stop in via Faentina ('Faentina Salviati').

For the EUI residential accommodations at Pian del Mugnone, via Faentina 94b (Fiesole), take bus 21 from bus stop 'Volta Cure' or 'Firenzuola' nearby Piazza delle Cure, and get off at 'Faentina delle Palazzine.'

FROM FLORENCE AIRPORT

Take the Tramvia (tram) T2 to Libertà - Parterre and transfer to bus 1 or 25. For tram information and timetables see: <https://www.gestramvia.it/timetables/?lang=en>

FROM FLORENCE RAILWAY STATION

From Florence railway station, take the bus 7 for sites in San Domenico area; bus 1 for Villa Salviati (via Fantina Gate); or bus 25, both from Piazza della Libertà ('L. Il Magnifico Libertà') for Villa Salviati (via Bolognese entrance, Bolognese il Cionfo); any bus to Piazza San Marco for Palazzo Buontalenti.

WALKING

Most of the EUI buildings are within walking distance from Badia Fiesolana. Badia Fiesolana, Villa Sanfelice, Villa Schifanoia, Convento di San Domenico and Villa La Fonte are within 10 to 20 minutes' walk from one another.

CARS

From the A1 Milano-Napoli motorway ('Autostrada del Sole'), take the Firenze Sud exit and follow directions for Fiesole/Stadio.

The EUI has several free parking areas available all over the

Campus. The Real Estate and Facilities Service is responsible for their maintenance and administration. All vehicles parked on EUI property must be registered on the EUI parking registration portal. More information, policies, and the link to the parking registration portal are available on [our dedicated webpage](#).

TAXIS

For information and fares:

- > www.4242.it
Tel.: [+39] 055 4242
SMS/WhatsApp: [+39] 334 6622550
- > www.4390.it
Tel.: [+39] 055 4390
WhatsApp: [+39] 333 8077555

BEYOND FLORENCE

Florence is well connected to many regional destinations through train and bus services, including Prato, Siena, Pistoia, Lucca, Pisa and Livorno.

Florence is also well connected to other major Italian cities through high-speed train services. These services depart from Firenze Santa Maria Novella, from which you can reach Bologna in 0.38 hours, Rome in 1.36 hours, Milan in 1.55 hours, Venice in 2.16 hours, Turin in 3 hours and Naples in 3 hours.

All train services are run by **Trenitalia** (<https://www.trenitalia.com/en.html>), with the exception of high-speed services that are offered by both the State-owned Trenitalia and the private company **Italo** (<https://www.italotreno.com/en>). Please check their website in advance to plan and purchase tickets.

Bus services include the regional public transport company **Autolinee Toscane** (<https://www.at-bus.it/en>) as well as regional and national services offered by private companies like **FlixBus** (<https://global.flixbus.com/>) and **ItaBus** (<https://www.itabus.it/en/home>).

BEYOND ACADEMIA – LEISURE

EXTRACURRICULAR ACTIVITIES AT THE EUI – THE BODY AND BRAIN BOOSTING BOARD (4B)

Extracurricular Activities supported by Academic Service (The Body and Brain Boosting Board – 4B) promote a wide range of initiatives aimed at fostering socialisation, building community, and encouraging integration within the city of Florence. These activities, held both on and off EUI campuses, are primarily cultural and sporting in nature but may also include student and researcher-led working groups and civic initiatives. All activities are initiated and managed on a voluntary basis by members of the EUI community. The selection evolves each year based on interest and participation, with popular options including Men's and Women's Football, Yoga, Mat Pilates, Running, Rowing, Tennis, Swimming, and the EUI Choir, in addition to Engaged Academics and other initiatives. 4B actively supports community-led efforts that enrich campus life and promote engagement beyond academic pursuits.

For a complete list and contact information, please check the [4B webpage](#).

If you would like to start a new club or suggest a new extracurricular activity, contact the 4B Officer at eui.4B@eui.eu

FACILITIES

The EUI offers a broad range of facilities including:

GYM

Located at the bottom of via dei Roccettini, halfway between the Badia Fiesolana and the EUI apartments in via Faentina. The EUI gym offers a pleasant space with a decent range of modern equipment, well suited for weightlifting, stretching, cardio

training, and general fitness practice. There is a small outdoor basketball court adjacent to it. Users are granted access following a short mandatory induction. Current opening times: every day from 6 am to 10:30 pm.

