

Welcome to the University of Verona ...

Dear Student,

This Guide contains useful information for International Exchange students (Erasmus and other Exchange Programmes) coming to the University of Verona.

More information, this guide included, is available on the web at: <http://www.univr.it>
(*Relazioni Internazionali – International Students – Exchange Students*).

We look forward to meeting you at the University of Verona!

The Vice-Rector for International Relations
Prof. Denis Delfitto

International Relations Office
Dr. Lisa Bonfante - Dr. Claudia Natali

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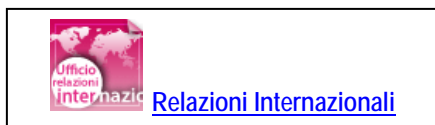
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1. GENERAL INFORMATION

1.1 ADMISSION FOR EXCHANGE STUDENTS

Students should get information about the University of Verona through:

Website: <http://www.univr.it> - CLICK ON:



- Information Package sent by the University of Verona to partner universities
- Direct contacts with the International Relations Office at the University of Verona, the administrative unit in charge for organising international relations and students exchanges:

INTERNATIONAL RELATIONS OFFICE

Ufficio Relazioni Internazionali
Università degli Studi di Verona
Via dell'Artigliere, 8; 37129 Verona
Tel: +39-045-802 8596; Fax +39-045-8028411
E-mail: relazioni.internazionali@ateneo.univr.it
web site: <http://www.univr.it/> (Relazioni Internazionali)

Once nominated by their Home Institutions in the framework of Erasmus and other International Exchange Programmes, students should send the following documents to the International Relations Office:

- [APPLICATION FORM ONLINE](#) to register at the University of Verona
- HOME UNIVERSITY CERTIFICATE declaring their ERASMUS or INTERNATIONAL EXCHANGE student status
- photocopy of passport, identity card or equivalent I.D.
- 2 Passport-size photographs

1.1.1 Application Deadlines

Students are required to fill in the forms and send them back to the International Relations Office by the deadlines:

I semester and A.Y. applicants	II semester applicants
1 ST JULY	1 ST DECEMBER

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1.1.2 Once in Verona...

Once in Verona, International Exchange students should contact the International Relations Office. They will be provided with:

- **certificate of attendance** ("Attestazione") declaring their International Exchange student status at the University of Verona;
- **information package.**

Within 7 days after arrival, students should provide the International Relations Office with their **address and telephone contact in Verona.**

1.1.3 Orientation Week

The University organises an *Orientation week* for students arriving in the I sem. And another *Orientation week* for students arriving in the II sem.

Orientation Week 1 (I sem.): from September 21st to 25th 2009

Orientation Week 2 (II sem.): from February 15th to 19th 2009

Students are strongly recommended to participate to the *Orientation Week* organised in their semester of arrival.

To register for the *Orientation Week* please fill in the specific section of the [Application Form](#) (available online, see paragraph 1.1).

For more information about arrival in Verona, see also [Section 3 - Practical information](#).

1.1.4 Extension of study period

The exchange period can be extended, **for study purposes**, up to Sept. 30th 2010, i.e. until the end of the academic year 2009/2010. To extend your study period:

1. Ask for the approval of your Home University and for a certificate containing the number of months and the reasons for the extension. This document should be sent to the International Relations Office by fax +39 045 8028411 or by email: relazioni.internazionali@ateneo.univr.it.
2. Ask for an Extension Certificate issued by the International Relations Office.

Please note: if you are accommodated at ESU – ARDSU Halls of Residence for the first semester (see paragraph 1.3.1), you should ask for the extension of the period of

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occupancy no later than Dec. 1st 2009. For further details please refer to the International Relations Office.

1.1.5 At the end of the study period

International exchange students should remember to:

- ask for the Final **Transcript of Records**, the official certificate confirming the exams taken at the University of Verona and the marks obtained, expressed in Italian grades and CFU/ECTS credits;
- go to the library "*Biblioteca A. Frinzi*" (Faculties: *Lingue e Letterature Straniere, Lettere e Filosofia, Scienze della Formazione, Giurisprudenza, Scienze Motorie, Economia*) or "*Biblioteca E. Meneghetti*" (Faculties: *Medicina e Chirurgia, Scienze Matematiche Fisiche e Naturali*) (see paragraph 2.2) and ask for "*Nulla Osta*", a document proving that the student has returned all the books;
- go to the International Relations Office **PERSONALLY** and ask for the **Final Certificate of Attendance** at the University of Verona; **STUDENTS MUST RECOVER THIS CERTIFICATE on the latest office opening day and time before departure.**
- fill in a questionnaire aimed at evaluating their study period in Verona.

1.2 INTRODUCTION TO UNIVERSITY STUDY

1.2.1 Academic Calendar

The Academic year starts on October 1st and ends on September 30th. Normally, the I semester runs from the beginning of October to the beginning of January and the II semester from the end of February to the end of May.

Assessments take place during the summer (until July) or winter (December-February) sessions, but also in autumn (September), depending on the Faculty.

Academic Calendar 2009/2010, lessons, holidays and assessments timetables will be available in September on the web:

[http://www.univr.it/Studenti - Orientamento allo Studio – Calendario delle lezioni e degli appelli d'esame](http://www.univr.it/Studenti-Orientamento-allo-Studio-Calendario-delle-lezioni-e-degli-appelli-d'esame)

National holidays (no classes):

Christmas and Easter holidays, 1 November All Saints' Day, 8 December Immaculate Conception, 6 January Epiphany, 25 April National Anniversary, 1 May - May Day, 21 May S. Zeno (Verona Patron Saint's Day), 2 June – Republic Day, 15 August Assumption Day.

1.2.2 ECTS (European Credit Transfer System)

A credit system is a systematic way of describing an educational programme by attaching credits to its components. The definition of credits in higher education systems may be based on different parameters, such as student workload, learning outcomes and contact hours.

The European Credit Transfer System is a student-centred system based on the student workload required to achieve the objectives of a programme, objectives preferably specified in terms of learning outcomes and competences to be acquired. The ECTS system facilitates the recognition of periods of study abroad and it is based on the convention that 60 credits measure the workload of a full-time student during one academic year. The student workload of a full-time study programme in Europe amounts in most cases to 36/40 weeks per year and in those cases one credit stands for 24 to 30 working hours. Workload refers to the notional time an average learner might expect to complete the required learning outcomes.

1 Italian Credit (CFU) =	25 working hours =	1 ECTS credit
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In order to know the workload and the relative credits for each course unit, please refer to the website: <http://www.univr.it> - [Didattica](#).

