

ITALY THROUGH LANGUAGE, CULTURE AND HISTORY

Student's Manual 2022



*Recognized by the Italian Ministry of Public Education
Member of ASILS, Association of Schools of Italian as a Second Language,
EDUITALIA and AATI
Recognized centre for the CELI exams and the GRUNDTVIG programs*



“ Quality and Service are the hallmarks of Sant’Anna Institute-Sant’Anna Institute (SANT’ANNA INSTITUTE). Providing courses and programmes with the personal success of every student as our primary aim. We are committed to student satisfaction and we endeavour to offer the best quality at the best price a principle that has made us one of Italy’s leading language schools. We combine language and culture with a sincere approach to providing the best academic environment for our students to learn, live and grow. Additionally the beauty of the landscape, the warmth of the weather, the allure of historical sites such as Pompeii and world famous sights such as Capri, the Amalfi Coast make Sorrento the ideal destination. Students of all ages and professions can learn the language, discover the culture and enjoy the richness of the landscape. “

Sant’Anna Institute – Sorrento Lingue Srl. does not discriminate in its educational programs or activities on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender (including pregnancy, sexual harassment and other sexual misconduct including acts of sexual violence such as rape, sexual assault, sexual exploitation and coercion), gender identity and/or expression (including a transgender identity), sexual orientation, military or veteran status, or genetic information. Discrimination is not tolerated at Sant’Anna Institute – Sorrento Lingue Srl. and goes directly against the Institute’s core values, which include a commitment to equal opportunity and inclusion. All Sant’Anna Institute – Sorrento Lingue Srl. employees, faculty members, students and community members are expected to join with and uphold this commitment.

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PRESIDENT'S VISION



A dynamic past, an exciting future

As the new academic year is about to begin, it's an appropriate time to reflect on where SANT'ANNA INSTITUTE (Sant'Anna Institute- Sant'Anna Institute) has come from and where we're going.

SANT'ANNA INSTITUTE, established in 1998, came into being with the purpose of teaching Italian to foreigners. With myself as a teacher and one classroom, I began. After our first year, we had already established ourselves in the region and expanded our programmes to include other languages including English, French, Spanish, German, and Japanese.

Today SANT'ANNA INSTITUTE is a centre of excellence that has created a meeting place where schools, universities, professionals, students, and housewives can all meet to develop their language skills and cultural awareness.

Now more than 600 students enrol in our foreign language department every year with over 1000 coming from abroad to study Italian and culture with us. Recent partnerships with American Universities has proven so successful that we have doubled our joint programs together after our initial year of collaboration.

Where are we going from here? At SANT'ANNA INSTITUTE, we will continue to grow and develop. The future will see more partnerships with academic institutions both from Italy and abroad. We have a colourful calendar of events planned for 2019/2021 that will attract professionals from several fields to participate in lectures and workshops that are being held here at the centre resulting in an even broader recognition of our name and the standard of excellence we adhere to.

We hope with your assistance that we will be able to reach our goals; the first and foremost being to spread Italian culture, language, and traditions throughout the world.

"It is not only important to take the initiative to build this center where students from around the world will be exposed to a new language, a new culture and a new world, but also that I believe that the efforts that are being put forth are focused in the right place with the right amount of discipline in order that our projects continue to flourish and grow."

Sincerely,
Cristiana Panicco

ACCREDITATION



Italian Ministry of Public Education



Edu Italia Association



University for Foreigners of Siena



University for Foreigners of Perugia



Certificazione Celi



Professional Development
Course for Teachers of
Italian as a Foreign Language



Alfred State College



Association of Schools of Italian as a Second Language



American Association for Italian Studies



American Association of Teachers of Italian



Swedish National Agency for Higher Education



Canadian Society for Italian Studies



Forum on Education Abroad

ABOUT US

Sant'Anna Institute-Sant'Anna Institute (SANT'ANNA INSTITUTE) was founded in 1998 as Sant'Anna Institute. The founder and director, Dr. Cristiana Panicco, native of Torino, fell in love with the town of Sorrento and started the organization as a language school. A couple years after the school was founded, Dr. Panicco started hosting study abroad students in affiliation with US universities. SANT'ANNA INSTITUTE works closely with Jacksonville University, our accredited US partner to offer students a wide range of academic courses. SANT'ANNA INSTITUTE is both a study abroad location and an international language school for Italians and foreigners who would like to learn Italian, English, Spanish, German, French and Japanese.

SANT'ANNA INSTITUTE is a constant international community of cultural exchange.

SANT'ANNA INSTITUTE changed its name from "Sorrento Lingue" in 2010 when it moved to a historical building that previously housed the "Istituto Sant'Anna," a convent founded in 1864 by an order of nuns named "Suore di Carità dell'Immacolata Concezione d'Ivrea". The nuns set up a nursery school and later an elementary school, a junior secondary school (1940), a teacher's training school (1981) and a high school with an emphasis on languages (1988). Until 1985, the "Istituto Sant'Anna" hosted a girl's boarding school, several apostolic activities and the parish service. SANT'ANNA INSTITUTE courses and programs are conducted in classrooms overlooking the picturesque fishing village, Marina Grande or the school's gardens.

THE BENEFITS OF USING SANT'ANNA INSTITUTE

The School

- Recognised by the Italian Ministry of Education
- Located in the historical centre of Sorrento
- Accredited CELI Centre
- Recognized by Swedish CSN



The Courses

- Courses available from beginner to advanced – 6 level QCER
- Flexible start dates
- Maximum of twelve students for standard and intensive courses



The Teachers

- Qualified, experienced and 'mother tongue'
- Enthusiastic, dynamic using communicative methodology
- Teach all aspects of language, culture and life meeting the needs of their students
- Approachable and friendly

Student Accommodation

- Available to suit all needs and requirements; host families, studios, flats, shared apartments.
- Hotel accommodation available on request



Activities and Excursions

- A range of weekly activities including courses in cooking, voice/singing, diving, ceramics etc.
- Lunches in a typical agriturismo
- Visits to popular local festivals
- Weekly excursions (additional cost) competitively priced



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Guarantees

- 48 hours (two working days) response to enquiries, bookings and requests
- Maximum of 12 students per class
- Accommodation changes available during the first week if the student isn't satisfied
- Student groupings correspond to language level and changes available if required
- Course extension without additional administrative costs
- Student refunds in accordance with our refund policy



WHY CHOOSE SANT'ANNA INSTITUTE?

Complete Academic and Cultural Programmes for Universities

- Programmes specifically designed for full immersion while maintaining the pedagogical requirements of individual academic institutions
- Specialist humanities courses exploring Dante, the Renaissance, Contemporary Italian Theatre and Cinema
- Specialist courses in Modern Italian History and Politics which can be delivered by SANT'ANNA INSTITUTE teachers in conjunction the universities faculty members.
- External lectures, conferences, concerts and excursions to complement the programme of study.

"SANT'ANNA INSTITUTE provided the ideal learning environment for our European Odyssey programme. The entire range of services, personalities and programmes made us feel at home and at the same time expanded our horizons and opened our eyes to the beauty of Sorrento and Italian culture."

Dr Linda Longmire
Associate Professor of Political Science
Hofstra University

Innovative Immersion Courses and Programmes

- Italian language and Cultural instruction to foreigners
- English, German, French, Spanish and Japanese language courses for Italians
- Partnerships with universities, including hosting and academic services
- Conferences and seminars on international education and foreign language instruction for university administrators and lecturers

Skilled and Supportive Staff

The heart of SANT'ANNA INSTITUTE is its teaching staff. Each teacher is selected using the highest criteria. Each teacher must be qualified to degree level with experience of foreign language programmes and be able to utilise their teaching skills to ensure the development and success of each individual student.

They are all trained and skilled with abilities in:

- Language programmes that are responsive to the changing needs and experiences of our students incorporating a direct learning process through current language teaching strategies
- Teachers responsive to learners needs, learning styles and the use of methodologies conducive to the learning experience
- Teachers who value the different cultures and experiences of their students and through communicative activities develop their own knowledge of different cultures

WHY CHOOSE SORRENTO?