A personal trainer is on-site for free twice a week. Hours may vary across terms, please check the schedule at 4B.

FIVE-A-SIDE FOOTBALL

Located at Villa Schifanoia. The field can be booked through 4B (euui.4B@euui.eu). Every Spring, the field is used for the 5-a-side calcetto tournament 'Coppa Pavone' in which hundreds of people, both men and women, staff and researchers, participate enthusiastically.

PIANO ROOM

The Piano in Sala della Colonna can be booked by any member of the EUI community. In order to play the piano, you need to contact 4B, register and pay a small contribution of €10 per term towards the cost of tuning. After the payment, you will be invited to book playing slots via a sign-in sheet. Specific hours are available both weekly and on weekends. The Piano in Schifanoia is part of the EUI Piano offer.

TABLE TENNIS

A ping-pong table is located in Sala della Colonna in the Badia Fiesolana. Contact 4B (euui.4B@euui.eu) to play. You will have to contribute €10 per term, register and sign in. Specific weekly times are available.

FIASCO SOCIAL CLUB

Fiasco Social Club is the social hub of the EUI; it is the perfect space to hang out, share a drink with friends, or socialise after work. FSC hosts innumerable parties throughout the year, has a pool table, table football, and a dart board. It is a space run by researchers on a voluntary basis. Join the Fiasco Newsletter to be updated on the planned activities.

EUI AGREEMENTS WITH LOCAL BUSINESSES AND INSTITUTIONS

The EUI has set up agreements with a number of companies, professionals, local firms, and associations including the following:

- Car Services and car parks
- Culture and leisure
- Gyms
- Insurance companies
- Legal services
- Medical laboratories
- Medical specialists and practitioners
- Miscellaneous services
- Private schools and summer camps
- Restaurants and cafes

Upon presentation of your EUI identity card, all members of the EUI Community are entitled to special rates or discounts. More detailed information is available on [our dedicated webpage](#) which is regularly updated

MUSIC

The Institute has agreements with the following:

- » **Amici della Musica**
Teatro della Pergola

Via della Pergola, 12/ 32 50121 Firenze

Amici della Musica offers discounted tickets for most of its concerts (mainly chamber music, see programme on [their website](#)). Information about the concerts and the relative booking system is circulated via 4B Newsletter including a booking link at the beginning of each week.

Please note that to access sporting facilities like gyms, swimming pools etc. you will usually need to provide the facility with a medical certificate stating your good health to do sports (**Certificato medico per attività sportive non agonistica**). This certificate can be issued by any medical doctor.

VOLUNTEERING

The EUI coordinates synergies and joint volunteering activities with other universities and institutions in Florence, in order to help EUI members (or partners of EUI members) who are interested in doing volunteer work to get in contact with local associations that might need help. You can find updated information on the [EUI Welcome and Life in Florence webpage](#)

For further information please contact the Welcome Office:

- Email: Welcome@eui.eu

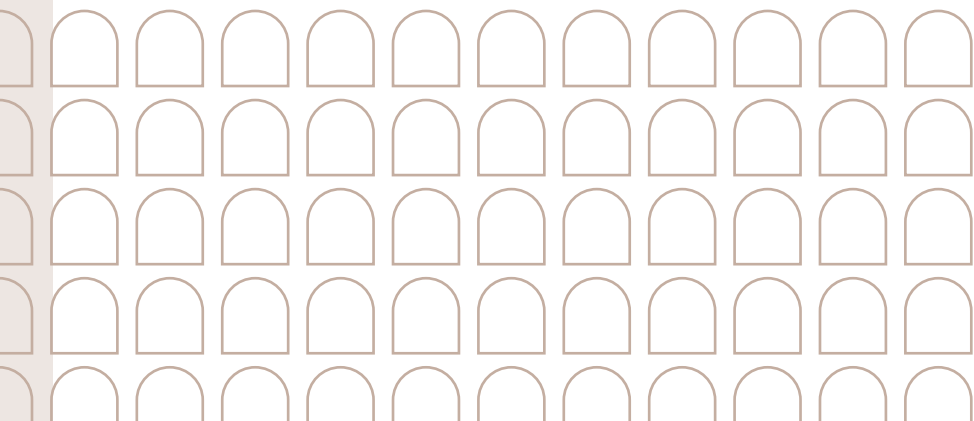
VOLUNTEERING ORGANISATIONS (ASSOCIAZIONI DI VOLONTARIATO)

The EUI currently has agreements with the following organisations, but there are many others that you may decide to volunteer with.

