



LEARNING TO EXCEL  
SINCE 1969

# Milan Survival Handbook For BSM Families

Prepared by the

*Friends*

OF BSM

## DISCLAIMER

This handbook is the result of the personal experiences and insights of BSM parents and as such, is intended purely as a guide to help you with the any questions which might arise from your move to Milan and Italy.

Whilst the information contained within the handbook is periodically updated, no guarantee is given that the information provided is correct and complete. For additional information, we recommend the following online publications: Hello Milano and The English Yellow Pages.

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## HELP US TO IMPROVE THIS HANDBOOK

We would very much appreciate your feedback on this handbook. Please let us know of any comments or additional information that you would have found useful and is currently missing.

***For information, comments or contributions please contact the Friends Welcome Group on [welcome.group@bsm.school](mailto:welcome.group@bsm.school).***

<b>INTRODUCTION</b>	5
<b>EMERGENCY NUMBERS</b>	5
<b>USEFUL ADDRESSES NEAR SCHOOL</b>	5
<b>MAIN OFFICIAL HOLIDAYS IN ITALY</b>	6
<b>OPEN-AIR MARKETS IN MILAN</b>	7
<b>GENERAL INFORMATION</b>	8
Social Clubs	
Newspapers	
Useful Websites	
<b>UPON ARRIVAL</b>	9
Documentation Required	
<b>HEALTHCARE</b>	10
Public System	
Medical Certificate	
Vaccinations/ Immunizations	
Pharmacies	
Public/Private Hospitals	
<b>GETTING SETTLED</b>	12
Animals	
Au Pairs	
Energy	
Home Help	
Mobile Phones	
Rubbish Collection	

<b>TRANSPORTATION</b>	14
Car	
Driving Licence (Patente)	
Driving Lessons	
<b>DRIVING IN ITALY: IMPORTANT RULES</b>	
Downtown Driving Permit (Area C)	
Telepass	
Car Sharing	
General Information	
Scooters & Minicars	
<b>PUBLIC TRANSPORT</b>	17
Airports	
Bicycle Rental	
Metro (Underground)	
Taxis	
Trains	
<b>LEISURE</b>	19
Bookstores Selling English Books	
Cinemas	
Museums	
Children's Parties	
Shopping for Parties	
<b>ON DEPARTURE</b>	21
3 Months Prior	
2 Months Prior	
1 Month Prior	
2 Weeks Prior	
Useful Websites	

## **INTRODUCTION**

Welcome to Milan and to The British School of Milan. We have compiled this document in order to assist you with many practical issues that you will need to address during your stay in Italy. The following suggestions have been gathered with the help of School parents and are intended for information purposes only and in no way guaranteed. If you need further information, please contact the *Friends Welcome Group*.

## **EMERGENCY NUMBERS**

Carabinieri	<b>112</b>
Police	<b>113</b>
Fire department	<b>115</b>
Ambulance	<b>118</b>
Road rescue	<b>116</b>
Children's helpline	<b>114</b>
Environmental helpline	<b>1515</b>

## **USEFUL ADDRESSES NEAR SCHOOL**

<b>Home Help:</b>	Nuns' Convent on Via Feltre
<b>Post Office:</b>	Via Durazzo 5
<b>Cash Point (Bancomat):</b>	Via Durazzo 5
<b>Street Markets:</b>	Monday mornings on Via Pisani Dossi next to school.
<b>Supermarket:</b>	Unes, Via Crescenzago Esselunga, Via Feltre

## MAIN OFFICIAL HOLIDAYS IN ITALY

January 1 <sup>st</sup>	New Year's Day	Capodanno
January 6 <sup>th</sup>	Epiphany	Epifania
Easter Sunday	Easter	Pasqua
Easter Monday		Lunedì di Pasqua
April 25 <sup>th</sup>	Liberation Day	Festa della Liberazione
May 1 <sup>st</sup>	Labour Day	Festa del lavoro
June 2 <sup>nd</sup>	Anniversary of the Republic	Festa della Repubblica
August 15 <sup>th</sup>	Assumption of the Blessed Virgin Mary	Assunzione di Maria
November 1 <sup>st</sup>	All Saints' Day	Ognissanti
December 7 <sup>th</sup>	Milan's Patron Saint Day	Sant'Ambrogio
December 8 <sup>th</sup>	Immaculate Conception	Immacolata Concezione
December 25 <sup>th</sup>	Christmas Day	Natale
December 26 <sup>th</sup>	Boxing Day	Santo Stefano