Why choose Sorrento?

Study abroad and Italian language programs in Italy have traditionally focused on the popular cultural centers of Rome, Florence, Milan, and other cities in the north of Italy. Rarely have any programs offered the student an opportunity to experience the unique culture, customs and climate of southern Italy. Sorrento is situated on the west coast of Italy, twenty miles south of the city of Naples, on the spectacular Sorrento Peninsula. Perched atop hundred foot cliffs that face the Gulf of Naples, Sorrento is within sight of rugged snow-capped mountains, emerald waters, black sand beaches, cliff-hanging villages, and the world's best known volcano. Within easy reach of Sorrento are the stunning islands of Capri and Ischia, the Baroque splendor of Naples, the amazing Amalfi Coast, the majestic Greek temples at Paestum, the historic Roman cities of Pompeii and Herculaneum, and of course, Mount Vesuvius. The National Archaeological Museum in Naples houses perhaps the world's greatest collection of Roman antiquities.

Sorrento is:

- A safe, walkable and picturesque center of international tourism with an international population
- A small town yet with a cosmopolitan feel
- Friendly, gracious people; southern hospitality, Italian style
- Elegant hotels and quaint, family-owned restaurants
- Bustling shopping streets and quiet, stone-paved alleyways
- A mild, sun-drenched Mediterranean climate
- Culinary traditions based on the fruit of the sea, and on locally grown produce
- Streets lined with lemon and orange trees; hillsides covered with olive groves and vineyards
- A meeting place for artists, writers, musicians, architects, philosophers, poets and religious figures from around the globe.
- Home to some of the best pizza and gelato you will find anywhere

SERVICES

SANT'ANNA INSTITUTE has a reputation for excellence in language instruction, and also offers a wide range of university courses taught by highly qualified, English speaking adjunct faculty.

Students of SANT'ANNA INSTITUTE enjoy:

- Free internet access (via student computer lab and wireless access)
- Administrative assistance with visas and permits of stay in Italy
- SANT'ANNA INSTITUTE discount card for special discounts in shops, bars and restaurants
- 24 hr emergency assistance
- Orientation Tour of Sorrento
- Culture Shock and Re-Entry Materials
- Healthcare referrals
- Volunteering Projects
- Tandem Programs with local Italians

We can also organize:

- Accommodation in homestays, Residence Hall (if available) or apartments
- Airport / Train Station transfers
- Group or private excursions guides to Capri, Naples, Positano, Amalfi, Ravello, Paestum, Pompei, Herculaneum and Rome and more!
- Cooking Classes
- Ice-cream Making courses
- Italian cinema classes at Sant'Anna

ITALIAN LANGUAGE COURSES

Level	Communication Objectives
I. Beginner	Greetings and introductions Time Simple biographical information (i.e., family, job, house, traditions, holidays) Descriptions of people and places Living abroad essentials (i.e., ordering in a restaurant, daily situations such as phone calls, health matters, taxi, post office)
II. Elementary	Travel experiences Current events Customs Descriptions of people and places Art and cultural topics Comparing situations and opinions Body language
III. Pre-Intermediate	Giving instructions and making suggestions Simple reading comprehension Expressing needs, obligation, possibility Making invitations Expressing preferences and desires
IV. Intermediate	Understanding context Communicating in different situations (i.e., formal vs. informal) Compare and analyze alternative viewpoints Ability to express perspectives
V. Upper Intermediate	Idiomatic expressions and phraseology Shades of meaning Regional aspects of Italian Persuasion and argumentation Making judgments and evaluation Expressing emotion Conversation on literary or poetic passages
VI. Advanced	Demonstrated ability to integrate levels I-V; to speak in a clear, yet nuanced mode stylistically adapted to the situation. Ability to present oneself logically, contribute to and facilitate conversation Ability to hear, recall and identify the most important points of a conversation

INTERNATIONAL ITALIAN PROGRAMME OUTLINE

A TYPICAL DAY AT SANT'ANNA INSTITUTE

Course	Basic	Intensive A	Intensive B	Individual	2:1
Enrollment Code	B	IA	IB	IND	TWO
Grammar Hours	10	10	10	5	5
Conversation Hours	10	10	10	5	5
Individual Hours	0	5	10	0	0
Total Hours/Week	20	25	30	10	10
Students/Class	10-12	10-12	10-12	1	2
Levels Available	I-VI	I-VI	I-VI	I-VI	I-VI
Minimum Duration	1 week	1 week	1 week	1 week	1 week

Time	Learning Agenda
9:00-10.40	Conversation practice, vocabulary and grammar
10.40-11.00	Break
11:00-11.40	Vocabulary expansion and conversation practice
11.40-12.40	Conversation practice and development of speaking and pronunciation abilities
13.00 – 18.00 or 15:00-17:15	Excursions (to Pompeii, Ercolano, Vesuvius, Amalfi Coast, Positano, Naples, Capri...) Thematic lectures and discussion based on a class' particular interests (i.e., Italian history, literature, current events)

CULTURAL ACTIVITIES ITALIAN CUISINE



Traditional Italian Cooking

Our instructor will lead you on a gastronomical tour of Italy. Students will learn how to prepare authentic recipes in a comprehensive hands-on cookery course in which they will make splendid Italian 4 course dinners using traditional techniques from pasta to pastry and everything inbetween. Students will learn to cook in an informal and friendly environment.

Professional Italian Cooking

This cooking course is designed for students interested in pursuing careers in the hospitality Industry as chefs or managers. Students learn to perfect their Italian culinary skills within a professional environment. Every lesson is intensive rigorous and hands-on working with our distinguished professional chef as well as being given the opportunity to work side by side with the instructor.



CERAMICS



Students learn the techniques of Working, decorating and baking clay. The traditional artigianale way in a typical Sorrentine ceramics studio.

On request excursions can be arranged to Vietri Sul Mare, one of the most famous and beautiful towns on the Amalfi Coast, known worldwide for its ceramics

CITIES OF FIRE – ARCHAEOLOGICAL COURSE



Students will explore the ancient ruins of Pompeii and will conduct a thorough historical survey of the best preserved ruins of this Roman city.

Readings and lectures in architectural history and daily life will also be an important part of this short course.



VOICE LESSONS

Sant'Anna Institute-Sant'Anna Institute offers both professional and beginner level voice training courses Led by local Tenors from the Taetro San Carlo in Naples

Professional courses cover techniques, Interpretation of Italian opera and **Neapolitan** Songs, voice laying and breathing emission.

SCUBA DIVING



Discover Scuba Diving

Students can learn to scuba dive and explore the underwater world, visit coral reefs, awaken their creativity though the art of underwater photography etc. Prior to departure there will be an introductory programme which gives an overview of the trip, what to expect, what to bring, preparation materials, and study requirements. *Pre-requisites* PADI, Open Water Diver Certification or equivalent. Prior diving experience is essential.

EXCURSIONS

Sant'Anna Institute-Sant'Anna Institute offers excursions that enable students to get to know Sorrento and the surroundings.



CAPRI AND ISCHIA

Explore Capri and Ischia, the two main islands in the Bay of Naples. Capri, world famous for its beauty, history and *La Grotta Azzurra* (The blue Grotto) and of course the favourite haunt of the international jet set.

Ischia also known as *La Isola Verde* (The Green island), dominated by Mount Epomeo and filled with thermal baths, wonderful beaches and amazing scenery.

THE AMALFI COAST

The Amalfi coast was once described by John Steinbeck as 'A dream place that isn't quite real.'

The turquoise coastline, its dramatic seacliffs, watchtowers, Roman ruins, coves, beaches, monasteries and villages are only a small part of the wonders of the amalfi drive. Visit the infamous Positano, see the sea views from S' Agata's monastery IL Deserto and dine in the charming harbour of Amalfi town.