- Ars et Fides
- Associazione Tumori Toscana
- Associazione Via Maggio
- Caritas Firenze
- Croce Rossa Italiana, Campo Cinofili
- La Tinaia
- Misericordia di Firenze
- Red Cross - Croce Rossa Italiana | Comitato di Firenze
- St James Food and Clothes Bank

4

SUPPORT FOR PARTNERS



PARTNERS OF EUI MEMBERS

EUI members may request an EUI partner card for their partner to use in accessing EUI buildings, at the cafes and canteens, and accessing the library's resources. The issuing of a partner card will also provide partners with their own login details to access the EUI Wi-Fi network. For full information on this and instructions on how to apply for an EUI partner cards, please check [here](#).

Building your social network

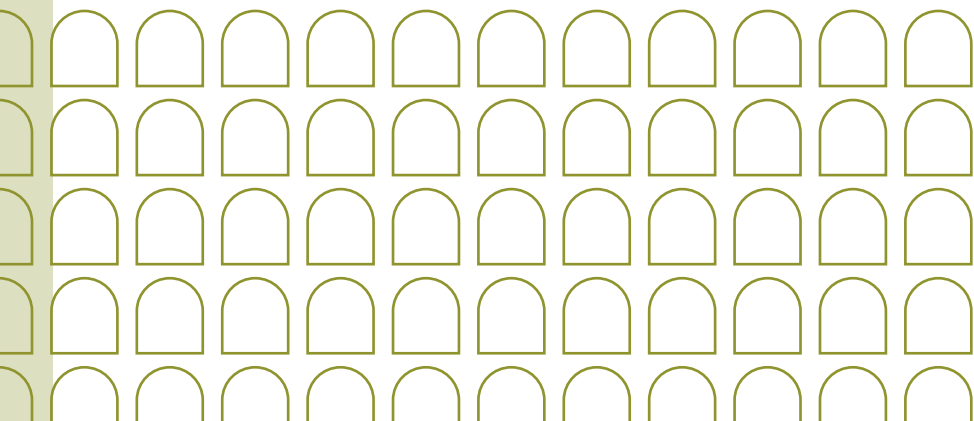
We believe that building a social network rapidly on your arrival at the EUI will improve your and your family's experience at the EUI and in Florence. Some tips on getting to know people and building a network include participating in **volunteering** activities (**Please see section on Volunteering**) and in **academic** and **social activities** at the EUI.

We also recommend contacting the **EUI Partners Group**, which offers a social programme/network for newcomers who reside in Florence while their partners are engaged at the EUI. During term time, the group meets approximately every other week in various places in Florence. The group organises outings, exchanges general knowledge, books, and, quite simply, offers company with gathering over a glass of wine or a cup of coffee exploring many different quirky and interesting places in Florence. More information [here](#).

If your **partner** wishes to explore **career opportunities** in Florence, key resources are: Indeed, LinkedIn, the local public Job Centre (Centro per l'Impiego), temp agencies, and private work agencies. Partners are also welcome to apply for jobs at the EUI through the [dedicated webpage](#), as well as submitting spontaneous applications for job contracts for up to 1 year.

Courses and activities at the EUI's Centre for Academic Literacies and Languages (CALL) are excellent opportunities to meet other EUI members and their partners, as well as learning or improving your knowledge of a foreign language. Check the course and activity catalogue [here](#).

5 CHILDCARE AND SCHOOLING





EUI CHILDCARE AND SCHOOLING SUPPORT

The EUI provides preschool childcare (Crèche) for children of all EUI members. The age range is normally 4 months to 3 years, although older children are sometimes accommodated.

The Crèche is open Monday to Friday, 8.15 to 18.00, throughout the official EUI year. Interested parents may visit it Monday-Friday between 1:00 p.m. and 2:00 pm, after booking an appointment.