Each Faculty at the University of Verona provides International Exchange students with [ECTS grading scales](#), available at: <http://www.univr.it> (Studio e Formazione all'Estero – International Students and Scholars – International Exchange Mobility).

1.2.3 Higher Education System in Italy

In accordance with the Bologna processes Italy has adopted a Higher Education system based on three study cycles:

- 1st cycle: 3-year programme ("*Laurea*": BA – Bachelor Level or first degree - 3 years - 180 ECTS credits);

- 2nd cycle: 2-year specialization degree course ("*Laurea Specialistica o Magistrale*": MA – Master Level or higher degree - 2 years - 120 ECTS credits). Some courses held at the Faculties of Law (*Giurisprudenza*) and Medicine and Surgery (*Medicina e Chirurgia*) last 5 years in total ("one tier degrees" – "*corsi a ciclo unico*").

- 3rd cycle: highly qualified academic itineraries are offered to those who wish to focus on particular subjects or disciplines (Research Doctorates, Postgraduate Specialisation Courses).

1.2.4 Study plan

International Exchange students coming to the University of Verona should bring with them a Learning Agreement duly signed by the home institutional co-ordinators. The **Learning Agreement** is a document provided by Home Institution reporting the proposed study plan at Host Institution.

In order to choose courses and to fill in the Learning Agreement, International Exchange students should contact the teacher coordinating the exchange with each partner University at the University of Verona (See on the web: [International Faculty Coordinators](#)):

- Erasmus students should refer to the professor coordinating the exchange with their Home University;
- International Exchange students (non-Erasmus) should refer to the Faculty Coordinators for International Exchange Programmes (*Delegato di Facoltà per l'Internazionalizzazione*) and to the Vice-Rector for International Affairs.

Please note: After having arranged their study plan together with the Coordinator, students of the following Faculties can ask for signatures in the section "Receiving Institution" to the Faculty Coordinator for International Exchange Programmes (*Delegato di Facoltà per l'Internazionalizzazione*) and to the Vice-Rector for International Affairs, with the assistance of the International Relations Office: *Economia, Giurisprudenza, Lettere e Filosofia, Scienze della Formazione, Scienze MM. FF. NN.* and *Scienze Motorie*.

To have access to information on the Courses and Modules offered please visit the web site www.univr.it – [Didattica](#).

For further details on course programmes please refer to online guides "*Guida dello Studente*" or so called "*Vademecum*" available on the web pages of each Faculty (<http://www.univr.it> - [Facoltà](#)).

Exchange students CANNOT have access to "*Postgraduate Master Courses*" ("Master Universitari" - 1st or 2nd Level) without following the enrolment procedures and paying the relative fees.

1.2.5 Enrolment and exam sessions

After sending their complete application form (see paragraph 1.1) International Exchange students are registered at the university and will be provided with their Student ID Card ("*tessera di immatricolazione*") reporting also the registration number ("*numero di matricola*") and a password.

By means of their registration number, as a username, and their password students can enrol for assessments and exams.

To have access to the online enrolment system from the home page select "[Studenti - Servizi online – Iscrizione Esami](#)" and login as "Erasmus", typing your username and password.

For any technical enquiry please refer to the computer assistant of each Faculty (*Supporto utenti per iscrizione esami*).

1.2.6 Modules taught in foreign languages

In the a.y. 2009/2010 some **modules will be taught in English or other foreign languages**. List available at:

<http://www.univr.it> > Relazioni Internazionali > International Students - [Modules in foreign languages](#).

1.3 ACCOMMODATION

Italian Universities do not generally have a campus system. Hence, students need to arrange their accommodation in town.

International Exchange Students can find accommodation either in the **ESU – ARDSU Halls of Residence** or in private flats.

1.3.1 ESU – ARDSU Halls Of Residence

Up to **70 places** are available in the ESU – ARDSU Halls of residence, located in different areas in the town of Verona, near the university buildings. Complete list of Residences is available at: <http://www.esu.vr.it/> (Click on "Servizio Abitativo").

Facilities

The number of people sharing apartments vary depending on the Residence (from 2 up to 9 people).

Please note: no single rooms are available.

Apartments are equipped with kitchen, dining room, shower and toilet facilities. ESU-ARDSU usually does not provide bed linen, blankets, towels and kitchen equipment.

Phone service is guaranteed only for receiving calls.

Wifi access to the internet is available in the Residences. Moreover, students can have free access to internet in University and ESU-ARDSU PC labs (see paragraph 2.3).

Reservation

Students who intend to apply for accommodation at the ESU-ARDSU Halls of Residence should fill in a specific section of the [Application Form](#) (see paragraph 1.1). Priority will be given to students staying for the whole academic year (October to July). In late July the selected students will be provided by ESU-ARDSU with the final Registration Form and with detailed information regarding payment conditions.

Assignees are required to pay in advance.

To reserve their place, students will be asked to pay in advance the rate and a deposit (see details on the registration form), which will be returned to them at the end of the contract if they leave the flat in good conditions. Every damage will be debited to the student. After having received the deposit back, assignees will no longer be allowed to occupy ESU-ARDSU flats.

Rates and Periods of occupancy

Students occupy ESU-ARDSU accommodation for fixed periods and they have to pay for the whole period even if they are leaving before the end of the contract.

FIXED PERIODS OF OCCUPANCY	COST (gas, electricity, water and heating bills included)
Academic Year September 14th 2009 – July 26th 2010 (check-out time h. 9.00)	1837,50 Euro
I semester September 14th 2009 – February 26th 2010 (check-out time h. 9.00)	962,50 Euro
II semester March 1st 2010 – July 26th 2010 (check-out time h. 9.00)	875,00 Euro

In case students leave the flat before the end of the contract they should inform ESU-ARDSU at least 15 days before their departure.
For further information on payment conditions please refer to:

ESU – ARDSU

Servizio Abitativo - Amministrazione Alloggi

Responsabile: Enrica Montoncello

Via dell'Artigliere, 9 – 37129 Verona

Tel. +39-045-8052835 - +39-045-8052834

Fax: +39-045-8052840, email: alloggi@esu.vr.it

Terms and conditions

For reciprocal benefits, students living at ESU – ARDSU Residences will be required to accept the **local rules** as well as the **terms and conditions**.

Students will be asked to read carefully the text of the "*Regolamento Residenze ESU – ARDSU*", available at:

<http://www.esu.vr.it/> (Click on: Servizio Abitativo – Regolamento).