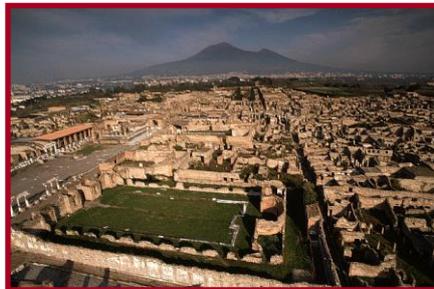


NAPLES

A city steeped in history and culture. Sights include the historic Baroque district 'Spaccanapoli', the Duomo di San Gennaro, the Grand Palazzo Reale built at the height of Bourbon power in the 18th century and the neoclassical Basilica San Francesco di Paola and the Museo Archeologico Nazionale. Shopping along the Galleria Umberto and Via Chiaia is a must for shopaholics. Taste the traditional Neapolitan sweet pastry *sfogliatelle*. Enjoy the unique flavours of the original pizza plus many other goodies.

POMPEII

Pompeii and Herculaneum remain ruins of Roman cities. under layers of lava and ash Mount Vesuvius in 79AD, these years allowing students the roads, imagine life in Roman atmosphere.



the most important historical Discovered in the 18th century from the volcanic eruption of cities are still intact after 2000 opportunity to traverse Roman times and feel the Roman

GENERAL CONDITIONS

Sant'Anna Institute-Sorrento Lingue requires a photocopy of the first page of your passport which you can either mail to us before your arrival or bring in person on the first day of your course.

Enrollment

To enroll it is necessary to complete the appropriate form. The form must be filled in all its parts and signed by the participant.

A deposit equal to 30% of the full amount must accompany the enrollment form.

Confirmation of enrollment

Once the application and deposit have been received, the Centre will forward confirmation of registration.

Settlement of payment

Payment must be settled within three days from student's arrival.

Payment

Payments can be made on-line by credit card (instructions will be sent by our Administration), cash or bank transfer to:

Beneficiary name: SORRENTO LINGUE, Srl
VIA MARINA GRANDE 16
80067 SORRENTO (NA)
ITALIA

Our bank is: **INTESA SAN PAOLO SPA - FILIALE COLLEGN**o - Via Torino, 166, 10093 Collegno TORINO

International Bank Account Number (IBAN):

IT	85	C	03069	30052	100000064219
Nation	CIN EUR	CIN	BANK CODE (ABI)	Branch Code (CAB)	ACCOUNT NUMBER (C/C)

Bank Identifier Code (BIC) or swift code: BCITITMM

IBAN : IT85C0306930052100000064219

ATTN: ALL BANK CHARGES WILL BE INCURRED BY THE STUDENT or AGENCY (including the charges of our bank . Please ask your bank to debit you all charges).

Please send us a copy of your bank transfer by fax: 0039 081 5324140 or by e-mail at deptf@santannainstitute.com once the transaction is complete.

** The Italian Budget Law for 2018 (Law no. 205/2017) ("the Law") establishes a mandatory real-time electronic sales invoice issuance and reporting system ("E-invoicing"). This requirement comes from the EU's "VAT Directive" (2006/112/EC), as amended by Directive [2010/45/EU](#) (the "Invoicing Directive"), which lays down conditions and rules on invoicing in Member States. E-invoicing started in Italy as of January 1, 2019.*

According to Italian VAT regulation all the invoices issued without application of Valued Added Tax must apply a fixed tax of 2 Euro.

Discount for married couples or brothers and sisters

Should participants be either married or brothers and sisters, a discount of 10% will be made on one account.

APPLICATION FORM

*[Please note that due to the COVID-19 situation,
the family accommodation option is temporarily suspended until further notice]*

STUDENT'S INFORMATION

First Name..... Surname.....
 Male Female
 Date of Birth..... Nationality.....
 Address.....
 Passport Number..... Job.....
 Telephone no.....Fax no.....E-mail.....

TYPE OF COURSE

Basic Intensive A Intensive B
 Individual Two-to-One
 + Enrolment Fee (75 Euro)

LEVEL OF ITALIAN: _____

Course start date..... Course finish date.....
 Number of Weeks.....

ACCOMMODATION [EXTRA: From April 1 to October 31 - Sorrento City Tax: 3€ per person per night for a maximum of 7 consecutive nights – to be paid cash to Sant'Anna Institute]

Do you want Sant'Anna Institute to arrange your accommodation?

Yes No

Accommodation Start DateAccommodation Finish Date.....

Homestay

Single Room H/B Single Room B&B
 Double Room H/B Double Room B&B

Shared Apartment

Single Room Double Room

Private Apartment **Studio Apartment**

Other Important Information about your accommodation (e.g. dogs, vegetarian)

TRANSFER

(Cost of the Transfer one way Naples/Sorrento: 90.00 Euro)

Yes No

Where did you hear about Sant'Anna Institute?

Web Site Search Engine Magazine Agent A Student

Other (please specify)



MEDICAL INFORMATION FORM

Are you currently under medical treatment? If yes, explain.

.....
.....

Do you suffer from any allergies? If yes, explain.

.....
.....

Are you currently taking any medications? If so, specify.

.....
.....

Are you allergic to any medication? If yes, explain.

.....
.....

Do you suffer from any food allergies or have any dietary restrictions? If so, explain.

.....
.....

Have you recently tested positive for COVID-19? If so, please explain.

.....
.....

Covid Vaccine? Yes ____ No ____

Contact Abroad (Emergency Contact)

Name.....

Address.....

Telephone.....

Terms and Conditions

Please read terms & conditions in their entirety and sign them

These terms and conditions, together with the Application form a contract by and between the student (hereinafter, "Student") and Sant'Anna Institute, (hereinafter, the "School").

Enrollment

To enroll, it is necessary to complete the appropriate form. The form must be completed in all its parts and signed by the participant. The enrollment form must be accompanied by a deposit equal to 30% of the full amount.

ACCEPTANCE: The School will notify the Student of the School's acceptance or non-acceptance into the Program via email.

AIRFARE & TRAVEL TO/FROM SCHOOL: The Student is expected to travel completely independently to Sorrento. Student is solely responsible for getting to and from Sorrento, regardless of major flight delays, cancellations, or other complications. It is the Student's responsibility to confirm flight(s).

The School is not responsible for airline and airport policies, fees, delays, mechanical troubles, employees, weather delays, luggage damage, luggage weight allowances, lost luggage, accommodations or transportation for flight delays, compensation for flight delays or missed connections, or any other airline complications. In the event of an overnight flight delay, the School is not responsible for providing escorting/chaperoning services, overnight hotel accommodations, transportation, and meals.



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If a Student is denied boarding, or if the Student does not have the required travel documentation, or if the Student fails to board, the responsibility of making alternative travel arrangements and the cost of same shall be the responsibility of the Student. Student acknowledge that some airlines will not deliver lost baggage to the ticket holder at the ticket holder's final destination.

If this occurs, Student agrees that the cost of lost baggage reclamation is the financial responsibility of the Student. The Student acknowledges that the Program itinerary shall not be changed to accommodate meeting or connecting with a student whose flight was delayed, missed, or cancelled.

APPLICATION: The Student hereby makes application for acceptance into a program, (hereinafter the "Program"), to be conducted by the school. The School reserves the right to accept or reject the Student's Application in its sole and absolute discretion. The Program begins when a representative of the School physically meets the Student at the School. The Program ends once the last lesson has ended.

Confirmation of enrollment

Once the application and deposit have been received, the Centre will forward confirmation of registration.

Settlement of payment

Payment must be settled within three days from student's arrival.

Invoicing

All the students enrolled at Sant'Anna will receive an Invoice in accordance with the E-invoicing started on January 1, 2019*

*** The Italian Budget Law for 2018 (Law no. 205/2017) ("the Law") establishes a mandatory real-time electronic sales invoice issuance and reporting system ("E-invoicing"). This requirement comes from the EU's "VAT Directive" (2006/112/EC), as amended by Directive 2010/45/EU (the "Invoicing Directive), which lays down conditions and rules on invoicing in Member States. E-invoicing started in Italy as of January 1, 2019.**

According to Italian VAT regulation all the invoices issued without application of Valued Added Tax must apply a fixed tax of 2 Euro.

