

2018 IBCPC PARTICIPATORY
**DRAGON BOAT
FESTIVAL**
FLORENCE ITALY



WELCOME to FLORENCE (ITALY) **from** **AILO**



A VERY BRIEF HISTORY OF THE DRAGON BOAT LADIES

The breast cancer dragon boat movement began in 1996. A sports medicine specialist at the University of British Columbia in Vancouver, Dr. Don McKenzie started it as a small research study. He questioned why patients with breast cancer should be told not to engage in strenuous and repetitive upper body exercises after any surgical node dissection and radiation therapy. So Dr. McKenzie set about testing his theory by recruiting 22 women who had undergone breast cancer treatment to make up a dragon boat crew. Carefully monitored, they trained for six months and were launched onto the unsuspecting dragon boat community for the first time in 1996. None of the women developed lymphedema and the original 22 refused to stop paddling and so a world-wide movement was born.

A VERY BRIEF HISTORY OF FLORENCE

Settled first by the Etruscans and then the Romans, Florence in the Middle Ages became the cradle of the Renaissance. It was the home of and inspired architects, painters, sculptors, writers and other artists and artisans like Michelangelo, Giotto, Dante, Machiavelli, Fra Angelico, Botticelli, Raphael, Leonardo da Vinci, Brunelleschi, and Donatello. During this period, the Medici family were in power and remained so for nearly 300 years.

After the Renaissance, Florence no longer played such an important role as one of the great Italian cities until during the re-unification of Italy in 1860 when it temporarily became the capital of Italy.

No stranger to adversity, during World War II, all its bridges, except Ponte Vecchio were blown up by the Germans during their retreat from the city. More recently, Florence suffered a devastating flood when the Arno river broke its banks on November 4, 1966.

Today, Florence is a cosmopolitan city which has both a large permanent as well as a visiting foreign population from all corners of the globe that enriches it culturally and is enriched by it.

TOURIST INFORMATION

The tips in alphabet order that follow the general information about the Tourist Bureaus in Florence are to give you, the members of the Dragon Lady teams and your families and guests some basic assistance during your stay in Florence. We recommend that you print out the list and bring it with you when you come to Florence. Quick reference to it will probably solve many of the queries or problems that you may face in this beautiful city.

Comprehensive *Tourist Information and Maps* are available through APT Agenzia per il Turismo di Firenze, the Official Tourism Board of Florence. It's website is in English at: www.firenzeturismo.it/en/

Tourist Information Office -

APT Florence

Via Cavour 1r
Tel. 055 2908323

At the same address, it also provides an SOS service for tourists in difficulties:

SOS Turista

Tel. 055 2760382

APT Firenze - Information Desks

- Airport 'A. Vespucci'
Tel. 055 315.874
- Borgo S. Croce 29r
Tel. 055 234.04.44
- P.zza Stazione Railway Station
Tel. 055 212245

AN A-B-C of OTHER TOURIST TIPS FOR THE DRAGON LADIES

AIRPORTS

FLORENCE AIRPORT Amerigo Vespucci
via del Termine, 11
Operator Tel. 055 30615

Tourist information

Tel. 055315.874

www.aeroporto.firenze.it

PISA AIRPORT Galileo Galilei
Tel. 050 849202

www.pisa-airport.it

BOLOGNA INTERNATIONAL AIRPORT

Tel: 051 6479615

www.bologna-airport.it

Public transport to and from these Airports and Florence city centre is available as well as taxis, hire cars and limousine services.

BABYSITTERS

My Tata Inglese

via dello Statuto
Florence, Italy 50129
Tel: 338.658.4939
mytatainglese@gmail.com

International Babysitters

Tel: 392 039 7288
info@internationalbabysitters.com

BANKS, see also MONEY EXCHANGE

All major Italian banks and several foreign and international banks have branches in Florence. Banks usually open Monday through Friday from 8.30 am to 1.30 pm and from 3.00 to 4.00 pm but most are closed all day on Saturday and Sunday as well as holidays. Most have 24-hour a day external ATM machines and many provide money exchange services.

BARS/DRINKS

- Volume (very trendy): www.volume.fi.it/
- Rooftop Hotel Continental: www.lungarnocollection.com/it/la-terrazza-lounge-bar
- Serre Torrigiani (during summer): www.serretorrigianiinpiazzetta.it
- Odeon Bistro – aperitive + buffet: <http://odeonbistro.it/>

BIKE RENTALS

MOBIKE offers a convenient means of transport for when short-durst trips, reducing the traffic and environmental impact in our city. <https://mobike.com/it/>

BOOKSTORES

Several book stores in Florence stock a selection of English-language books. One, however, specialises in selling only English-language new and second hand books. It is:

Paperback Exchange Anglo-American Bookshop

via delle Oche, 4r
Tel. 055 293460

The following book stores also sell English and other foreign language books:

RED - Feltrinelli (with an excellent coffee shop)

Piazza della Repubblica Nos. 26/27/28/29
Tel. 199.151.173

BUSES AND TRAMS

Florence is well serviced by a network of buses which are bright orange in colour. Signs at bus stops display the route of the particular bus lines. To get around the historic centre of Florence, the small orange electric buses (Buses C1, C2, C3 & D) are useful for navigating the narrow streets.