## OPEN-AIR MARKETS IN MILAN

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Via Arpino Via Cesarino Via de Predis Via Ghini Via Kramer Via Moretto da Brescia Via Palmi <b>Via Piasani Dossi (near school)</b> Via Ponti Via S. Teresa Piazza S. Marco Via Tarabella Via Trechi Via Zamagna	Via Arioli Venegoni Via Bargozzi Via Benedetto Marcello Piazza Bonola Via Eustachi Via Fauche Gratosoglio sud Via Mompiani Viale Papiniano Via Pascarella Via S. Miniato Via Strozzi Via Vasari	Via Bentivoglio Via Borsi Via Cima Via Massara de' Capitani Via Fiamminghino Via Gaeta Via Garigliano Viale Giovanni da Cermante Via Giussani Piazzale Martini Via Monza Via Pareto Via Rancati Via Val di Ledro Via Vespri Siciliani Via Vittorelli Via Zuretti	Via Antona Traversi Via Calatafimi Via Calvi Via Cesariano Via de Nicola Via de Predis Via Orbetello Via Osoppo Via Rombon Piazza S. Marco Via Segneri Via Tonezza Viale Ungheria	Via Agilulfo Via Albinoni Piazza Bonola Via Canaletto Via Val Canobina Via Catone Via Crema Via Curiel Via Drago Via Marco Aurelio Via Pagano Via Pistoia Via Scheiwiller Via Stresa	Via Arcangeli Via Ardisone Via Asmara Via Benaco Via Benedetto Marcello Via Bordighera Via L. Caroli Via Ciccotti Darsena Navigli Senigali Via delle Rondine Via Fauche Via Garigliano Via Giambologna Via Osoppo Viale Papiniano Porta Nuova Quartiere Olmi Via Rogerdo

## **GENERAL INFORMATION**

### **Social Clubs:**

**Benvenuto Club of Milan:** [www.benvenutomilano.net](http://www.benvenutomilano.net)

An English-speaking club for women. Members are from over 40 different countries. The core objective is to welcome women new to Milan by providing orientation programs to help them integrate into the community and offering opportunities to make friends and participate in activities together. For further information contact Benvenuto Newcomers director on 338 969 1563.

Or email [newcomersbenvenuto@yahoo.com](mailto:newcomersbenvenuto@yahoo.com)

**Milan Accueil:** [www.milanaccueil.com](http://www.milanaccueil.com)

The club represents the French community in Milan. This club is open to all nationalities and offers monthly cultural visits, conferences and activities such as painting, patchwork, cooking, trekking... The office is open on Tuesdays and Thursdays from 9:00 till 13:00. Viale Ranzoni, 17 – 20149 Milan (MM De Angeli) Tel/Fax: 02 48712519\_ Email: [milan.accueil@tiscali.it](mailto:milan.accueil@tiscali.it)

### **Tourist Office:**

It might be worth paying a visit to the big tourism office (Ufficio Turismo) at Galleria Vittorio Emanuele on the Piazza la Scala corner.

### **Useful Websites:**

On the following websites you will find further information regarding the city of Milan (You'll find more links in each section related to the same subject)-

<http://www.hellomilano.it/hm/>

[www.viamichelin.it/viamichelin/gbr/dyn/controller/Tourisme/Italy/Milan](http://www.viamichelin.it/viamichelin/gbr/dyn/controller/Tourisme/Italy/Milan)

[www.easyexpat.com/en/index.htm](http://www.easyexpat.com/en/index.htm)

[www.provincia.milano.it/turismo/infoutili](http://www.provincia.milano.it/turismo/infoutili)

[www.comune.milano.it](http://www.comune.milano.it)

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

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

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

Also, the parents of the School operate an unofficial private **Facebook page**. Join us: BSM -**SJHS-Parents**

The School runs an official **Facebook page**: **The British School of Milan – Sir James Henderson**

## UPON ARRIVAL

### Documentation Required:

- **Fiscal Code: Codice Fiscale**

This code is very important in Italy. Each member of the family needs one. If you are a non-European citizen, it is required before you can get your Foreigners Permission to Stay (Permesso di Soggiorno per Stranieri). For both European and non-European citizens the Fiscal Code is necessary to obtain a land-line phone connection, open a bank account, buy a car etc... Each family member must have their own code. Each area in Milan has its own agency. In order to find your area, check <http://www.agenziaentrate.gov.it/wps/portal/english/>

- **Residence Card: Carta di soggiorno** for EU nationals

For EU nationals you need a “Carta di soggiorno” from the Comune where you are going to live. This card has replaced the “Permesso di soggiorno” and is needed in order to get the ASL public health card along with many other documents.