Participation

Sant'Anna Institute never cancels a class. The maximum number of students in group classes is 12. The minimum number of students in group classes is three. Classes with less than three participants will be reduced from 4 hours to 2.5 hours. ***In case of a pandemic event, the Institute will organize online courses (distance learning) instead of the onsite courses at the Institute. Please refer to the Sant'Anna Response to pandemic events for updates. Sant'Anna will send information on a case by case basis.***

BEHAVIOUR: The School naturally expects all Students to treat fellow students, flat mates and families with respect. The Program directors will not allow disruptive or misbehaving Students to impair or diminish the Program benefits for the other Students.

Sant'Anna Institute – Sorrento Lingue Srl. does not discriminate in its educational programs or activities on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender (including pregnancy, sexual harassment and other sexual misconduct including acts of sexual violence such as rape, sexual assault, sexual exploitation and coercion), gender identity and/or expression (including a transgender identity), sexual orientation, military or veteran status, or genetic information. Discrimination is not tolerated at Sant'Anna Institute – Sorrento Lingue Srl. and goes directly against the Institute's core values, which include a commitment to equal opportunity and inclusion. All Sant'Anna Institute – Sorrento Lingue Srl. employees, faculty members, students and community members are expected to join with and uphold this commitment.

Upon arrival at Sant'Anna students will follow the COVID-19 protocol in accordance with the Italian Government measures.

Cancellation of Participation

1. Cancellations must be sent by registered mail.

2. Cancellation fee for Italian courses with a duration of 1 to 4 weeks: 75 Euro

If a cancellation for an Italian course with a duration of 1 to 4 weeks is made more than 21 days before the beginning of the course, the school will refund the deposit less the cancellation fee and the bank charges.

3. Cancellation fee for Italian courses with a duration of 4 weeks and longer: 250 Euro

If a cancellation for an Italian course with a duration of 4 weeks and longer is made more than 21 days before the beginning of the course, the school will refund the deposit less the cancellation fee and the bank charges.

4. Should a cancellation be required less than 21 days prior to arrival, no deposit refund will be due.

5. Deposits and fees are non transferable.

6. If a student does not attend, withdraws, shortens their course after it has begun or is late, tuition and accommodation fees will not be refunded. No refunds are allowed for a delayed start or premature departure. Student tuition is never refunded due to absence from class and study hours subsequently lost can not be made up.

7. Cancellations for last Minute Enrolments: In addition to the aforementioned cancellation policy, students that cancel at the last minute for our courses are still obliged to pay the total amount for the course and accommodation they have reserved. No refunds of course and accommodation fees are permitted for a delayed start or premature departure.

8. Cancellation fee for Visa refusal: Sant'Anna Institute will send the VISA documents after the receipt of the full payment for the Italian course and accommodation costs. Should the student receive a VISA refusal, Sant'Anna Institute will refund the student for the amount paid deducted of 250€ as cancellation fee plus bank charges.

Notes about Italian Language Courses

The school will be closed on the following national holidays: February 14th, April 19th, April 25th, May 1st, June 2nd, August 15th, November 1st, December 8th. There will be no lessons on these days. No refund of fees. From December 18th, 2022 to January 06th, 2023 the school will be closed for the Christmas holidays. No refunds or make-up lessons will be held for lessons not held on these dates. Missed afternoon individual lessons on National holiday dates will be re-scheduled.

Student Apartments and Homestay

[Please note that due to the COVID-19 situation, the family accommodation option is temporarily suspended until further notice]

It is the student's responsibility to inform the landlord or host family directly about their exact time of arrival in Sorrento. Students must fix an appointment to receive their apartment's keys. SANT'ANNA INSTITUTE declines any responsibility if the student does not contact the landlord at least 24 hrs before arrival. If not scheduled in advance, students may risk not finding the landlord at the apartment, as they do not always live nearby. All landlord contact information is provided with the reservation.

Apartment reservations

Accommodation offers are valid for 1 week after our e-mail notification to you. Unfortunately we can not keep apartments reserved indefinitely.

Cancellation of Accommodation

Accommodation cancellation policies depend on the cancellation policy applied by the type of accommodation booked (private apartments, Bed & Breakfasts, Hotels, Campings, etc.).

For shared apartments and families, Sant'Anna Institute will apply the following policy:

[Please note that due to the COVID-19 situation, the family accommodation option is temporarily suspended until further notice]

1. Cancellations must be sent by registered mail.
2. If a cancellation is made more than 21 days before the arrival, the school will refund the deposit paid for the accommodation deducted of 1 night fee
3. If a cancellation is made less than 21 days before the arrival, the school will refund the deposit paid for the accommodation deducted of 3 nights fee
4. Should a cancellation be required less than 21 days prior to arrival, no deposit refund will be due.

COURSE LEVEL CHANGES: Students who wish to change course levels must refer to the Director of Studies.

EFFECTIVE DATE: The effective date of this Contract shall be deemed to be the date on which the Student sends the Application Form.

FEES INCLUDE: Entry level test, Textbooks, Lessons, certificates, use of facilities such as the library and study zones, WI-Fi connection at the School, and the "Co-curricular and Social Activities" offered by the School (trips/activities requiring additional payment are not included).

FEES DO NOT INCLUDE: Accommodation, transfer to and from the train-station/airport, bank charges, insurance, and any other fees not expressly mentioned under "Fees Include".

FORCE MAJEURE: The School shall not be responsible for its non-performance under this Contract, in whole or in part, if such non-performance is on account of events outside the control of the School including, but not limited to, acts of God, war, labor strikes, transportation strikes, political turmoil/revolt, or inclement weather.

HOUSING: By carefully following the preferences specified by the Student in the enrollment form, the accommodation department does its best to ensure that Student is placed in the most suitable housing choice. Student should specify any particular requirements and expectations in the enrollment form. Students are responsible for the day to day cleaning of their room/apartments.

HOUSING CHANGES: Housing changes will be taken into consideration after the Student submits in writing the reason for the need of housing change. Housing will be changed in the event that there is a serious problem or particular situation requiring a need of housing change. The School will apply a fee of Euro 50 for unjustified changes.

INFORMATION: The school will send the Student by email all the necessary information at least 2 weeks before the beginning of the course, and only after having received the 30% deposit (course + accommodation + administration fees).

INSURANCE: Students are strongly advised to obtain medical, travel, and personal insurance before leaving their home country. Student shall be solely responsible for obtaining and maintaining health insurance. The School does not provide any insurance of any kind for the Student, including health, accident, life, or property loss insurance. The Student acknowledges that in the event the Student has a medical need that requires medical attention, evacuation or repatriation that any such care or evacuation is at the Student's sole expense.



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LANGUAGE OF LESSONS: All of the School's lessons and activities are held in Italian unless otherwise specified.

LOST/STOLEN OBJECTS: The School is not responsible for any lost/stolen objects in or out of the School (including accommodation).

MINIMUM AGE: The School will accept Students under 18 years of age only under the supervision and legal responsibility of the Student's parent(s) or legal guardian(s).

PASSPORT, VISA, AND TRAVEL DOCUMENTATION: Passport, visa and other required travel documentation depend upon Student's nationality. Having proper travel documentation in hand at time of travel is the sole responsibility of the Student. The Student's passport should expire no less than 6 months from the Program's ending date. Refunds will not be given for failure to provide valid passport, visa or other required travel documentation.

PAYMENT METHODS: Student must provide evidence of payment to the School. The School accepts cash, credit cards (Visa and MasterCard), bank transfer in Euro. Euro check's and Italian bank check's are not accepted.

POSTPONING: The School will apply a 50,00 Euro accommodation fee to Students who postpone the beginning of a course with two or more weeks written notice. These fees do not apply in case of postponing due to documented Visa issues.

If a student does not attend, withdraws or shortens his/her course after the course has begun, tuition fees will not be refunded. No refunds are allowed for a delayed start or premature departure. Student tuition is never refunded due to absence from class and study hours subsequently lost can not be made up.