Here you will find a list of the most important rules:

Assignee Obligations (Art. 6)

- Inside the apartments smoking is not allowed.
- Students commit themselves to make a proper use of the apartment and furniture assigned. They are responsible for damages and lacks in their room equipment.

Assignee Duties (Art. 7)

- Students should preserve hygienic-sanitary conditions in their room and in common spaces in the apartments assigned. They should take care of correct waste disposal, according to the methods recommended on the notice boards.
- Students are not allowed to host people unknown to the lodging and to change bed places (not even inside the same apartment) without ESU – ARDSU authorization.
- ESU – ARDSU is not responsible for any accident, loss, theft, damage to personal and visitors belongings, including money, travellers cheques, credit/debit/rechargeable cards etc...

Discipline (Art. 8)

- Parties in the flats and any kind of annoying sounds and noises which could disturb other assignees or neighbours are forbidden.
- Any changes or personal adaptations to the apartments and furniture are forbidden.
- It is forbidden to duplicate keys to access flats and residences areas.

- It is forbidden to lend keys to anybody, including room / flat / residence mates.

Visits (Art. 9)

- The assignee is allowed to receive visitors in the room occasionally between 8 am and 11 pm, if this does not bother the other house mates.
- From 11 pm to 8 am nobody is allowed to stay in the house or apartments, except the assignees.

ESU – ARDSU Rights (Art. 12)

- ESU – ARDSU staff has always the right to enter the rooms assigned in order to make inspections. Inspections, except for emergencies, will always be carried out by at least two staff members.

Important!

Students who do not comply with the clauses of the contract and with local rules and terms and conditions **will be expelled** and will not receive back the sums of money paid. Students who will not comply with local rules and terms and conditions stated in the "*Regolamento*" could be reported by ESU-ARDSU to the competent University Bodies. In some cases, the police headquarters could be informed against them.

1.3.2 Private Accommodation and "Cerco-Offro Alloggio" Service

You may also choose to search for a private flat to be shared with other students. Rents vary depending on the location of the flat and on the kind of room you choose to live in (single room or sharing room).

If you need a help in finding a private flat please refer to:

INTERNATIONAL STUDENTS UNION (ISU)

Via Campofiore, 17; 37129 Verona
 Tel: +39 045 8034563
 Accommodation Office
 Contact person: Dr. Igor Fracaro
 E-mail: acomodation@isuverona.it
 web: <http://www.isuverona.it>



Please note that private accommodation is not guaranteed: finding a private flat depends on places available. In any case International Students Union will provide

every student with necessary information on private accommodation options and support in law matters.

1.3.3 Temporary Accommodation

To rent a room or a flat for a brief period of time is very difficult. If you need a temporary accommodation for the first few days, please contact the [International Students Union \(ISU\)](#). Alternatively, you can search for a room in the Youth Hostels:

OSTELLO DELLA GIOVENTU' "VILLA FRANCESCATI"
 Salita Fontana del Ferro, 15 - 37129 Verona
 Ph. +39-045-590360; Fax +39-045-8009127
 The Hostel is open from 7.00 am to 12.00 pm
<http://www.ostellionline.org/ostello.php?idostello=540>

OSTELLO DELLA GIOVENTU' "VILLA S.CHIARA"
 Via S.Chiera, 10
 Tel. +39 045 597807 - Fax +39 045 8009127

CASA BELLA GIOVANE
 Via Pigna, 7 - 37121 Verona –
 Ph. +39 045 596880 - Fax +39 045 8005449

1.4 LEARNING ITALIAN AND MORE ...

1.4.1 International Summer School

ESU-ARDSU will be running an **International Summer School** from August 17th to September 9th 2009 (Arrival date: Sunday, Aug. 16th; Departure date: Thursday, Sept. 10th).

Course includes Italian Language lessons, Italian Culture, cultural activities and guided tours around the town and neighbouring (visits to historic sites, Lake Garda, Opera and Theatre at Verona Summer Festival, etc.).

Details:

- Registration fee **1.000 Euro all inclusive** (course, room and board).
- **Levels:** beginners, intermediate and advanced. On Monday, August 17th, all students will take a preliminary test to check their language competence level.

- Course **hours**: 78 in total (including cultural activities)
- **Accommodation**: in town, provided by ESU-ARDSU
- **Meals**: provided at the ESU-ARDSU University canteen (lunch & dinner from Monday to Sunday)
- **Deadline for applications**: **June 30th 2009**

ESU-ARDSU will communicate to applicants if they have been accepted for the course.

Contact Office for the International Summer School:

ESU – ARDSU di Verona – Servizi agli Studenti

Via dell'Artigliere, 9

37129 VERONA

Telefono + 39 -045 8052861 e-mail: servizi@esu.vr.it

Internet: <http://www.esu.vr.it>

Further information is available at:

<http://www.univr.it/> (Relazioni Internazionali - International students - [International Summer School](#)).

1.4.2 Language Courses at CLA

The University Languages Centre (*Centro Linguistico di Ateneo - CLA*) provides all the Faculties with language-teaching services in English, German, French, Spanish, Russian and Italian as a foreign language, allowing students to achieve the A1, A2, B1, B2, C1, C2 European levels (Italian only A2, B1, B2, C1).

CENTRO LINGUISTICO DI ATENEIO (CLA)

Viale dell'Università, 4 – 37129 Verona

Web: <http://fermi.univr.it/cla/>

Opening times:

- **Students Office** open from Monday to Friday 10.30 -13.00, 15-16.30
Tel. +39 045 8028704 - Fax +39 045 8028705
E-mail: segreteria.cla@ateneo.univr.it
- **PC Laboratories** open from Monday to Friday 8.00-17.45
Tel. +39 045 8028710 - Fax +39 045 8028705
E-mail: laboratori.cla@ateneo.univr.it
- **Testing Office** open from Monday to Thursday 9.00 – 12.00
Tel. +39 045 8028128 - Fax +39 045 8028705
E-mail: ufficiotesting.cla@ateneo.univr.it

International Exchange students can enrol to Italian Language and Culture Courses through the CLA web site <http://fermi.univr.it/cla/> . Click on:

[Italian language \(Italiano L2\)](#)

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or go to the site: http://cla-firstclass.univr.it/italiano/t_anagrafica_add.asp

An intensive Italian language course for beginners (**Pre-semester Italian Intensive Language Course for absolute beginners – A1 – 30 hours**) takes place before the beginning of semesters:

- I Semester (**September 14th – 25th 2009**)

- II Semester (**February 15th – 26th 2010**)

Italian Language and Culture Courses will take place during the academic year (I semester and II semester) and will be divided into different levels, from beginners to advanced (A2 to C1):

- I Semester (**September 28th – November 27th 2009**)

- II Semester (**March 1st – May 8th 2010**)

In **January** and **February** Italian Language and Culture **intensive courses** (Levels B1 and B2, 40 hours, 5 weeks – minimum 20 students per group) are organised. 70% attendance is required in order to have access to the final test.