To book, please email the Crèche Supervisor, Jennifer Monti, at creche@eui.eu. For additional information regarding the Crèche, please visit the dedicated webpage: www.eui.eu/ServicesAndAdmin/LogisticsService/Creche

> **Jennifer Monti**

Email: creche@eui.eu

Tel.: [+39] 055 4685245, Int. 2245

For support with schooling in Florence, please contact:

> **EUI Welcome Office**

Email: Welcome@eui.eu

<https://www.eui.eu/en/services/academic-service/welcome-and-life-in-florence/schools-in-florence>

TYPES OF SCHOOLS

In Italy, most children attend public schools, with a growing share of students attending private schools that follow the Italian curriculum offering bilingual teaching (e.g. Italian and English, Italian and French).

You can find a partial list of schools from the Florence area offering courses in Italian and/or foreign languages [here](#).

EUI Welcome and Life in Florence has set up agreements with several schools in the Florentine area. More detailed information is available on [our webpage](#).

SCHOOL YEAR AND HOLIDAYS

The school year usually runs from the start of September and to late June.

The school year is usually divided into two terms: 1st Term (Primo Quadrimestre) and 2nd Term (Secondo Quadrimestre).

Key holidays usually include: 1st Nov; 8th Dec; Christmas and New Year break (25th Dec to 7th January); Easter break; 1st May; 2nd June.

ITALIAN EDUCATION SYSTEM

Age	Italian name of the school	English name of the school
0-3 years old	Asilo Nido	Nursery
3-6 years old	Scuola dell'infanzia	Kindergarten
6-11 years old	Scuola primaria (5 years)	Primary school
11-14 years old	Scuola secondaria di primo grado (3 years)	Middle school
14-19 year old	Scuola secondaria di secondo grado (5 years)	High school

Schooling up to primary school (i.e. 6 years of age) is not compulsory in Italy, while from age 6 to 16, the Italian law requires children to attend school.

Primary schools are called Scuola Primaria, but they are also commonly known as Scuola Elementare. This school cycle is made up of 5 grades/years. Primary schools may offer 24- to 27-hour-per-week classes, as well as so-called full-time (tempo pieno) which corresponds to 40 hours of school per week. Assessments are carried out throughout the year, with no final national exams at the end. Most public primary schools will offer similar curriculums to one another.

Middle schools are called Scuola secondaria di primo grado, but they are also commonly known as Scuola Media. This school cycle is made up of 3 grades/years. Middle schools may offer 30-hours-per-week classes, as well as so-called full-time (tempo prolungato) which corresponds to 36 to 40 hours of school per week. Assessments are carried out throughout the year, with a final national exam being held at the end of year 3, which allows access to high schools. Middle schools may differ in terms of which third language they offer (i.e. French, German or Spanish, in addition to English, or no third language with more teaching hours focused on English, i.e. Inglese potenziato) or if they offer musical teaching (e.g. piano, violin, guitar, etc.).

High schools are divided into three groups:

- Liceo – Liceo high schools have a strong focus on theory and preparing students for university. This group of schools includes 8 curricula.
- Istituto tecnico – Technical schools include characteristics of Licei and Istituti professionali by providing an equal balance between practical activities and theory. This group includes 12 curricula.
- Istituto professionale – Professional schools offer a strong focus on practical activities in the areas of agriculture, health professions, and manufacturing. This group includes 11 curricula.

All the abovementioned high schools allow access to university studies. High schools typically have 5 grades/years, but exceptions apply. Assessments are carried out throughout the year, and a final state exam is held at the end of the 5th year called Esame di Stato/Esame di maturità.