PURCHASING & BOOKING AIRFARE: Airfare is completely and fully independent of the Program. The School does not refund airfare or airline change fees for any reason. It is the sole responsibility of the Student to accurately purchase airfare on the correct flights and dates even if a third party provider is used to book the ticket. The School is not responsible for service levels, accuracy of bookings, flight changes or cancellations, fees, or any other service provided by an airline or travel agency. The School is not responsible for improper bookings even if a copy of your flight itinerary was delivered to the School for verification. Any improper bookings or airline flight changes will be at the full and sole responsibility of the Student.

RELEASE OF PHOTO AND VIDEO USE: The Student acknowledges that the School has the right to use photos, film, or other images recorded of the Student while participating in the Program. Student accepts that these images may be used in brochures, catalogs, website, video/slide-show presentations, and all print media.

STUDENT VISA: Citizens of the European Union and EEA states do not require a permit to stay in Italy. Non-EU Citizens must contact the nearest Italian Embassy or Consulate for details regarding entry permits. The School will provide documents needed to obtain a visa. By law, these documents may only be issued after the Student has registered and all course fees are paid in full. Students are responsible for obtaining their visa and for any visa-related expenses such as mailing charges (approximately Euro 35) which will be added to the total course fees.

Airport Pick-up Service

If an airport pick-up has been reserved, all flight changes or delayed flights must be immediately communicated directly to the Centre by the arriving student. SANT'ANNA INSTITUTE telephone number is +39 081 807 55 99 and the emergency contact numbers are 328 05 29 335 (Olga Stinga) and 339 187 08 07



(Cristiana Panicco). If the Centre will not be informed of the delay within at least 1.5 hrs before the scheduled arrival time in Naples, the school will not be responsible and the appropriate fees will still be due.

Sorrento City Tax

€ 3,00 per person per night, for a maximum of 7 consecutive nights.

According to Sorrento City Council resolution n. 99 of 29/11/2011, from April the 1st to October the 31st . the City of Sorrento will introduce the tourism tax applied to non-residents overnight staying, for a maximum of 7 consecutive nights. The tourism tax per person per night is not applied to children up to 18 years old. The collected funds will help the City improve the quality of the tourist services and finance works aimed at maintaining, using and salvaging the city's cultural.

PERSONAL DATA: I hereby consent to the aforementioned conditions.

We inform you, according to the Italian law D.L. 196/03, art. 13 concerning privacy, that your personal data will be used according to the Italian privacy law, also through mechanical instruments and/or automated ones, only to fulfil legal obligations, to realize the completion of all necessary formalities linked to the conclusion, implementation and management of your contract.

Place: _____

Date: _____

Signature: _____

DISCLAIMER CLAUSE

The Institute is not responsible for any death, injury, loss or damage of any kind suffered by any person while participating in excursions and trips, including injury, loss or damage which might be caused by the negligence of THE RELEASEES. Excursions include transportation by bus, travel by public transportation, and other activities as determined by the Institute, which will not be responsible for accidents or strikes.

Initials

DESCRIPTION OF RISKS

In consideration of my participation in the excursions programs and all related activities, I acknowledge that I am aware of the possible RISKS, DANGERS AND HAZARDS associated with the excursion program and all related activities including THE POSSIBLE RISK OF SEVERE OR FATAL INJURY TO MYSELF OR OTHERS. These risks include, but are not limited to:

- Risks associated with travel to and from all venues of the various components including transport by public or private motor vehicle which could include but are not limited to an accident resulting in severe physical injuries or death;
- Intoxication and/or alcohol poisoning from the alcohol I consume during the excursion programs and all related activities whether voluntarily or through coercion resulting in illness, injury or death;
- Food-related illnesses resulting from any meal arranged for me by organizers;
- Muscular injuries and soft tissue injuries, broken bones, bruises, scrapes, cuts, sprains, dislocations, head, facial eye and/or dental injuries which might result from participation in excursions and trips.
- Injuries resulting from falling or being knocked down or steep steps where a fall may cause injury or death;
- Injuries resulting from rough terrain, failure to see an obstacle, failure to negotiate a turn, etc.;
- Injuries resulting from walking on a hill, slipping and/or falling;
- Injuries resulting from malfunctioning of equipment or misuse of equipment whether owned, designed or operated by myself or the staff of the Releasees;



- Changes in weather or temperatures which may result in hypothermia, frostbite, windburn, sunburn, colds or flu;
- Death, injuries or illness resulting from failure to follow directions from those in charge of the program and all related activities;
- The risks associated with returning to my residence after participating in the program and/or related activities; and
- Other risks associated with being a spectator of or being present at a crowded, outdoor or indoor venue.

Initials _____

MEDICAL/HEALTH & TRAVEL INSURANCE

1. I AM SOLELY RESPONSIBLE to select and purchase adequate medical/health insurance. The Releasees will provide no medical/health insurance. In the of a medical/health problem, the Releasees accept no responsibility for any costs associated with a medical/health problem nor will they pay for any medical/health expenses that may be incurred by the participant.

2. I AM SOLELY RESPONSIBLE to select and purchase adequate travel insurance. The Releasees will provide no travel insurance. The travel insurance should provide cover against theft, personal accident, personal liability, repatriation and cancellation of tickets among other coverages. The Releasees accept no responsibility for any costs associated with these types of problems nor will they pay for any expenses that may be incurred by the participant relating to these areas.

I freely accept and assume all responsibility to provide myself with medical/health and travel insurance coverage.

Initials _____

INDEMNIFICATION AND RELEASE OF LIABILITY

In return for allowing me to voluntarily participate in the program and all related activities, I agree:

1. TO ASSUME AND ACCEPT ALL RISKS arising out of, associated with or related to my participation in the program and all related activities, even though such risks may be caused by the negligence of the Releasees;
2. TO BE SOLELY RESPONSIBLE FOR ANY INJURY, LOSS OR DAMAGE which I might sustain while participating in program and all related activities, even though such injury, loss or damage may have been caused by the negligence of The Releasees;
3. TO HOLD HARMLESS AND INDEMNIFY THE RELEASEES from any and all liability for any damage to the personal property of, or personal injury to, any third party resulting from my participation in the activities / trips;
4. TO HOLD HARMLESS, INDEMNIFY AND RELEASE THE RELEASEES, their officers, directors, agents, volunteers, employees and representatives from liability for any and all claims, demands, actions and costs which might arise out of my participation in the excursion program and all related activities, even though such claims, demands, actions and costs may be been caused by the negligence of The Releasees

Initials _____



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MEDICAL CONDITIONS

1. I agree to advise the organizers of the Event prior to the start of the activity of any existing medical conditions or injury

Initials _____

ACKNOWLEDGEMENT

I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTOOD THIS AGREEMENT, that I have executed this agreement voluntarily, and that this agreement is to be binding upon myself, my heirs, executors, administrators and representatives.

SIGNED THIS _____ day of _____, 20____, at _____.

Signature of Participant

Pre - Departure Information

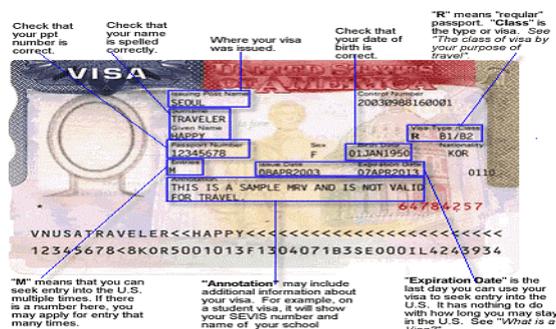
REQUIRED DOCUMENTS

If you are staying for less than 90 days, you must only possess a valid passport!

Only if you are staying for more than 90 days, you are required to have a valid student Schengen Visa (in order to study in Italy)

You are responsible for staying informed about the specific requirements of your study visa and lodging the appropriate application materials with the Italian Consulate.