Courses timetable and further information available at:

<http://elvira.univr.it/moodle/course/view.php?id=151>

To have access to the Italian Language Courses it is necessary to take a computer based (**placement test**) in one of the following dates:

- I semester: **Sept. 21st 2009** or **Oct. 5th 2009**

- II semester: **Feb. 22nd 2010** or **Mar. 8th 2010**

Absolute beginner students (A1 level) DO NOT TAKE placement tests.

Students who regularly attend Language classes will be provided with a language competence certificate in order to gain the following number of ECTS credits:

- 3 CFU (ECTS) credits (A2 level)
- 4 CFU (ECTS) credits (B1, B2 and C1 level).

Certificates should be consigned to the Students Office in order to be included in the final Transcript of Records (see Paragraph 1.1.5).

All the above mentioned courses are tuition free for International Exchange Students.

In **November** and **May**, CILS (Certificazione di Italiano come Lingua Straniera) preparation courses will be organised (**Please note: CILS courses are fee paying**)

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2. ABOUT THE UNIVERSITY...

The University of Verona was established fairly recently but its cultural background goes back in time. Since the 14th century lectures in Law, Medicine, Literature and Philosophy were held in the cultural circles of the town. Nowadays, with almost 800 professors and 700 administrative and technical staff members, the University educates more than 22.000 students.

In spite of its steady growth, the University of Verona still retains the atmosphere of a small campus where students and teachers can meet, learn and work in a mutual profitable exchange. The University devotes special attention to the city of Verona and its territory by implementing various forms of cooperation that increase the mutual potential for cultural and economic growth.

Almost 250 International cooperation agreements signed with EU and Non-EU Universities and the extensive participation to international exchange and research programmes involving students and scholars, show the international vocation of this University.

In the a.y. 2008/2009, 282 incoming students are spending their Erasmus period at the University of Verona, while more than 360 outgoing students are involved in European and extra-European exchange activities.

Every year international students from Australia, Brasil, Mexico and U.S.A. spend their exchange study period at our University, while more than 800 foreign students are currently enrolled as full-time students.

2.1 UNIVERSITY BUILDINGS

The University of Verona is located in various seats in town and, for some courses at the Faculties of Economics and Medicine and Surgery, in different locations outside Verona.

Faculty	Course	Seat
Economics <i>Economia</i>	<i>Economia del Commercio Internazionale</i>	Vicenza
	<i>Economia e Amministrazione delle Imprese</i>	
	Other Courses	Verona (Polo Umanistico)
Law <i>Giurisprudenza</i>	All courses	Verona (Via Montanari)
Arts and Philosophy <i>Lettere e Filosofia</i>	All courses	Verona (Polo Umanistico)

Foreign Languages and Literatures <i>Lingue e Letterature Straniere</i>	All courses	Verona (Polo Umanistico)
Education <i>Scienze della Formazione</i>	All courses	Verona (Polo Umanistico)
Mathematical Physical and Natural Sciences <i>Scienze Matematiche Fisiche e Naturali</i>	All courses	Verona (Polo Scientifico – Borgo Roma)
Exercise and Sport Science <i>Scienze Motorie</i>	All courses	Verona (Via Casorati)
Medicine and Surgery <i>Medicina e Chirurgia</i>	- <i>Medicina e Chirurgia</i> - <i>Odontoiatria e Protesi Dentaria</i> - <i>Logopedia</i> - <i>Ostetricia</i> - <i>Tecniche Audioprotesiche</i> - <i>Tecniche di Fisiopatologia e perfusione Cardiovascolare</i>	Verona (Polo Scientifico - Borgo Roma)
	Other Specialised Degree Courses	
	<i>Fisioterapia</i>	- Verona, Rovereto (TN), Vicenza
	- <i>Igiene Dentale</i> - <i>Tecnica della Riabilitazione Psichiatrica</i> - <i>Tecniche della prevenzione nell'ambiente e nei luoghi di lavoro (Interateneo)</i>	Ala (TN)
	<i>Infermieristica</i>	Verona, Bolzano, Legnago (VR), Trento, Vicenza
	<i>Tecniche di Radiologia Medica, per immagini e Radioterapia</i> <i>Tecniche di Laboratorio Biomedico</i>	Verona, Ala (TN) Verona, Rovereto (TN)

2.2 LIBRARIES

The University has two main libraries (*Biblioteca A. Frinzi* and *Biblioteca E. Meneghetti*), and other libraries in each Department.

For information about online catalogues, opening times and services offered by the different libraries please refer to: <http://www.univr.it> ([Biblioteche](#)).

2.2.1 Biblioteca centralizzata "A. Frinzi"

The library is well supplied with volumes and other equipment (CD ROMs with data banks and bio-bibliographies, microfilms and microcards).

Biblioteca centralizzata "A. Frinzi"

Via S. Francesco, 20 37129 VERONA

Ph. 045 8028458 – Fax 045 8028461 - E-mail: prestito.frinzi@ateneo.univr.it

September to July opening times: 8:15-23:45 (Monday to Friday);

8:15-:19.45 (Saturdays and Sundays)

August: 8.15-13.45 (Monday to Saturday)

Services provided:

- Newspaper library: It owns more than 4700 magazines and newspapers that can be consulted on the spot thanks to its 104 seats.
- Reading rooms: One is located on the ground floor and offers 80 seats and 10 computer places to search for books in the University's online catalogue. Another is located on the second floor and offers about 300 seats and contains a collection of books that can be consulted, such as dictionaries, encyclopaedias, bibliographies.
- Loan service: this service allows to borrow or consult the books that are not placed on the public shelves.
- Interlibrary loan: loan and reproduction (photocopies, microfilms) of books that are owned by other Italian or foreign libraries. With the assistance of the personnel of the library it is possible to use the internet and to search the online catalogues of Italian and foreign libraries, and to access to the information services of universities around the world.
- Data banks and micrographies: data banks, electronic magazines and micrographies. It is possible to work on bibliographic search.

2.2.2 Biblioteca centrale "E. Meneghetti"

Housed in the Faculty of Medicine and Surgery (Istituti Biologici), it is well provided with books, but also magazines, CD-roms etc..