For more information or guidance of schools please contact:
Welcome@eui.eu

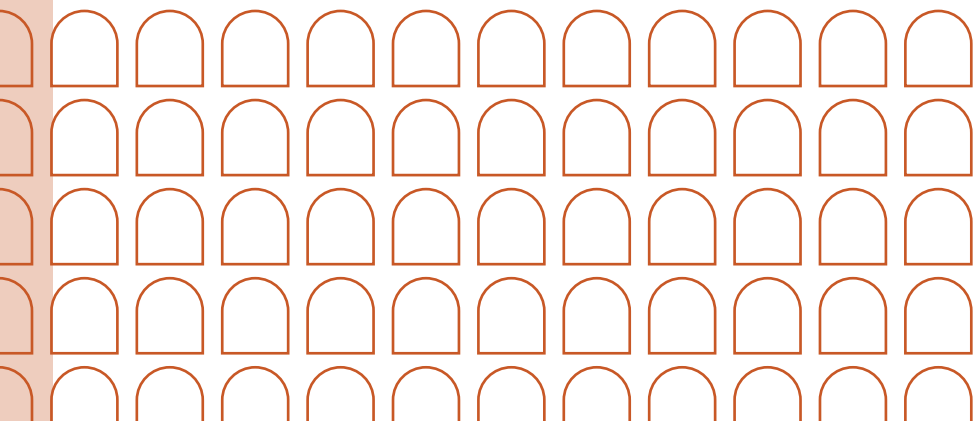
INTERNATIONAL EDUCATION

In the Fiesole and Florence area there is a selection of schools that offer international curricula, like the Ontario Canadian curriculum and the French curriculum. These schools offer teaching at all kindergarten, primary, middle, and high school levels. These schools are often attended by Italian children with international backgrounds, and by children from around the world who have moved to Florence with their families. These schools have a strong focus on languages, including English, French and Spanish, as well as Italian.

Attending these schools may be particularly beneficial for children moving to Florence for short-medium term periods to ensure continuity with previous schooling and recognition of their time in Florence at subsequent schools abroad.

The EUI has agreements with international schools that can be explored [here](#).

6 SERVICES AND RESOURCES



AN INCLUSIVE CAMPUS

The EUI aims to achieve equality, inclusion and belonging for every individual, and in particular those who face systemic barriers and discrimination in our society. This involves recognising and seeking to combat structural inequalities and power imbalances in the world around us as well as continuously examining our own systems, behaviours, and processes.

Contacts: edi@eui.eu

EQUALITY, DIVERSITY AND INCLUSIVENESS (EDI) RESOURCES AND INITIATIVES AT THE EUI:

BLACK, INDIGENOUS, AND PEOPLE OF COLOUR (BIPOC) RESOURCES AT THE EUI (AND IN FLORENCE)

The wellbeing of all our community is at the heart of our mission. This is why we have dedicated service and information for racial, ethnic, and religious minorities to improve how our members navigate the EUI and Florence.

Some of these resources include: the [Black history Month at the EUI](#), the [EUI Working Group on Palestine](#), and the POC Sub-group that evaluates the support for POC at the EUI, as well as providing contacts for informal support or questions.

Please explore all the resources and information on the EUI's BIPOC Guide [here](#).

Please do not hesitate to share missing information to help improve and keep this guide up to date for the community.

Contact:

- [BIPOC Guide](#)

Email: decolonising@eui.eu

LGBTQIA+ NETWORKS AND RESOURCES

Dedicated networks and initiatives are available at the EUI on LGBTQIA+ for the whole EUI community, staff and students.

These include [Proud to B3!](#) The new EUI LGBTQIA+ staff network, the [LGBTQIA+ Society](#), the [Queer and Feminist Studies Working Group](#), which all contribute to creating a safe and supportive environment where everyone can freely express themselves.

Proud to B3! is open to all persons who identify as LGBTQIA+ who are working at the EUI. It also welcomes EUI members who

OTHER INITIATIVES AND NETWORKS

- [Light on Women](#)
- [The Refugee Initiative](#)
- The STG Feminist and Gender Collective
- [The Feminist Assembly](#)

wish to be allies of the LGBTQIA+ community, i.e. someone who supports LGBTQIA+ people and defends them against

discrimination.

For more information about the LGBTQIA+ Staff Network or to get involved, please contact: proudtobe@eui.eu

WELLBEING AND SUPPORT SERVICES

PHYSICAL AND PSYCHOLOGICAL WELLBEING

The EUI offers free psychological support to its community through one-to-one counselling sessions that can be booked with our psychologists Ms Gemma Fenton and Dr Elisabetta Miglietta. For full details on this, please check [our dedicated webpage](#).

The EUI also offers a free first consultation with one of the psychiatrists that has an agreement with the EUI. For full details on this, please check the relevant section.

For general practitioners and other medical services, please

check the list of professionals the EUI has an agreement with for discounts and/or benefits [here](#).

SUPPORT SERVICES

The EUI is committed to creating a stimulating and supportive learning and working environment that is free from discrimination and harassment. The EUI provides a specialised Confidential Harassment Advice Service (CHAS) for EUI members to obtain information and assistance on their rights under this policy.

For full information on our policy on this please check [our dedicated webpage](#)

SUSTAINABILITY

The EUI is committed to promote a culture of shared responsibility and awareness on all sustainability aspects within our community.