You must buy your bus/tram ticket at news stands, tobacconists, bars or shops displaying the sign for ATAF (the name of the bus company in Florence) before you get on the bus/tram and stamp or swipe it in the appropriate machine on the bus/tram. Tickets may also be available from the driver but they cost more and they are not always available. After stamping or swiping the ticket, it will usually be valid for between 70 and 90 minutes, depending on the type of the bus/tram ticket you have purchased. Discounted multi-trip tickets can also be purchased. During the time period of the validity of your ticket you can change buses or trams as often as you wish in whatever direction you wish which means it can also be used for outbound and return trips.

You can be heavily fined on the spot for any failure to possess a ticket and stamp it when boarding the bus/tram. Inspectors often board the buses to check that passengers have properly stamped or swiped tickets.

Information about buses that travel to places in Tuscany outside the city of Florence (like Pisa, Siena, Livorno, Viareggio and so on) can be obtained from Tourist Information Offices.

Information about routes and timetables can be found on the ATAF website in English:

www.ataf.net/en-US/ATAF.aspx?idC=2&LN=en-US

CAR RENTALS

AVIS

via Borgo Ognissanti 128,
Florence
Tel: 055213629

Hertz

via del Sansovino, 53
Florence
Tel: 055 7135172

CHILDREN see BABYSITTERS, HOSPITALS, LIBRARIES

CHURCHES & PLACES OF WORSHIP

A comprehensive list of churches and other places of worship in the city, with their addresses, contact telephone numbers, websites (if any) and e-mail addresses at:

www.italiakids.com/florence/places-of-worship/

CLIMATE see also WEATHER INFORMATION

Whereas the climate in Florence is continental, with fairly cold and often wet winters although it rarely snows, summer can be very hot and humid, especially in July and August, the hottest months. Sunscreen cream is recommended and, as mosquitoes in summer can also be a problem, insect repellent should be kept handy.

CONSULATES

A complete list of Consulates present in Florence, with their addresses and contact numbers is available on the website of About Florence at:

<http://www.aboutflorence.com/firenze/consolati-a-Firenze.html>

COOKING CLASSES

Cooking with Carlotta

email: carlotta@cookingwithcarlotta.com

Tel. & whatsapp: 329 0941506 - www.cookingwithcarlotta.com/en/home-2/

Francesca Di Leonardo

Borgo San Frediano

Florence

Home-style Tuscan cooking class in the private apartment

website: selectitaly.com/food-wine-tours/learn-to-cook-a-florentine-meal/85

CURRENCY

Since 1st January 2002, the Euro has been circulating in Italy and is now its only currency.

The Euro is currently used in 22 countries (Andorra, Austria, Belgium, Cyprus, Finland, France, Germany, Greece, Ireland, Italy, Kosovo, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Portugal, San Marino, Slovakia, Slovenia, Spain and Vatican City). This currency can, therefore, be freely used without any restrictions in all these countries and without any need to exchange it into local currency.

COINS

Euro coins come in the following denominations: 1, 5, 10, 20, 50 cents, 1 and 2 euro.

BANKNOTES

There are seven different kinds of banknotes: 5, 10, 20, 50, 100, 200 euro.

DENTISTS

PRIVATE ENGLISH SPEAKING DENTISTS AND DENTAL CLINICS

Dr. Patrizia Gori,
via san Niccolò 119
Florence
Tel: 0552342884

Dr Giampaolo Consumi
via Aretina, 1
Florence
Tel: 055 660148

Studio Moll
Via Amilcare Ponchielli 21 B
Interno, 50018 Scandicci,
(15 minutes tram ride from le
Cascine)
Tel: 055 755347
Cell number: 335-6250092

DOCTORS see also HOSPITALS, DENTISTS

General information regarding medical care in Italy:

<https://it.usembassy.gov/u-s-citizen-services/local-resources-of-u-s-citizens/medical/>

The US Consulate in Florence list of English-speaking doctors and medical services in the city:

<https://it.usembassy.gov/wp-content/uploads/sites/67/ACS-Doctors-Florence-Nov2017.pdf>

Here you can find English, French, German speaking doctors in:

Tourist Medical Centre

via Lorenzo il Magnifico, 59

Tel: 055 475 411

For home visits 24/7 call 055 475 411.