Biblioteca centrale "E. Meneghetti"

Strada Le Grazie 8, 37134 Verona

Ph. +39 045 8027115 - Fax +39 045 8027119

E-mail: info.meneghetti@ateneo.univr.it- <http://meneghetti.univr.it/>

Opening Times: Mon – Fri 8.15-19.45 - Sat: 8.15-13.00

Evening Opening Times: Mon – Fri 19.50 – 23.30 (badge required)

Aug and Holidays: Mon – Fri 8.15-13.45 (closed on Saturdays).

Services provided:

- Reading room: it has 250 seats and the access is public.
- Loan service: this service allows to borrow or consult the books that are not placed on the public shelves.
- Interlibrary loan: loan and reproduction (photocopies, microfilms) of books that are owned by other Italian or foreign libraries.
- Bibliographic search: the library offers for free a service of bibliographic search by a specialised staff.
- Multimedia room: it offers internet access through 16 computers; it is also possible for students and researchers to consult online data banks, online magazines and use didactic cd-roms.

2.3 COMPUTER FACILITIES

Once enrolled you will be given a registration number (see paragraph 1.2.5) through which you will be able to access to the PC labs situated in each Faculty.

For further information report to the person in charge for the PC lab of your Faculty.

2.3.1 PC labs

Faculty of Economics

Aula E (Facoltà di Economia, Via dell'Artigliere 19)

PC lab Palazzo Giuliani (Via dell'Artigliere 8)

Opening times: Monday to Friday 9.00 -17:30

For further information: Ph. +39 045 8028511

Faculty of Law

Opening times: Monday to Thursday 9-13.30 / 14.30-18; Friday 9-13

For further information: Ph.+39 045 8028845

Faculties of Arts and Philosophy - Foreign Languages and Literatures

Macintosh lab (Polo Zanotto, Viale dell'Università 4)

PC lab (Polo Zanotto, Viale dell'Università 4)

PC lab (Faculty of Foreign Languages and Literatures, Via S. Francesco 22)

Opening times: Monday to Thursday 8.30-18; Friday 8.30-14:30. These times may vary because of courses.

For further information: Ph. +39 045 8028153

Faculty of Education

1. PC lab (Palazzo Zorzi, Lungadige Porta Vittoria)

2. PC lab (Palazzo Zorzi, Lungadige Porta Vittoria)

Opening times: Monday to Thursday 9.00-18.00; Friday 9.00-15.00.

For further information: Ph. +39 045 8028081

Faculty of Medicine and Surgery

1. PC lab (Istituti Biologici)

2. PC lab (Piastra Odontoiatrica)

Opening times: Monday to Friday 14-18

For further information: Ph. +39 045 8027103

Faculty of Mathematical, Physical and Natural Sciences

1. PC lab Alfa

2. PC lab Delta

3. PC lab Gamma

Opening times: Monday to Friday 8-19

For further information: Ph. +39 045 8027931

Faculty of Exercise and Sport Science

Opening times: Tuesday to Thursday 10-17

For further information: Ph. +39 045 8425123

ESU – ARDSU (for all students)

Via dell'Artigliere 9

Opening times: Monday to Thursday 8-18; Friday: 8-15

For further information: Ph. +39 045 8052844

2.4 STUDY ROOMS

- ESU – ARDSU **Aula studio**, via Campofiore, 19

Opening Times: 8-18 Monday to Thursday – Friday 8-13

- **Aula studio**, via S. Vitale, 5

Opening Times: 8.30-23 Monday to Friday

2.5 SERVICE CENTRE FOR THE DISABLED

The centre helps disabled students to deal with the University structures, supporting their integration in the University life. Some of the services offered are:

- Sign language for the deaf, which allows deaf students to attend lectures with the help of professional assistants
- Transcription in Braille or electronic format
- Specialised tutorial help for those disabled students who may encounter difficulties in learning
- Retrieval and organization of didactic material for the students that cannot attend lectures
- Free transport service
- Assistance during lessons, exams, lunch, and free time
- Help in finding and filling in forms for enrolment, scholarship, canteen card and other certifications
- Listen and Help desk: an help desk run by an expert, who assists disabled students during their university career.
- Documentation service: it promotes the activity of research and information through a documentation centre containing specialised works on handicap and magazines. The centre also organises meetings with people who work in the field of handicap.

SERVICE CENTRE FOR THE DISABLED

c/o Facoltà di Lettere e Filosofia

Via San Francesco, 22

Ph. +39 045 8028786-593 - Fax: +39 045 8028786

E-mail: centro.disabili@ateneo.univr.it

<http://www.univr.it> (Centri - [Centro Servizi per studenti disabili](#))

2.6 CANTEENS

Two University Canteens are available in Verona, both run by ESU-ARDSU.

International Exchange students may be granted access to the University canteens with a card, which provides two meals a day (lunch and dinner) at the cost of 4,00 Euro per meal (you pay when you eat). A standard meal includes: first course, second course with vegetables, bread, fruit and drinks; a reduced meal (3,20 Euro) includes only first or

second course with vegetables, bread, fruit and drinks; a mini meal (2,50 Euro) includes only first course, bread and a drink.

A wide variety of food is available. Vegetarian and most dietary needs are catered for. Students will be provided with the **canteen card** by the International Students Union (ISU) once in Verona. A copy of your certificate of attendance ("Attestazione" – see paragraph 1.1.2) will be required.

Servizio Ristorazione "San Francesco"

Viale dell'Università, 4 - Ph. +39 045 8003704.

More than 400 seats, with restaurant, pizzeria and bar

Meal Hours:

- Lunch from 11.30 a.m. to 2.45 p.m. Monday - Sunday
- Dinner from 7.00 p.m. to 9.30 p.m. Monday - Sunday
- Bar from 8.00 a.m. to 9.30 p.m. Monday - Sunday

Servizio Ristorazione "Le Grazie" (Borgo Roma)

Strada Le Grazie, 8 - Ph. +39 045 583324

More than 500 seats, restaurant, fast-food and sandwich bar

Meal hours: lunch from 11.30 a.m. to 2.45 p.m. Monday – Sunday

Dinner from 7 p.m. to 9.30 p.m. Monday - Sunday

For further information:

Ufficio Assistenza ESU – ARDSU

Via dell'Artigliere 9

Opening times: Monday to Friday 9.00 – 13.00

Ph. +39 045 8052831 or +39 045 8052812

2.7 UNIVERSITY WEB-RADIO

FuoriAulaNetwork, the web radio of the University of Verona, was founded in 2002 as a lab open to all students interested in communication.