The EUI is actively working towards implementing an Environmental Management System (EMS), based on the Eco-Management and Audit Scheme (EMAS) developed by the European Commission. Implementing an EMS will help us evaluate, report, and improve our environmental performance in order to reduce the EUI's environmental impact, strengthen legal compliance and make the most efficient possible use of our resources.

More information on sustainability at the EUI [here](#).

RELIGIOUS SERVICES AND PLACES OF WORSHIP

Florence features many Catholic churches alongside a range of places of worship for other faiths and spiritual traditions.

A partial list of places of worship in Florence and Fiesole is available [here](#).

OTHER RESOURCES

THE SCHOLARS' HUB – THE CENTRE FOR ACADEMIC LITERACIES AND LANGUAGES (CALL)

The European University Institute is a multilingual research environment and its Centre for Academic Literacies and Languages (CALL) offers a range of courses and services designed for its members and their different needs during their stay at the EUI. The mission is to provide language training in oral and written academic communication skills and to facilitate socialising in academic environments. The EUI CALL is part of the Academic Service.

The CALL offers language and academic skills courses in English, French, German, Italian, and Spanish throughout the academic year. Courses are open to all members of the EUI and their partners. The CALL also helps organise courses in additional languages.

- **Centre for Academic Literacies and Languages – CALL**
Convento di San Domenico, second floor, room SD057
Tel. [+39] 055 4685 209, Int. 2209
Email. language@eui.eu

EUI LIBRARY

Research at the Institute is supported by an excellent library in the Social Sciences and a team of experienced librarians and information specialists.

More than forty years of investment in collections, services and infrastructure have resulted in an internationally recognised social science research library, valued for its multi-national character and the high quality of its collections, with a special emphasis on Europe.

Most of the Library's print holdings are on open shelving. In addition, the Library provides its users access to an extensive collection of databases, full-text e-journals, eBooks and electronic working papers.

The Library has the status of European Documentation Centre (EDC), an official depository of EU publications and documents.

The EUI subscribes to the principle of Open Access. Library staff strives to work with the academic community to increase the content, coverage and visibility of the EUI research repository, Cadmus.

- **The Library**
Badia Fiesolana
Tel [+39] 055 4685 430
Library@eui.eu
<https://www.eui.eu/en/services/library>

ICT SERVICE

The EUI's ICT service provides support with a wide range of resources, including EUI email accounts, printing facilities, software, telephones and much more.

The first point of contact for all ICT queries is the EUI Helpdesk:

- Email: EUI.Helpdesk@EUI.eu
Self-service Portal: [EUI Helpdesk Portal \(Xperience\)](#)
Phone: [+39] 055 4685 600
Ext: 2600
<https://www.eui.eu/ServicesAndAdmin/ComputingService>

The EUI Helpdesk will:

- answer in English and Italian
- be your initial point of contact for all ICT queries
- centrally administer all support requests (tickets)
- provide first line support and fixes where possible
- escalate issues as and when required to relevant technical units (see below for full list).

ROOM BOOKINGS

EUI members requiring a room to hold a meeting or a video conference may book a room in the library at Badia Fiesolana or in any of the other EUI buildings that have this service.

For Library room bookings, please check [here](#).

For bookings in other EUI venues, contact the reception desk at each building, and they will be able to advise.

IN FLORENCE

CONSULATES IN FLORENCE

The City of Florence hosts 60+ consulates or honorary consulates, including those of Austria, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Latvia, Lithuania, Norway, Romania, Slovenia, Spain, Sweden, Switzerland, USA, etc.

CONSULTANCY SERVICES IN FLORENCE

The EUI has agreements with some of the following consultants, which offer discounts or benefits to members of our community. Please view the agreements [here](#).

Tax and accountant consultants

Tax and accountant consultants must be registered on the official registry of authorised consultants, i.e. Ordine dei Dottori Commercialisti e degli Esperti Contabili. View the registry for the city of Florence [here](#).

Lawyers

Lawyers must be registered on the official registry of authorised legal practitioners, i.e. Ordine degli Avvocati. View the registry for the city of Florence [here](#).

Notaries public

Notaries public must be registered on the official registry of authorised notaries, i.e. Consiglio Notarile. View the registry for the city of Florence [here](#).

Medical practitioners

Medical doctors and dentists must be registered on the official registry of authorised medical practitioners, i.e. Ordine dei Medici Chirurghi e degli Odontoiatri. View the registry for the city of Florence [here](#).