Also a walk in service is available (6 days a week):

Mon to Fri: 11am to 12 and 5pm to 6pm

Sat: 11am to 12

Walk-in with English speaking physician:

Guardia medica turistica

Vicolo degli Adimari, 1

Tel: 055 212 221

Mon to Fri: 8am to 8pm

Sat: 8am to 1pm

Dr. Stephen Kerr

Piazza Mercato Nuovo 1

Studio Medico Del Cinghiale, 4th Floor

Florence

Tel: 055 288055

Mobile: 335 8361682

DRIVING IN ITALY

In Italy, motorists drive on the right side of the road, as in most of the rest of Europe except in the United Kingdom and Ireland.

If you are from a country that drives on the left, take special care to look BOTH ways when you cross the street.

Also take care as drivers sometimes do not automatically stop at pedestrian/zebra crossings, as they should.

Information in English about driving in Italy on the Angloinfo website:

www.angloinfo.com/how-to/italy/tuscany/transport/driving

ELECTRICITY

220 V

Bringing an international plug with you would be helpful because the electric plugs and sockets in Italy will probably be different from those at home.

Hotels may often have spare ones but this is not always so.

EMERGENCY NUMBERS see also SECURITY

***Your Dragon Boat Ambassador's cell phone number** _____

Italy has several different law enforcement agencies. These include the Arma dei Carabinieri (military police), Polizia di Stato (state police), Guardia di Finanza (financial and customs police), Polizia Provinciale (provincial police), Polizia Municipale (municipal police).

Carabinieri Corps

The Carabinieri Corps is one of the four Italian military corps under the control of the Ministry of Defence. It is a military police force in permanent service as a police force. In its dual role, it has military duties to defend the Italian territory, to guarantee the safety of Italian diplomats overseas, to take part in military operations in Italy and abroad, to act as military police as well as to be a police force and to act as judicial police.

Tel. 112

State Police

The State Police are under the direct control of the Department for Public Security of the Ministry of the Interior. They are responsible for public order and public security in Italy. Apart from their normal policing functions, the State Police have exclusive administrative competence regarding the issue of passports, gun licences, residence permits, etc.

Tel. 113

Vigili del Fuoco (Fire Brigade)

Tel. 115

Medical Emergency Room

Tel. 118

Questura (Police Headquarters)

The Questura is the central headquarters of the State Police, with competence over the Province of Tuscany.

Tel. 055 49771

Municipal Police

The Municipal Police are under the control of the Municipality. One of their many roles is to act as traffic police in the city of Florence. They will fine or remove cars that are illegally parked.

Tel. 055 328333

ACI car breakdown service (Automobile Club of Italy)

This is the number to call when your car breaks down and you need a tow truck.

Tel. 116

Emergencies relating to children

Tel. 114

Emergencies relating to violence against women

Tel. 1522

Lost and Found

via Circondaria 17b

Tel. 055 3283942 / 3283943

Car Removal

This is the number to call when your car has been towed away, usually for parking in a prohibited place or for overstaying your time on a parking meter. You will be given information about how and where to get your car back as well as about the fine you will have to pay:

Tel. 055 783882

ENGLISH-LANGUAGE NEWSPAPERS AND MAGAZINES

Florence has several free newspapers and a magazine printed in English covering Italian news, events, culture, travel and food, in and around Florence:

The Florentine (monthly)

via dei Banchi 4,
Florence

Tel: 055.2306616

www.theflorentine.net

Florence Daily News (online)

www.florencedailynews.com/

Vista Magazine (quarterly magazine)

Borgo degli Albizi 15

Florence, Italy

Tel: 055 234 2898

Florence is You (every 2 months)

Piazza del Capital.

Florence

Tel: 055 396697

www.florenceisyou.com/

ENTERTAINMENT

Florence provides a vast array of entertainment to suit all tastes from opera and classical music concerts to pop concerts, theatre, English-language films, exhibitions and festivals. An excellent source to find out what is on is the monthly magazine:

Firenze spettacolo

Piazza Santo Spirito 19

Tel. 055 212911

www.firenzespettacolo.it/categoria.php?n=english-text&id=6

Every fortnight a current list of Events in Florence and surrounding areas for the following 15 days is also published in the free English language newspaper, The Florentine which can be picked up at many places about town such as the Paperback Exchange bookstore. A full list of where you can find it is printed in the paper. It is also available online at:

www.theflorentine.net/events/events.asp

GOLF COURSE

Circolo Golf Ugolino

via Chiantigiana per Strada, 3

Impruneta, Florence

Tel: 055 2301009

Golf Club Parco di Firenze

via dell'Isolotto 10

Florence

Tel : 055 78562Firenze

GYMS and YOGA

Florence Fitness

via dei Fossi 56

Florence

Tel: 055 2396497

Virgin Active

via di Novoli 10

Florence

Tel: 8009 14555

Palestra Ricciardi

Borgo Pinti 75

Florence

Tel: 055 2478444

Yoga Garage

Borgo degli Albizi 16

Florence

Tel: 346 8698803

www.yogagarage.it

HOSPITALS see also DOCTORS, DENTISTS

Careggi Hospital - Azienda Ospedaliero Universitaria di Careggi

Emergency Room (Pronto Soccorso) open 24 hours a day

viale Pieraccioni

Florence

Tel. 055 4277111 switchboard

Tel: 055 7947790 PR

Santa Maria Nuova Hospital

Emergency Room (Pronto Soccorso) open 24 hours a day

Piazza S. Maria Nuova, 1

Florence

Tel. 055 69381 switchboard

Nuovo Ospedale S. Giovanni di Dio Torregalli Hospital

Emergency Room (Pronto Soccorso) open 24 hours a day

via Torregalli, 3

Florence

Tel. 055 69321 switchboard

Tel: 055 6932560 Emergency Room

Ospedale Santa Maria Annunziata Ponte a Niccheri Hospital

Emergency Room (Pronto Soccorso) open 24 hours a day

via Antella, 58 – Ponte a Niccheri,

Bagno a Ripoli

Florence

Tel: 055 69361 switchboard

Meyer Children's Hospital - Meyer Azienda Ospedaliero Universitaria

Special pediatric Emergency Room (Pronto Soccorso)

open 24 hours a day

viale Pieraccini, 24

Florence

Tel: 055 56621

OTHER MEDICAL & HOSPITAL VOLUNTEER SERVICES

Ven. Arciconfraternita della Misericordia di Firenze

Multilingual doctors staff this out-patient department which is open from 14.00 to 16.00. Monday to Friday.

Fee-paying service

Vicolo degli Adimari, 1 (Piazza Duomo)

Florence

Tel. 055 212 221

24 Hour Medical Service

English practitioners and specialists on call 24 hours (specialists by appointment).

Fee-paying service

via Roma, 4

Florence

Tel: 055 475411

AVO - Associazione Volontari Ospedalieri (Association of Hospital Volunteers)

A volunteer service for hospital patients which includes assisting non-Italian speaking patients by interpreting for them and aiding them in finding their way around the Italian hospital system and health service.

via G. Carducci, 8

Florence

Tel. 055 2344567

Fax. 055 2344567

avofirenze@libero.it

LAWYERS & PUBLIC NOTARIES

The US Consulate and the British Institute can provide a list of English-speaking lawyers and public notaries in Florence.

LIBRARIES

There are two main English-language libraries in Florence, one exclusively for children:

Children's Lending Library

c/o St. James Church (in the undercroft)
via Rucellai 9. Florence
Tel. 328 3282757
www.childrenslibrary.altervista.org/index.htm

The British Institute Harold Acton Library

Lungarno Guicciardini 9,
Tel. 055 26778270
www.britishinstitute.it/en/library/harold-acton-library.asp
Opening hours: Monday to Friday 10.00 am to 6.30 pm

LOCAL, PROVINCIAL & REGIONAL GOVERNMENT

Italy is a democratic Republic whose Constitution of 1948 Italy recognizes federalism and localism. Its administrative decentralization is based on Regions, Provinces and Municipalities. All of them enjoy political and administrative autonomy.

There are 20 Regions with 8,101 municipalities (or 'comuni') below this tier. In addition, there are 5 Regions like South Tyrol, with special autonomy that reflects their non-Italian speaking populations.

Italian municipalities play a central role. Each is headed by a mayor ('sindaco') and elected council ('consiglio communal'). In addition to civil registration and local public services, including roads, municipalities run their own local police force and provide local healthcare services.

Comune di Firenze (Municipality of Florence)- Town Hall

Palazzo Vecchio
Piazza Signoria
Call Center: 055 055
www.comune.fi.it

LOST or STOLEN DOCUMENTS see also EMERGENCY NUMBERS, POLICE STATIONS

Passports

First you must file a report with the Carabinieri or at a Police station.
Once you have filed a report at one of these offices, go to your Embassy.

Credit Cards

Call the appropriate toll-free number of your credit card company, then file a police report as above.

Travellers' Cheques

Your cheques and the receipts for them should ALWAYS be kept in separate places. Before filing the police report call the toll-free number given by your bank.

Lost or stolen items

To make any insurance claims for lost or stolen items you must always FILE A POLICE REPORT. Then follow the instructions your insurance company gives you.

MARKETS

MERCATO CENTRALE (Central Market)

Inside the S. Lorenzo Market in via dell'Ariento

Food market. Upstairs, in the main building of this market. There is a wonderful Food Hall where dishes of all kinds can be eaten and enjoyed at reasonable prices.

Open every day from 7.00 am until 2.00 pm, except Sundays and holidays.