We are on air 24/7. Log on <http://www.fuoriaulanetwork.com/> and listen. If you like what you hear, apply to become a speaker, or dj, or editor. You can work using your mother tongue or Italian, as you prefer!

For more information write at radio@fuoriaula.com.

[About the University...](#)

2.8 STUDENTS ASSOCIATIONS

A.S.E. – Erasmus Student Network (ESN) Associazione studentesca ERASMUS

Facoltà di Lingue e Letterature Straniere

Via S. Francesco, 22 - 37129 Verona - Ph. +39 045 8028746

web: <http://www.ase-esnverona.it> e-mail: info@aseverona.it

ASE-ESN Verona is a non-profit association, part of the international ESN network since 1999. ASE-ESN members organise different activities with the purpose of a better university life and integration of International Exchange students in town. Some of the most important academic and leisure activities are: support, help and tutoring for academic life, social events, international parties, guided tours and trips, conversations in a foreign language with other students (tandem). With ASE-ESN card students can get discounts in all Europe and in various services and places in Verona.

AECEE Verona (Association des Etats Generaux des Etudiants de l'Europe)

Via Campofiore, 17 - 37129 Verona

web: <http://www.aegeeverona.it/italian/index.htm>

Cultural exchanges among European students, cultural events, conversations with Erasmus students, film shows, as well as trips and cultural visits.

C.U.S. Verona – University Sports Centre

Viale dell'Università, 4 – Verona - Ph. + 39 045 595533

web: www.cusverona.it e-mail: cusvr@mail.univr.it

Sports activities such as basketball, soccer, rugby, skating, kendo, canoeing, triathlon, fencing, horse riding, swimming, gymnastics, tennis, sailing, windsurfing, diving.

S.I.S.M. – Segretariato Italiano Studenti Medicina

Facoltà di Medicina e Chirurgia - Istituti Biologici - piano terra, Ufficio rappresentanti Studenti - Ph. 045 8027648

web: <http://www.sism.org/verona>

It deals with all social issues of great medical importance, providing students at the Faculty of Medicine with the opportunity to take up-to-date classes in Italy or abroad.

Complete list available at: www.univr.it ([Associazioni e gruppi studenteschi](#)).


[About the University...](#)

3. PRACTICAL INFORMATION

3.1 STAY PERMIT FOR STUDY REASONS

For the issue of stay permit ("*Permesso di soggiorno*") you will be assisted by the [International Students Union \(ISU\)](#).

INTERNATIONAL STUDENTS UNION (ISU)
Via Campofiore, 17; 37129 Verona
Tel: +39 045 8034563



Contact person: Dr. F. Andres Maldonado G.
E-mail: info@isuverona.it web: <http://www.isuverona.it>
Opening Times: Mon to Fri 9.00 a.m. – 1.00 p.m.

EU citizens

With the entry into force of the Decree nr. 30 dated February 6th 2007 regarding the "Application of the Directive 2004/38/CE about the right of EU citizens and their relatives to freely circulate and stay in the Member States" you are allowed to move without restrictions throughout Italy without applying for a stay permit.

During your first 3 months of stay you have no requirements to fulfil, provided you have a valid identity document.

After 90 days of uninterrupted stay in Italy, you have to register at the Municipality of the town where you have your domicile (Comune - "Ufficio Anagrafe").

In order to make this registration, please report to [International Students Union \(ISU\)](#), and you will be assisted step by step in the procedure.

Documents required:

- valid identity document;
- certificate of enrolment at the University ("*Attestazione*" available at International Relations Office)
- copy of health insurance coverage (see paragraph 3.2)
- bank account (In Italy or in your Home Country) as an evidence of your financial support during your study period in Italy (about 400 Euro per month – cfr. "Assegno sociale 2008").

Non EU citizens

The stay permit is a document issued by the Police Headquarters (*Questura*) in the town where you live which entitles you to temporarily live in Italy.

The stay permit application must be presented within 8 working days from the arrival in Italy, only through the authorized Post offices.

Please ask for assistance at the [International Students Union \(ISU\)](#).

If you are staying less than 90 days stay permit application will cost approximately 14,62 Euro.

If you are staying longer than 90 days stay permit application will cost approximately 72,12 Euro.

After completing the application, you will receive a receipt that you must keep and always show together with your passport. This receipt will let you know the status of your procedure through the User ID and a password that are indicated on it.

You will then be contacted by the Police Headquarters (*Questura*) by means of a registered letter (at the address you have written on the form), in order to complete the procedure.

Please ask for assistance at the [International Students Union \(ISU\)](#).

Documents required:

- valid passport
- valid entry visa
- certificate of enrolment at the University ("*Attestazione*" available at: International Relations Office)
- letter received for the appointment at the *Questura*
- original copy of all the documents required
- 4 passport-sized photographs with light background
- copy of health insurance coverage (see paragraph 3.2)
- bank account (In Italy or in your Home Country) as an evidence of your financial support during your study period in Italy (about 400 Euro per month – cfr. "Assegno sociale 2008").

Do not forget!

Non EU citizens need to apply for a **study VISA** before leaving their home country. Application should be submitted at the nearest Italian Embassy or Consulate in your home Country.

You might need an **official letter of acceptance** issued by the International Relations Office of the University of Verona.

Please ask for it by writing to relazioni.internazionali@ateneo.univr.it specifying your data and a fax number and/or a postal address where letter must be sent.

In order to obtain a renewal of stay permit, citizen of a non-EU member-country should ask for a new one **at least 30 days before the expiry date**.

Do not forget that the consequences of an expired permit are very serious (you will be immediately compelled to return to your country with no possibility of re-entering Italy).

3.2 HEALTH AND INSURANCE

3.2.1 Health insurance

Health insurance is compulsory.

All International students, before leaving their home country, should collect all the necessary information in order to obtain the public medical assistance in Italy.

EU citizens

EU citizens should be in possession of the European Health Insurance Card – E.H.I.C. (or T.E.A.M. *Tessera Europea di Assicurazione Malattia*) issued by the Health Institution in your home country.

During a temporary stay (less than 90 days) in Italy, in order to be provided with urgent or unforeseen health treatment, EU citizens can obtain direct services at the public and contracted private structures of the Italian National Health Service (SSN), which is made up of the network of Local Health Units (ASL – Aziende Sanitarie Locali, former U.L.S.S.) and hospitals located throughout the territory.