Please refer to the instructions listed when completing the study visa application at <http://www.santannainstitute.com/en/italian-study-visa.php>. We highly recommend that you start to work on your materials as soon as possible.



Upon arrival to Italy, all foreign students, including European Union citizens, must obtain a permit to reside in Italy "Permesso di soggiorno per studio". The permit is issued by the local police authorities "questura". The University will provide relevant information and assistance to you upon arrival to secure your first stay permit. However, it is your responsibility to comply with current stay requirements and secure the application documents.

To facilitate the process of obtaining the permit to stay, you must provide the following:

- 1 passport copy inside the front cover of your passport) one with your picture signed and identifying information).
- 1 Photocopy of your Visa
- 1 Photocopy of health Insurance
- 1 Photocopy of Sant' Anna Institute Enrolment letter stamped by the Italian consulate
- Health insurance letter
- A copy of your flight itinerary or travel tickets with exact departure and arrival dates.



**If you do not have a passport, please begin the process of securing one immediately!
If you already have a passport, please check to see that it has not expired!**

STUDENT VISA AND STAY PERMIT PROCEDURES (ONLY FOR STUDENTS STAYING IN ITALY FOR MORE THAN 90 DAYS)

- Once received from you the first payment instalment, Sant' Anna Institute will send you the Acceptance Letter and documents you need to submit to the Consulate.

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

- have a suitable accommodation in Italy;
- may dispose of enough financial means to support yourself;
- are entitled to medical care in Italy;
- possess the amount of money necessary to travel back to your country, or have already purchased a valid return-ticket.

It is a very important step to obtain the permit, and you will be identified and registered. Once you arrive in Italy, we will assist you in scheduling an appointment at the Consulate to get your permit of stay. The permit of stay process requires a fee of approx. €197,38, a fee payable online before the appointment should be made.

At the scheduled day, you will need to:

- go to the immigration office in Naples (Sant'Anna staff will accompany you)
- bring with you: original passport, original Visa documents and 4 photos passport-size (at your expenses).

Once you have determined your consulate of jurisdiction, you will need to complete an application to obtain your visa. Please refer to your consulate's website to obtain the application form as not all consulates use the same form. You will also need to schedule an appointment with the consulate to sign the necessary papers.

PLEASE, REMEMBER TO BRING YOUR ORIGINAL VISA DOCUMENTS WITH YOU!

If you are staying for less than 90 days you will not need any visa/permit of stay.

WHAT TO PACK WHEN GOING ABROAD

Clothing/Shoes

- Jeans (2-3 pairs)
- Shorts/Skirts (2 pairs)
- Sweaters/Hoodies (2)
- T-shirts
- Long sleeve shirts
- Underwear (one week's worth)
- Pajamas (2 pair)
- Slippers or flip-flops for apartments (apartments usually have stone or marble floors and your downstairs neighbors will appreciate you not walking around in loud shoes. And you will appreciate having slippers in the cool weather)
- Socks (one week's worth)
- Swimsuit (2-3)
- Workout clothes (2 outfits if you plan on working out)
- Jacket
- A few nice outfits for formal activities
- Comfortable walking shoes
- Flip-flops (especially for showering in hostels)
- A note for the ladies: DO NOT bring high heels. It is almost impossible to walk on cobblestone in them and if you try you are going to ruin the heels of your shoes)



Toiletries/Health

- Remember: most toiletries can be purchased abroad!
- Brush/comb (hair ties if you have long hair)
- Contact lenses and solution
- Over-the-counter medicine (aspirin, Tums, anti-itch, etc.)



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- Makeup
- Health Insurance Policy Card and Documentation
- Vitamins (they are expensive in Italy)
- Prescription medicine (always in original containers)

Money

- ATM card linked to a checking account with a 4-digit PIN code
- Euros in cash
- Major credit card for emergency purposes

Miscellaneous

- Important documents (passport, flight itinerary, plane tickets, etc.)
 - Purse/fanny pack (the safest choice for purses are ones with zippers that you can wear across your body to avoid being pick-pocketed)
 - Travel books for places you are going to visit
 - Rain coat
 - Watch
 - Sunglasses
- **Computer with charger [If you plan to bring your computer from home, you might want to consider installing a VPN (Virtual Private Network). This should allow you to access certain websites (like Pandora and Netflix) that otherwise would not be accessible in Italy. If you contact your university's Tech Center, they should be able to give you more information and install a VPN for free before you go abroad.]**
- Camera with charger
 - Adapters/Convertors
 - MP3 Player (for long train/bus/plane rides)
 - Playing cards (you will use these more than you think you would)
 - Backpack (for day trips and daily use)
 - Refillable water bottle (ex: Brita)

PUBLIC TRANSPORT INFORMATION

Landing in a foreign country, and starting a new experience can be extremely daunting. The following points are some guidelines for an easy and safe transfer from Naples airport to Sorrento town centre.

You can take a bus - From Naples "Capodichino" Airport to Sorrento

A bus is available from Naples airport to Sorrento town centre. Tickets are available on board with a fee of € 10, 00. You will find the bus outside the arrivals section of the airport, opposite the Taxi rank. Timetables vary according to the season and available on the website of Curreri Viaggi at www.curreriviaggi.it - www.curreriviaggi.it/autolinee/images/AUTOLINEE_CURRERI.pdf . Phone +39 081 8015420.

You can take a train - From Naples main station (Napoli Centrale-Garibaldi) to Sorrento

The Circumvesuviana train service runs from Naples main station to Sorrento every 30 minutes from 6:00 am to 09:30 pm, the train ride is approximately of 110 minutes. The Circumvesuviana train station is under level to the Trenitalia train station in Naples. Tickets are available directly at the station; the price for each ticket is of € 4, 20 from Naples to Sorrento.

Before you board the train make sure you validate your ticket, you can do so by passing it through the ticket machine located before the entrance to the platform. If you get caught without a ticket or it's not validated you will have to pay a fine of €51 on the spot. If you don't have the cash, you may be accompanied to the Bancomat (ATM) so you can redraw money to pay the fee. The train timetable is available on web: - Naples to Sorrento:

<https://www.eavsrl.it/web/sites/default/files/eavferro/Napoli%20Sorrento.pdf>

- Sorrento to Naples:

<https://www.eavsrl.it/web/sites/default/files/eavferro/Sorrento%20Napoli.pdf>

Information call centre Tel: 800211388.

You can take a ferry - From Naples port to the port of Sorrento

From Naples "Molo Beverello" you can take a jet service to Sorrento.

The boat ride lasts approximately 35 minutes. The timetable and rate are visible on the website at: www.alilauro.it or www.gescab.it.

Getting the ancient city of Rome from Sorrento can be easy and stress free, there is a bus service that takes you from town straight to the centre of the city in just four hours.

If you land in Rome:

MAROZZI BUS SERVICE

Daily service from Rome Tiburtina station to Sorrento and back.

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

SAFETY ADVICE



Sorrento is a friendly town, but it's visited by thousands of people every day especially during peak season. Here are some tips to stay safe:

You shouldn't

- Leave your personal belongings unattended or with strangers;
- Have personal belongings on show in public transport;
- Leave your apartment doors or windows open;
- Invite strangers to your apartment
- Except drinks from strangers;
- Leave your drinks un-attended.

You should

- Always carry your cell phone with you;
- Try to travel with a buddy;
- Keep your money and documents in two different places;
- Leave your travel plans with someone you trust;

STUDENT CODE OF CONDUCT

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

Sant'Anna Institute reserves the right to dismiss a student from the program on the basis of conduct that causes concern for my safety and well-being, or the safety and well-being of others.

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

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

HEALTH SERVICES

Before leaving for Italy, you should pay a visit to your dentist and/Physician for any routine visits you might otherwise miss whilst you are overseas, and especially for any existing concerns you might have. Never assume your study abroad/travel insurance will cover expenses for a pre-existing condition.