MERCATO DI SAN LORENZO (San Lorenzo Market)

via dell'Ariento

Clothes, leather goods, souvenirs, etc.

Closed Sundays and Mondays

MERCATO DEL PORCELLINO (Straw Market or Wild Boar Market)

Piazza del Mercato Nuovo

Leather goods, souvenirs, wood products, scarves, etc.

Daily from 8.00 am to 7.00 pm except Sundays and Monday mornings.

MERCATO DI SANT'AMBROGIO (Saint Ambrogio Market)

Piazza Ghiberti and Piazza Sant'Ambrogio

Food market but externally also clothes, shoes and costume jewellery, etc. Inside the main market building, there are also several places where you can eat during the hours in which the market is open.

Open every day from 7.00 am until 2.00 pm, except Sundays and holidays.

MERCATO DELLE CASCINE (Cascine Market)

Parco delle Cascine

Large and excellent clothes, shoes, bric-à-brac, some food market in an extensive park near the Arno river.

Every Tuesday morning from 7.00 am until 2.00 pm, except holidays.

MERCATO DI SANTO SPIRITO (Santo Spirito Market)

Piazza Santo Spirito

Monday to Saturday from 8.00 am to 1.00 pm.

MERCATO DI CAMPO DI MARTE (Campo di Marte Market)

Viale Manfredo Fanti / Viale Maratona

Monday to Saturday from 8.00 am to 1.00 pm.

MERCATO DELLE 'PULCI' (Flee Market)

Piazza Lorenzo Ghiberti

Antiques, books, paintings, bric-à-brac, costume jewellery, coins, etc.

Every day except Sundays from 10.00 am until 7.30 pm.

MONEY EXCHANGE see also BANKS, POST OFFICES

Many banks and the main Post Office provide money exchange services. There are also money exchange booths scattered around the city and hotels also often provide this service but their charges may be higher than those offered at the banks or post office.

MUSEUMS AND SIGHTSEEING Top 10 Locations / Must Visit!

Most state museums are closed on Monday. Do not visit the state museums the 1st Sunday of the month; free entrance and no possibility to make reservations, so very long lines! Churches are normally closed on Sunday morning (Mass).

Cathedral – entrance for free but long lines – no reservation possible.

Gallery of the Accademia

(State Museum) with the original marble statues of David and the Slaves by Michelangelo

Tickets must be reserved in advance by phone (Firenze Musei) Tel: 055 294883 (they speak English) – you will receive a reservation number which you will have to show at the reservation desk of the Gallery 15 min prior to the indicated time of your visit and pay your ticket or online www.firenzemusei.it

Gallery of the Uffizi

(State Museum) – Museum of paintings

Tickets must be reserved in advance by phone (Firenze Musei) Tel: 055 294883 (they speak English) – you will receive a reservation number which you will have to show at the reservation desk of the Gallery 15 min prior to the indicated time of your visit and pay your ticket or online www.firenzemusei.it

Santa Croce church

(tombs Michelangelo/Galileo/Machiavelli etc...) – inside cloister the famous Leatherschool (normally no long lines) www.santacroceopera.it/en/

Near Santa Croce in 15th century palace shop and bottega perfume master Aquaflor (Borgo Santa Croce 6).

Museum of the Opera del Duomo

(sculptures by among others Michelangelo and Donatello – several rooms dedicated to the mystery of the construction of Brunelleschi's Dome) and much more - for the museum a reservation is normally not needed – if you want to climb the Dome, reservation is needed: <https://grandemuseodelduomo.waf.it/en/cumulative-ticket-great-museum-of-the-cathedral-of-florence>

Palazzo Pitti

(State Museum): Galleria Palatina (paintings) and Boboli Gardens (first 'Italian' Garden) Reservation sometimes needed.

Tickets must be reserved in advance by phone (Firenze Musei) Tel: 055 294883 (they speak English) – you will receive a reservation number which you will have to show at the reservation desk of the Gallery 15 min prior to the indicated time of your visit and pay your ticket or online: www.firenzemusei.it

Palazzo Vecchio

(City Museum) for more than 7 centuries has been the political centre of Florence – tickets can be bought beforehand (reservation fee very low) [.http://ticketstmuseums.comune.fi.it/](http://ticketstmuseums.comune.fi.it/)

Bargello

(State Museum) Museum of statues and sculptures – normally no queue! www.bargellomusei.beniculturali.it/musei/1/bargello/

Medici Chapels with the New Sacristy created by Michelangelo

Reservation most of the time needed.

Tickets must be reserved in advance by phone (Firenze Musei) Tel: 055 294883 (they speak English) – you will receive a reservation number which you will have to show at the reservation desk of the Gallery 15 min. prior to the indicated time of your visit and pay for your ticket or online: www.firenzemusei.it

San Miniato – one of the oldest churches in Florence – with beautiful view and famous monumental grave yard - no entrance fee.