Direct services are defined as health treatments provided free of charge other than the payment of “ticket” (a sanitary fee) which must be paid for by the beneficiary.

Do not forget!

If you do not possess your EHC card, before you leave for Italy, please refer to the Health Institution in order to obtain a specific extension for Italy of your health coverage.

Important: your E.H.I.C. (or T.E.A.M.) card DO NOT replace the health insurance which is compulsory for periods longer than 90 days.

If you are staying longer than 90 days as an EU citizen you will need to extend the validity of your E.H.I.C. (or T.E.A.M.) card to Italy asking for E106, E120, E121, E33, E109, E37 forms. In order to obtain this extension, please refer to the National Health Service in your home country.

Please ask for assistance at the [International Students Union \(ISU\)](http://www.isuverona.it).

Non EU citizens

Non EU citizens are strongly recommended to recover all necessary information about health assistance abroad in their home country before leaving.

Health insurance for Italy should meet all the following requirements:

- coverage for urgent or unforeseen health treatment (First Aid) including emergency admission to hospital;
- duration equivalent to the stay in Italy;
- return to home country in case of serious illnesses;
- available in English and/or officially translated in Italian Language;
- valid in all EU States.

In case of specific agreements existing between your home country and Italy please refer to the Health Institution in your home country to obtain a specific extension for Italy of your health coverage.

At the moment agreements exist with the following Countries: Argentina, Australia, Brasil, Republic of Cape Verde, Croatia, former Yugoslavia (Serbia, Kosovo, Vojvodina), Republic of Macedonia, Montenegro, Federation of Bosnia and Herzegovina, Principality of Monaco, Republic of San Marino, Tunisia, State of the Vatican City.

For further details please refer to:

[International Students Union \(ISU\)](http://www.isuverona.it) (<http://www.isuverona.it>).

Useful information:

To obtain further information please refer to the local A.S.L. (former U.L.S.S.)

- A.S.L. Distretto N. 1 di Verona Centro
Via Poloni n. 1 - Ph. 045 8075571
- A.S.L. Distretto N. 2 di Borgo Roma
Via Bengasi, 4 - Ph. 045 581872
- A.S.L. Distretto N. 3 Borgo Venezia
Via del Capitel, 22 – Ph. 045 8787777

Assistance can be requested by telephoning the numbers 112 and 113 to ask for specific information, for example, in order to find out the address of the nearest hospital.

- Doctors, dentists and prescriptions: doctors are made up of doctors of general medicine and of SSN-contracted paediatricians who, after presentation of the E.H.I.C. (or T.E.A.M.), effect examinations directly.
- From Mondays to Fridays examinations on the part of the general practitioner and SSN-contracted paediatricians do not involve the payment of a fee by the insured and

are exempt from health charges. The opening times of the surgeries are fixed by each individual doctor.

- On Saturdays, Sundays and in the evenings and at night time (from 8.00 p.m. until 8.00 a.m.) on all days, the **Emergency Medical Service** ("*Guardia Medica*") operates for urgent treatment throughout the national territory. To request assistance it is necessary to know the telephone number for this service.
- Medicines prescribed by the SSN-contracted doctor: if one of the forms in the E.H.I.C. (or T.E.A.M.) is used, those medicines which belong to the "life-saver" category are supplied free of charge at the pharmacies; for other medicines a co-payment health charge must be paid and for yet others the insured is required to pay in full. The level of the health charge may vary from region to region.
- Hospital care: hospitalization is exempt from health charges. However, if more comfortable accommodation is desired it is possible to obtain a reserved room through the payment of a daily charge or one based on the cost of the period in bed. For serious and unforeseen cases the "**health emergency service**" can be contacted by calling the telephone number 118. In some regions, first aid treatment may be charged.

Useful telephone numbers:

- For emergencies, call the First Aid Service ("*Pronto Soccorso*"); ph. 045 8122828 (Ospedale Borgo Trento), ph. 045 8124333 (Ospedale Borgo Roma).
- If you require an ambulance, call 118.
- For emergency medical treatment in the evening, call "*Guardia medica*" (Emergency Medical Service); Ph. 045 8071111.
- To call a taxi to take you to the emergency doctor service: Ph. 045 532666.
- For "normal" general medical treatment (for flu, a cold, etc.), go to your "*medico generico*" (general practitioner) and the visit will be free. Home visits are on payment.
- For specialist treatment (gynaecological, dentistry, etc.) you should go to your "*medico generico*", who will write a prescription.

3.2.2 Accident Insurance

International Exchange students coming to the University of Verona should be already in possession of an insurance policy provided by the Home Institution. Alternatively, students are strongly recommended to buy a private accident insurance.

Do not forget to bring with you a copy of your insurance policy from your home country in English and/or translated in Italian language.

Students who will spend their study period including clinical practice or other internships will be asked to show their insurance policy accordingly to the planned activities.

3.3 LIVING IN VERONA

3.3.1 How to reach Verona and getting around...



The town of Verona is situated in Veneto, north of Italy.

Verona is easily reachable by plane, train or car. To get around in town, ATV bus service is also available.

By plane

"Valerio Catullo" International airport is situated in Villafranca, 10 km far from the centre of Verona. A special bus-shuttle connects the airport to Verona Porta Nuova railways station (every 20 minutes from 6.35 to 23.35 – price 4.50 Euro).

AEROPORTO VALERIO CATULLO

Information (from 7.00 to 24.00) Ph. +39 045 8095666

Web: <http://aeroportooverona.it>

Tele Check-in: Ph. 800402402 (free number)

Info Tickets APTV: Ph. +39 045 8057911

Other International airports not far from Verona are:

- Orio al Serio International Airport - Bergamo (<http://www.sacbo.it>)
- Aeroporto di Brescia – Montichiari (<http://www.aeroportobrescia.it>)
- Marco Polo International Airport – Venezia (<http://www.veniceairport.it>)
- Malpensa International Airport – Milano (<http://www.sea-aeroporti milano.it>)
- Aeroporto di Linate – Milano (<http://www.sea-aeroporti milano.it>)
- Aeroporto di Treviso (<http://www.trevisoairport.it>)

By train

Verona is situated on two main railway lines, Milan-Venice and the Brenner-Bologna. The National Railways ("*Ferrovie dello Stato*") arrange expensive and fast trains (Intercity, Eurocity, Eurostar) as well as cheaper and slower trains.