PRIVATE CLINICS AND INTERNATIONAL HOSPITALS

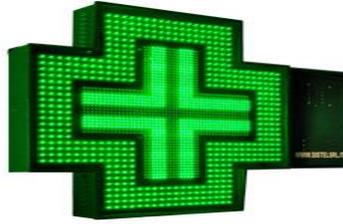
If you wish to be treated in a private clinic or an international hospital, you are responsible for payment. Consult your own private insurance for reimbursement policies.

EMERGENCIES AND PUBLIC HOSPITALS

If you require medical attention, all hospitals have a first aid and an emergency room called "Pronto soccorso". If there is a medical emergency, you should dial 113.

For police or ambulance assistance call 118.

PHARMACIES / FARMACIE



In Sorrento, as in all of Italy, Pharmacies are marked with a red or green neon cross sign, they are open generally from 8,30am to 1,00pm and then from 4,00pm to 8,00pm. In Italian pharmacies, you can find over the counter medicine for minor illnesses like colds and pains. The Pharmacy closed to Sant'Anna is called "Farmacia Farfalla" just a five minutes' walk. You will also find places called Parafarmacia, they have similar services, but you will not be able to get prescription drugs, only products such as creams, aspirins, band aids etc.:

SANT'ANNA INSTITUTE EMERGENCY NUMBERS

Sant' Anna Institute	+39 081 807 55 99 / +39 081 878 44 70
School Fax	+39 081 532 41 40
American Embassy	+39 081 538 8111
Hospital	+39 081 533 1111
24/h Doctor	+39 338188 8831
Ambulance	118
Fire Brigade	-115
Police	112 or 113
Taxi Service	+39 081 878 35 27
Olga Stinga	+39 3280529335
Cristiana Panicco	+39 3391870807

ORIENTATION



Upon arrival all students will have the opportunity to attend an orientation tour with the staff at Sant 'Anna institute. You will be given Practical advice on how to get around, the best places to visit, where to eat, accommodation rules, safety advice and general enquiries. Some of the topics include:

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

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

Don't feel overwhelmed

It's your first day!! There is so much information, and a lot to take in... But don't worry it's normal to feel a little confused. You will be given a timetable for your program, general useful information and some forms to fill out.

Make sure you bring your Passport, Credit Card as they may need to be photocopied.

Student Card

The Sant' Anna institute student card will give you notoriety in town, wherever you present this card you will be recognised as one of our students. Sorrento is a small town and the institute is well known for its services it provides, for both people who live in Sorrento and for tourists. The local businesses in Sorrento always welcome our students in a special way. You will be able to receive special discounts in many restaurants and shops that collaborate with Sant'Anna. We only work with the best; therefore you will not be disappointed. Make sure you always take your card with you so you can enjoy the benefits it brings.

Sant'Anna has also partnered with a local gym where you can get a monthly membership – for information please refer to the reception desk floor 2.

CULTURE SHOCK

The Campania Region is famous all over the world for its cultural wealth and the beauty of its natural landscape, enchanting islands and unique archaeological sites as well as its mild, sunny climate. However adjusting to a new culture is not always easy.

Living away from family and friends, language barriers and different habits of the new culture may make life seem stressful and difficult. Going through a period of culture shock – feeling angry, frustrated and/or emotional, or the more subtle tired, lost, edgy and/or sad – is normal and can be quite easily tackled by taking steps in adjusting to the new culture. Here are some strategies to help combat the stress produced by culture shock.

Make sure you get rest: Sometimes students are already exhausted before they even leave home, having spent every possible moment with their family and friends. The excitement at arrival and discovery of a new city with new friends further deprives a student of the rest needed to overcome jetlag and culture shock.

Try to be patient: Living abroad, changing cultures and adapting to new situations takes time. Do not rush things and allow yourself to feel sad about the things that you have left behind: your family, your friends, etc. Recognize the sorrow of leaving your home country, but learn to also accept the new culture you are in. Focus your power on getting through the transition.

Develop a hobby: Learn to include a regular form of physical activity in your routine to help combat the sadness and loneliness in a constructive manner. Exercise, swim or take an aerobics class. There are many things you can do in Sorrento as it is a fun town. For example you can also partake in a number of outdoor activities. Anyone at Sant' Anna will be happy to give you advice on activities you may enjoy.

THE ITALIAN CULTURE



If you have never been to Europe before, you will notice that your surrounding environment may be different to the one you have been used to up until now.

You chose a study abroad program which identifies your passion for novelty and adventure, expect to embrace the new culture

- Try to keep an open mind.
- Try to communicate in Italian at all times.
- Meet Italian people.
- Become part of the community.

WHAT TO EXPECT FROM AN ITALIAN MEAL

Italians are generally big eaters, and our meals are mainly formed by:

ANTIPASTO: Appertizer

PRIMO: Pasta or Rice

SECONDO: Meat, fish or eggs

CONTORNO: Vegetables

FORMAGGIO, FRUTTA: Cheese, fruit

DOLCE: Dessert



Our advice is to take your time, eat slow, and take in the atmosphere that fills meal times whilst you experience the flavors of our land and this new way of eating.

****TIPPING in Italy is different from other countries! You do not need to tip always a fixed percentage, but it is a more individual choice.**

HOUSING

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

Host Family Accommodation:

There's no better way to immerse yourself in Italian language and culture than to spend time living with an Italian family.

Sant'Anna institute has long-standing relationships with local families that ensure the happiness and safety of Study Abroad students.

Students who choose homestay accommodation also enjoy breakfast and three dinners per week with their family.

It will be an excellent opportunity for you to practice the language on a daily basis and to sample the delights of Italian home cooking.

It is not permitted for students to cook in the host family kitchen; however it may be possible to make use of a small department in the fridge. Students either have their own room or share their bedroom with another student. The bathroom will be shared with all host family members. The use of the washing machine will be charged aside.

Sant'Anna Residence Hall (if available)

Sant'Anna Institute Residence Hall has 23 bedrooms (19 doubles and 4 triples), for a total number of 50 students that can be accommodated in the complex.

Bedrooms contain: twin beds, desks, chairs, wardrobe, night table, lamp, mini fridge, wireless and cable internet connection. Sea-view rooms feature a window; some garden-view rooms feature a balcony. Each room features ceiling lamp. Blankets, bedspreads, bed linen, mattress pads and pillows will be provided (one set per person), as well as trash receptacles.

Air conditioning is present in all bedrooms. Each room has an ensuite bathroom with shower, toilet, sink and hot water. Towels will be provided (a set of 3 towels per person).

There are laundry facilities in the building. The washing machine and dryer are coin-operated.

Shared apartment:

Students who would like to enjoy the freedom of more independent living can choose to stay in an apartment. Students will share the apartment with up to 5 other students from Sant'Anna institute.

The apartments available at Sant'Anna institute as part of our housing program are different from the college dormitories and apartments you are used to in the United States.

You should remember that although the housing facilities are not directly provided by the University, your behaviour reflects on the University and can affect future students' living arrangements.

In Sorrento not all apartments are the same - Although the apartments vary in location, style and size, all of them provide the essentials. Please try to understand this fact and accept it as part of your experience in Sorrento. Try not to compare your apartment with those of other students because every accommodation is different.

What to expect of your Apartment/ Condominium?

Each apartment is equipped with basic furnishings and supplies, including single beds, bed linens and towels, a closet/clothing storage space, basic cookware and tableware, a table and chairs and a furnished sitting area. Desks, when available, are to be shared by all occupants. Each student is expected to provide his/her own paper and cleaning products as well as replace light bulbs. Most apartment units are provided with a washing machine. When not present, laundromats will be at a walking distance and at a very affordable price (4-6€ per load).

RESPECT YOUR NEIGHBOR

Please be considerate of those living with and around you. The walls in Italy allow sound to pass surprisingly easily – you can hear much of what your neighbour is doing or saying, and vice versa. Most of your neighbours are normal Italian citizens with families and full-time jobs, they need 7-8 hours of sleep every night, and their weekend starts as late as on Saturday afternoon. By law, quiet is imperative between 9:30 or 10:00 pm and 8:00 am, and again after 1:00 pm until 3:30 or 4:00 pm; please respect this law by keeping noise to minimum.