On Sundays and Feast days, the monks accompany Mass with Gregorian chant at 10.00 and 17.30, in the crypt. During week days, Gregorian chant takes place at 17.30 in summer.

www.san-miniato-al-monte.com/

Other helpful advice about how to obtain museum tickets:

www.toomuchtuscany.com/visit-florence-new-museum-tickets/

PHARMACIES

24 HOUR PHARMACIES

Farmacia Comunale, 13
Railway Station S.M.Novella
Piazza Stazione
Tel. 055 289435 - 055 216761

Farmacia Molteni
via Calzaiuoli, 7r
Tel. 055 289490 - 055 215472

Farmacia All'Insegna del Moro
Piazza San Giovanni, 20r
Tel. 055 211343

OTHER PHARMACIES

Information about the opening hours of all pharmacies in Florence is available by calling the following toll free number:
800 420707

POLICE STATIONS

Assistance in English is available at the following police stations:

Carabinieri - Comando provinciale
Borgo Ognissanti, 48
Tel. 055 24811
Fax 055 2481705

Polizia - Commissariato S. Giovanni
via Pietrapiana, 50r
Tel. 055 203911
Fax 055 20391370

Questura
via Zara, 2
Tel. 055 49771
Fax 055 4977616

POST OFFICES

Florence's main Post Office for postal, package, some banking and money exchange services is:

Poste Centrali di Firenze
Piazza della Repubblica, 6
Tel. 055 217743

A list of the other down town Post Offices, with their addresses and contact numbers is available on the website of the Municipality of Florence at:

www.comune.fi.it/opencms/export/sites/retecivica/citta/turismo/utilities/poste_in_centro.htm

Post offices are usually open between 8.15 am until 1.30 pm Monday to Friday and 8.15 am until 12.30 pm on Saturdays although some post offices remain open until 7.00 pm during week days.

For further information about Poste Italiane and its services:

Tel. 803160
www.poste.it

RESTAURANTS, TRATTORIE AND PIZZERIE



There are hundreds of great restaurants, pizzeria, and trattorie in Florence, not to mention gelaterie. In an effort to be unbiased, we feel it is best if you research the internet, or ask your concierge or Ambassador for restaurant suggestions. Some helpful links might be:

www.tripadvisor.com/Restaurants-g187895-Florence_Tuscany.html

www.yelp.com/search?find_desc=Best+Restaurants&find_loc=Firenze

www.fodors.com/world/europe/italy/florence/restaurants

www.theguardian.com/travel/2017/sep/11/top-10-florence-restaurants-near-major-cultural-attractions

SECURITY see also EMERGENCY NUMBERS

Like many cities where tourists abound, visitors to Florence should be aware that pickpockets and thieves gravitate to train stations, buses and major attractions to ply their 'trade' so you should be VIGILANT, especially in more crowded locations.

Before leaving home make PHOTOCOPIES OF YOUR PASSPORT, CREDIT CARDS, TRAVEL INSURANCE DOCUMENTS AND ANY OTHER DOCUMENTS YOU WILL BRING TO FLORENCE WITH YOU. If you have a safe in your hotel room, we suggest you put your passports, other important documents and excess cash there for safe keeping and carry a photocopy of your passport with you when you are out and about.

Keep the passport photocopy, credit cards and cash in your money belt and be watchful whenever you open your money belt especially in locations where others can see and be aware of who's around you, especially those close by.

- Keep a vigilant eye on your iPhones, cameras and video recorders, thieves are attracted to them.
- Do not be distracted, for example, by a loud argument or similar if it occurs near you. Walk away.
- Be vigilant when going up escalators or stairs, especially if the person in front of you stops suddenly.
- Ignore anyone who asks "do you speak English" or wants you to sign a petition.
- Beware of old people who are often stooped over or on sticks or small children who are begging. many times seen outside churches. It is up to you whether you want to make a donation but always pay attention when you open your wallet or money purse.

SHOPPING

Florence is a shopper's paradise and famous for its boutiques.

Shops are generally open from 9.30 am to 7.30 pm Monday to Saturday, especially department stores and shops in tourist areas. A few stores in the centre of town even open on Sundays. However, there are still some shops that open between 9:00 or 10:00 am and close at lunchtime around about 1 pm only to open again in the afternoon between 3:30-4:30 pm until 7:30-8 pm.

There are some discount outlets with luxury fashion boutiques with top name designers, like the Barberino Outlet (www.mcarthurglen.com/it/barberino-designer-outlet/en/) outside Florence.

SPORTS see also GOLF COURSE, GYMS, SWIMMING POOLS, TENNIS COURTS

Florence has a wide range of spectator and participant sports. The city has a football stadium, the home of its Series I football team, La Viola. It also has a race course and a trotting track, private and public swimming pools, tennis courts and gymnasiums as well as 2 golf courses.