The central railway station is:

STAZIONE VERONA PORTA NUOVA

Call Center: Ph. 89.20.21

Customer Assistance: Ph. +39 045 8023826 (from 7.00 to 21.00)

<http://www.ferroviedellostato.it>

By car

Verona is easily reachable by fee-paying motorways:

- A4 Milano-Venezia - exit: Verona SUD
- A22 Brennero-Modena – exit: Verona NORD.

In various streets in the city centre cars are forbidden, as there are many pedestrian areas. In order to park in the centre you need to pay an hourly rate or to get an authorisation (*Verona Pass*) issued by "Ufficio Permessi" at the Town Hall.

By bus

How to get to University seats from the railway station "Porta Nuova":

- International Relations Office and Students Offices, *Economia, Lettere e Filosofia, Lingue e Letterature Straniere, Scienze della Formazione* (Veronetta) and *Scienze Motorie* (Via Casorati): bus n. 11-12-13
- *Giurisprudenza* (Via Montanari): bus n. 51
- *Scienze MM.FF.NN.* and *Medicina e Chirurgia* (Borgo Roma): bus n. 21-22

Bus service is arranged by ATV (*Azienda Trasporti Verona*). For Further information:

AMT (Azienda Trasporti Verona)

Information Office: Via Torbido 1

Viale della Stazione di Porta Vescovo

E-mail: info@atv.verona.it

Ph. : + 39 045 8057922

Web: <http://www.atv.verona.it/flex/cm/pages/ServeBLOB.php/L/IT/IDPagina/1>

3.3.2 Culture and free time...

Charming corners, distinctive alleys: walking through Verona is an endless voyage of discovery and a pleasant and attractive place to study in. Verona is a city where you can get from place to place on foot. Here you will feel surrounded by more than 2000 years of history.

One of the best known monuments is the "*Arena*", the ancient Roman Amphitheatre where opera, music and ballet performances take place in the summer.

There are houses, churches and building of every age and style. It has a wealth of exceptional monuments, as the exclusive "*Piazza dei Signori*", the characteristic "*Piazza delle Erbe*", the ancient "*Teatro Romano*", an open-air theatre, also today seat of ballets and plays, the "*Torre dei Lamberti*", from which you can enjoy a bird's eye view of the town, the Romanesque church of "*San Zeno*", the medieval "*Castelvecchio*", the suggestive "*Giardino Giusti*". In addition to that, there are countless attractions, such as squares and streets, the beautiful river *Adige* and the hills which offer splendid views.

Not far from the Lake Garda (*Lago di Garda*), Verona is situated in magnificent surroundings which make it an important destination for international tourism.

3.3.3 Climate

The climate in Verona is Mediterranean – sunny and hot summers (average temperature is around 27° Celsius) and quite mild winters (average temperature is around 5° Celsius).

3.3.4 Living Costs

Currency in Italy is Euro.

Living in Verona will cost approximately 600-700 Euro per month. With this amount you will cover all basic living costs (accommodation, food, books, public transport).

3.3.5 Bank Account

If you want to open a bank account in Verona, you should go to one of the local banks with the following documents:

- tax code ("codice fiscale")
- identity card or equivalent I.D.
- stay permit (for Non EU citizens)
- certificate of enrolment at the University ("*Attestazione*" available at International Relations Office)

Please refer to the [International Students Union \(ISU\)](#) for assistance.

Usually banks open:

Monday - Friday: 8.30 a.m. - 1.30 p.m. and 2.30 - 4.00 p.m.

You can change currency at any bank and post office or you can withdraw cash from international circuit Automatic Teller Machines ("*Bancomat*").

3.3.6 Tax code ("Codice Fiscale")

Tax Code is needed for any payment, to open a bank account, to get a SIM card for your mobile etc...

To obtain the "*Codice Fiscale*" please refer to the [International Students Union \(ISU\)](#) for assistance.

3.3.7 Shopping

Verona offers various opportunities for shopping. "*Piazza delle Erbe*" is famous for its daily market which has become one of the city's landmarks. The largest market, however, takes place every Saturday morning next to the Football Stadium "*Bentegodi*".

On Monday from 15.30 to 19.30 and from Tuesday to Saturday 9.00-12.30 and 15.30-19.30. Some central shops are open all day from 9.00 to 19.30 and even on Sundays.

3.3.8 Telephone

It is possible to use a mobile phone GSM DUAL BAND by simply buying a new "SIM" card. If requested, [International Students Union](#) will assist you in this procedure.

When calling Italy from abroad, dial +39 (country code) plus local town code (e.g. for fixed telephone in Verona the local code is 045) plus telephone number.

When calling from Italy to abroad, dial 00 plus country code plus local town code plus telephone number.

3.4 USEFUL CONTACTS

ESU – ARDSU +39 045 8052811

Assistance Office: +39 045 8052831

Accommodation Office: +39 045 8052835/2834 Fax: +39 0458052840

Residence "Viale Venezia" (Corso Venezia 89): +39 045 520206

International Students Union +39 0458034563; Via Campofiore 17; www.isuverona.it

Informagiovani <http://informagiovani.comune.verona.it>

Via Ponte Aleardi 15 - Ph. +39 0458078770

CTS Via G. Trezza, 32a (not far from Via XX Settembre)

Ph. +39 045 8012617 Web: <http://www.cts.it>

Polizia Municipale Via del Pontiere 32/A Ph +39 045 8078411

Vigili Urbani Oggetti smarriti (Lost & Found) +39 045 8078458

Questura +39 045 8090411

Polizia stradale +39 045 8090711

Ufficio prenotazioni alberghiere (Hotel Reservation) +39 045 8009844

Transport

Ferrovie dello Stato – Call Center 89.20.21

ATM (Bus Service) Information Office: Ph. + 39 045 8057922

Radio Taxi +39 045 532666

Emergencies

Medical emergencies 118

Fire brigade (Pompieri) 115

Police (Polizia di Stato) 113

First Aid (Pronto Soccorso) ph. +39 045 8122120 (Borgo Trento), ph. 045 8124333 (Borgo Roma)

Emergency Medical Service (Guardia Medica) - Ospedale Policlinico G.B. Rossi Borgo Roma - Ospedale Maggiore Borgo Trento - Ph. +39 045 8071111.

Tourist information

Comune di Verona: <http://www.comune.verona.it>

TOURIST INFORMATION APT (Azienda Promozione Turistica)

<http://www.tourism.verona.it>

Provincia di Verona: <http://www.provincia.verona.it>

Lake Garda:

<http://www.lagodigarda.it> – <http://www.gardalake.it>

Spettacoli Arena Call Center +39 045 8005151, <http://www.arena.it>