Heating and Air Conditioning

Not all apartments are provided with air conditioning; instead, keep cool the Italian way –during the day, Italians traditionally keep their shutters and “serrande” closed against the heat of the sun. In order to cool the apartment you might also consider buying a fan. In the winter the apartments get very cold, be sure to bring warm comfort wear.

Electrical Power

All the apartments in Sorrento operate with a 3 kilowatt fuse box. This means that an overload of power will leave you in the dark. You should be careful when using American appliances with an adapter; that usually puts an extra load on the power supply. Also be careful of using many appliances simultaneously: the water heater, and other appliances.

Please expect about ten to fifteen minutes of hot water at a time allowing at least a couple of hours to replenish the supply.

Emergencies and Regular Maintenance

The housing office has collaborators who are available during normal office hours which you will find posted where you live. Also listed are emergency contact numbers for times outside office hours. Please call these numbers only in the case of a true emergency. For routine matters call the housing office during the office hours.

FACILITIES & UTILITIES

Treat your apartment as if it was your own!!It is extremely important you take care in your rented accommodation as you are the one who has to live in it! Any facility or utility that may get damaged will be charged accordingly and equally to all the people who are living in the apartment.

Washing Machines

You will immediately note a difference between American and European washing machines: the latter are “front loading”, i.e. there is no top lid but instead a front door. Because water can spill out and potentially cause damage, these front doors have a special timed lock and will not open when cycles are actively running. DO NOT force your washing machine open. (Please note not all university facilitated housing comes with a washing machine). Loads can generally take up to 2 hours or even longer, so plan ahead, coordinate with your roommates and perhaps consider sharing the loads. Bear in mind the Italian quiet hour laws before starting a load late in the evening. If you live with host a family, some charges may apply if you decide to use the washing machine.

Refrigerators

Europeans are masters at space-saving, and their refrigerators are another example of this. Combining the lack of space with a love of good, fresh foods, Italians shop regularly (if not daily) at the outdoor markets, specialty shops and grocery stores found around almost every corner. Be careful of overloading your refrigerator—if the door cannot close or if the cold air is not allowed to circulate freely within the unit, the appliance will not be able to function properly and your food (as well as your roommates’)

Will likely spoil. You and your roommates might consider shopping and cooking together to cut down on refrigerator overload—after all, real Italian-style living revolves around the kitchen

Table and shared meals!

Overnight Guests

Overnight guests are strictly prohibited. Should a visiting friend or relative need a place to stay, please ask any of the Housing or Student Life Coordinators for a list of local lodgings.

Keys

Lost keys are your responsibility. The University does not have copies of keys; therefore in case of a lockout after hours, try to contact a roommate as there will be no locksmith available. Notify the housing office the following morning and the problem will be rectified.

GARBAGE

Due to Italian law you must recycle in every apartment. This is mandatory and you will be fined if you are found not doing so. You will find information on how to dispose of your waste in your apartment on arrival.

LEGALITIES

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

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

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

- Have your passport and visa available
- Be polite and courteous
- Understand that no search warrant is required under Italian law
- Understand that given current police resources, your situation is unlikely to be viewed sympathetically.

INSECTS

To prevent an infestation

- Throw out garbage daily
- Don't put luggage on the bed
- Don't wear shoes on bed
- Clean sheets regularly
- Don't adopt any pets

APARTMENT SAFETY

Many of the housing rules are set in an effort to ensure student safety. In addition to the housing rules, please bear the following in mind: In your apartment, keep your shutters and "serrande" closed at night and whenever you're not home. Always speak to any person who has buzzed your apartment through the intercom system to make sure you know who it is before you buzz them into your building –never buzz in or hold the door open for someone you don't know. If they have an honest reason for being there, there should be someone there to allow them in.



SANT'ANNA
INSTITUTE
SORRENTO

TELEPHONE AND COMPUTERS

Laptops with universal power supplies can be useful to students. Electrical outlet adapters are required but these can be purchased inexpensively. The Sant' Anna maintains a computer lab with free Internet access.

Internet access outside of the Sant' Anna is available in numerous, inexpensive Internet cafes, which increasingly are social centres. Having updated anti-virus software installed on your laptop prior to arrival is strongly recommended. The Sant' Anna neither encourages nor discourages bringing laptops but under no circumstances is the Sant' Anna responsible for loss or damage to these devices whether on or off campus. Wireless access is also available in facilitated housing.

Leaving the Apartment

You are to leave the apartments generally by noon on the morning after last day of final exams. The University cannot arrange to extend your lease or make arrangements to store your luggage after the lease expires.

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

REMEMBER:

Students are requested to fill out the accommodation forms provided prior to arrival, please be as detailed and informative as you can, as they will be the key in finding you the apartment most suitable for you!

DAY TRIPS/TOURS

Sorrento is host to the most amazing archaeological sites, such as Pompeii and Herculaneum, we are across the water from mount Vesuvius which exploded in 79AD, the ashes covering the City of Pompeii. The Island of Capri is just a 20 minute boat trip away. The Amalfi coast is reachable by coach or by hydrofoil.

Here at Sant' Anna we have a special department that can help you with managing your free time. A variety of tours, trips and events are suggested weekly and displayed in the reception area. Our tours are Taylor made for students and are cheaper than any you will find in town as we work with agencies that provide services at a good rate especially for Sant' Anna institute. Taking tours will give you the opportunity not only to visit all the magnificent sites but also mix with your fellow students, photographing memories that will remain in your heart forever.

Matilde and Serena will be happy to suggest the best options for you!!

Accommodation CITY TAX for non-resident

The City Council of Sorrento, as of 29/11/2011, established an **accommodation stay tax** for non-residents that takes effect **from April 1st to October 31st, 2019**. The tax is 3.00 € for a maximum of 7 consecutive nights.

The tourism tax per person per night is not applied to children up to 18 years old. The collected funds will help the City improve the quality of the tourist services and finance works aimed at maintaining, using and salvaging the city's cultural.

These rules will help us all to enjoy our stay in Sant'Anna Institute apartments.

Thank you for following them!

IMPORTANT NUMBERS

Azienda Autonoma di Soggiorno Via L. De Maio, 35	081.807.40.33
Carabinieri (Police)	
Pronto intervento	112
Sorrento	081.807.31.11
081.878.10.10	
Vico Equense	081.801.56.56
Polizia (Traffic Police)	
Pronto Intervento	113
Sorrento	081.807.53.11
Polizia Stradale	081.807.52.11
Vigili Urbani (Police)	
Sorrento	081.807.44.33
S. Agnello	081.533.22.05
Vico Equense	081.801.57.45
Vigili del Fuoco (Police)	
	081.871.12.22
Ospedale (Hospital)	
Sorrento	081.807.28.77
S. Agnello	081.533.11.11
Vico Equense	081.801.55.07
Municipio (Town Hall)	
Sorrento	081.807.44.89
S. Agnello	081.533.21.11
Vico Equense	081.801.91.11
Taxi	
Sorrento (Piazza Tasso)	081.878.22.04
S. Agnello	081.878.14.28
Ufficio Postale (Post office)	
Sorrento	081.878.14.95
S. Agnello	081.878.18.70
Aeroporto (Airport)	
Alitalia	1478/65643
Porto (Harbor)	
Ufficio Locale Marittimo	081.807.30.71

IMPORTANT NUMBERS (CONT'D)

Telefono Pubblico (Public Phone)
(Piazza Tasso)

081.878.24.00

Ferrovie (Train)
Circumvesuviana
Ferrovie dello Stato

081.772.24.44
1478/88088

Farmacie (Pharmacy)

Alfani Corso Italia
Farfalla Piazza Tasso
Limone Corso Italia
Russo Via degli Aranci

081.878.12.26
081.878.13.49
081.878.11.74
081.877.23.10

Guardia Medica (Emergency Room)
Emergency doctor for house- calls (Doct. Concetta Spano)

081.533.11.11
+ 39 338.1888831

OUR CONTACTS

**Enrollments, accomodations, general
information**

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