Florence also holds two annual marathons, one of whose proceeds go to cancer research.

For car and motorbike racing fans, there is also a track at Mugello, in the Tuscan hills.

STREET NUMBERING

The city's street numbering of addresses can be a little confusing. Often there is a dual numbering system of black and red numbers. Traditionally, the black numbers were given to residences, while the red numbers were for shops and other commercial premises. The numbers of the latter are painted in red (sometimes now very faded) and when writing these addresses, the numbers are followed by the letter 'r' (short for 'rosso' or red). This means, it is not unusual to have, for example, two No. 18s in the same street – one No. 18 for an apartment block and another No. 18r, for a bakery or restaurant, etc.

SUPERMARKETS

The major supermarket chains in Florence (Esselunga, Coop, Conad, Standa, etc.) now stock a wide range of products and produce from around the world, including organic food, but if you are looking for some very specific ingredients, a few shops have been traditionally known to meet foreigners' needs including:

Pegna

via dello Studio 8

Tel. 055 282701

www.pegna.it

There are many small mini-markets in central Florence. Some specialise in Asian or African food products. Many remain open all day until 10.00pm every night including Sundays but are not permitted by law to sell alcohol after 9 pm.

SWIMMING POOLS

Le Pavoniere

Via della Catena 2

Cascine Park

Florence,

Tel: 334 5210999

[www.magnificenza.it/attivita-all-aperto/?](http://www.magnificenza.it/attivita-all-aperto/?utm_source=visitflorence.com&utm_campaign=DiscoverTuscany&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html)

[utm_source=visitflorence.com&utm_campaign=DiscoverTuscany](http://www.magnificenza.it/attivita-all-aperto/?utm_source=visitflorence.com&utm_campaign=DiscoverTuscany&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html)

[&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html](http://www.magnificenza.it/attivita-all-aperto/?utm_source=visitflorence.com&utm_campaign=DiscoverTuscany&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html)

Piscina Comunale Costoli

Viale Pasquale Paoli

Florence

Tel: 055 6236027

[http://servizi.comune.fi.it/servizi/scheda-servizio/piscina-costoli-estiva?](http://servizi.comune.fi.it/servizi/scheda-servizio/piscina-costoli-estiva?utm_source=visitflorence.com&utm_campaign=DiscoverTuscany&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html)

[utm_source=visitflorence.com&utm_campaign=DiscoverTuscany](http://servizi.comune.fi.it/servizi/scheda-servizio/piscina-costoli-estiva?utm_source=visitflorence.com&utm_campaign=DiscoverTuscany&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html)

[&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html](http://servizi.comune.fi.it/servizi/scheda-servizio/piscina-costoli-estiva?utm_source=visitflorence.com&utm_campaign=DiscoverTuscany&utm_medium=referral&utm_content=/what-to-do-in-florence/pools-in-florence.html)

TAXIS

Taxis will not usually stop if hailed but should be picked up at taxi ranks in the major squares around the city including Piazza della Repubblica and outside the Santa Maria Novella railway station. If you take a taxi at one of the taxi ranks, the meter should be started only after you get into the cab.

To telephone for a taxi, call: 055 4390 or 055 4242

RADIO TAXIS

The taxi meter starts running as soon as the taxi is called to come and pick you up.

Radio taxis can also be booked several hours in advance of when they are required, for example, if you need to take an early morning flight, you can book your taxi the evening before.

Tel. 055 4390 / 055 4499

Tel. 055 4798 / 055 4242

TELEPHONE & INTERNET

Country code: +39

Florence land-line telephone numbers begin with 055. The zero should not be omitted even when calling from outside Italy. Toll-free numbers begin with: 800

TENNIS COURTS

Tennis Club
Club Sportivo Firenze
viale del Visarno 10
Florence
Tel : 055 332701

TIPPING

It is not customary in Italy to tip taxi drivers although you can, of course, if you wish to. Taxi drivers are required to have a fixed list of charges for their services displayed in their cabs as well as a photo of themselves and an identity number for their cab.

In restaurants, customers usually leave a small tip (5%), if they are pleased with the service but keep in mind that many places already charge a cover or service charge of 10-12% for 'pane/ coperto' (bread and silverware charge) that is automatically added to your bill.

Remember also that if you sit at a table in many bars or cafés, you will pay up to 15% more than if you eat or drink standing at the bar. This is the service charge for having a waiter serve you.

TRAINS

FLORENCE RAILWAY STATION Santa Maria Novella

Piazza Stazione, 1
Information on the Italian State Railways (F.S.)
Tel. 848888088

Booking service
Tel. 199166177 / 055 23564.23
www.trenitalia.com

TRAVEL INSURANCE

Travel insurance is recommended.

For information and articles, see: www.lonelyplanet.com/travel-insurance/

USEFUL WEBSITES

There are numerous websites dedicated to different aspects of life in Florence. The following are just a sample:

Wikipedia - Entry in English on 'Florence'

<http://en.wikipedia.org/wiki/Florence>

Comune di Firenze (Municipality of Florence) – also in English

www.comune.fi.it

Firenze Turismo

<http://www.firenzeturismo.it/en/informazioni-utili-2.html>

AngloInfo Tuscany

An English-language portal with helpful information and advice, current data and much more:

<https://www.angloinfo.com/tuscany>

WATER

Although many locals and others drink prefer to drink bottled mineral water (sparkling or still), you can drink water from or clean your teeth with water from the tap in Florence unless there is a sign reading "non potabile" which indicates it is not drinkable water.

There are several places where you can find free drinking water from fountains/taps in the city:

1. In Piazza della Signoria on the side wall of Palazzo Vecchio that faces the statue of Cosimo I on horseback
2. At the Tabernacolo delle Fonticine in via Nazionale
3. At the fountain under the statue of Giovanni delle Bande Nere in Piazza San Lorenzo.

WEATHER INFORMATION see also CLIMATE

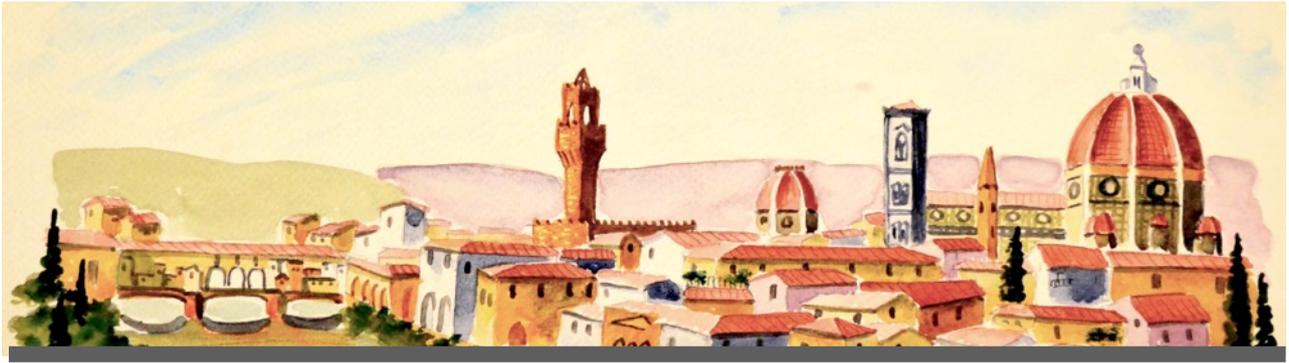
www.accuweather.com/en/it/italy-weather

ZTL TRAFFIC RESTRICTED ZONE

The entire historic centre of Florence is a "zona a traffico limitato" (ZTL) or restricted traffic zone. Residents living in the area require a special access permit for their cars. Non-residents are prohibited from driving and parking within the ZTL on weekdays between 7.30 am and 7.30 pm and on Saturdays between 7.30 am and 6 pm. Special signs mark the boundaries of the ZTL and 'access points' are controlled by cameras that automatically detect the number plates of all the vehicles passing through and anyone passing an 'access point' without a permit will be heavily fined. Transit through some of the 'access points' (those reserved exclusively for public transport and emergency vehicles), is prohibited at all times, 24/7.

**AIILO and the authors assume no responsibility or liability for the professional ability, reputation or the quality of services provided by the persons, facilities or services listed.*

THE AMERICAN INTERNATIONAL LEAGUE OF FLORENCE



AILO

O.N.L.U.S.

Established in 1975

WEBPAGE
www.ailoflorence.org

BLOG
www.ailonews.org

FACEBOOK
www.facebook.com/ailofirenze

The American International League of Florence ONLUS (AILO) is a non-profit organization based in Florence, Italy with members from all over the world.

AILO's mission is to contribute to community well-being through social assistance programs and fundraising for charities within the city and province of Florence. AILO also promotes friendship and understanding between its members and the Italian community through cultural and social activities. English being the official language of the club, is used at all meetings and for publications.

The highlight of the year is AILO's Christmas Bazaar held annually in December. The money raised each year goes to charity. In the last 40 years, AILO has donated to approximately 350 local charities. The city of Florence has recognized AILO with the prestigious Marzocco award.



AILO IS A MEMBER OF FAWCO

FAWCO is an international federation of independent organizations whose mission is to build strong support networks for its American and International membership: to improve the lives of women and girls worldwide, to advocate for the rights of U.S. citizens overseas, and to mobilize the skills of its membership in support of global initiatives for education, the environment, health and human rights.

Mailing address:

AILO CLUBHOUSE

Viale Donato Giannotti 23, 50126 Florence