- **Residence Permit: Permesso di soggiorno** for Non-European Citizens

Ufficio Immigrazione della Questura, Ufficio Stranieri, Via Montebello, 26 Tel: 02 62263400 (MM2 Moscova).

For Monza Residents: Commissario de P.S Monza, Via Romagna, 40 20152 Monza.

You must provide many documents. Further information can be obtained from: [www.portaleimmigrazione.it](http://www.portaleimmigrazione.it)

- **Residence Certificate: Certificato di Residenza**

You will need this document in order to get your public health insurance card, your residence permit (for non-EU citizens) and specific electricity tariff. You need to go to the city hall of your Comune (Ufficio Anagrafe).

- **Italian ID card: Carta d'Identità**

This document is not obligatory but it might help you with some formalities such as opening a Bank Account.

**IMPORTANT** - In Italy, by law, you must carry an official ID with you at all times or if stopped by the authorities you could be liable for a fine. It is also compulsory to carry your driving licence with you when driving.

## **HEALTHCARE**

### **Public System:**

On arrival in Italy you can get public health assistance, which is managed by the "Azienda Sanitaria Locale" of your area (ASL). This medical cover will allow you to get most medical treatment for free or by paying the cost of a medical ticket.

In order to get your **Health Card** (Tessera Sanitaria), and sign up on a **doctor's patient list**, you will need to provide identification documents including: your Codice Fiscale, "Permesso di Soggiorno" (for non-EU citizens) or "Carta di Soggiorno" (for EU citizens) and a copy of your employment contract. We recommend you contact the ASL of your area (Comune) in order to get a detailed list of the documents required and the duration of your Tessera. For your nearest ASL office contact: ASL Città di Milano, Corso Italia, 19. Tel: 02 85781, <https://www.ats-milano.it/portale>

***\*Children up to 6 years old must be registered with a paediatrician. After the age of 14 they can be followed by a general family doctor, if you wish.***

### **If your family doctor is not available:**

For emergencies contact: **the doctor on duty/ Guardia medica: 02 34567**. (Sometimes they don't have a consulting room but can visit you at home or provide advice over the phone. You need to have a "Tessera Sanitaria" (Health Card), codice fiscale and an identification document.). <http://www.guardiamedicamilano.it/>

### **Medical Certificate:**

In order to enrol children/adults in any sporting activities outside the school you will need to obtain an annual medical certificate from your paediatrician or your family doctor (for older children). These certificates are quite expensive (around €40).

### **Vaccinations/Immunizations:**

To know more about immunizations please check the following web link or look on the Parent Pages of the British School of Milan website.

<https://www.ats-milano.it/portale>

### **Pharmacies:**

For 24hrs/feast days and weekends service check the following website:

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

**Public/Private Hospitals:**

Maternity:

Call Centro Regionale - Lombardia: Free number to call and set an appointment - 800.638.638

Hospitals with well-known maternity wards:

**Mangiagalli Ospedale Maggiore Policlinico**

(well-known for deliveries)

Via della Commenda,12

Tel: 02 57992252

MM3 Crocetta

There is adjacent paid parking available

**Fondazione De Marchi - Ospedale Maggiore Policlinico**

Via della Commenda, 9

Tel 0255192026

MM3 Crocetta

**Regina Elena** (part of Policlinico)

Blood tests, Specialists Doctors' appointments

Via Manfredo Fanti, 6

Tel: 02 579111 / 02 5451841

**Ospedale Buzzi**

Via Castelvetro, 32

Tel: 02 57995363

MM1 Conciliazione and then tram 29

There is an underground car park in the hospital building (Euro 2.50 per hour)

Nearest hospital to school with an Emergency Department:

**Ospedale San Raffaele**

Via Olgettina, 60

20132 Milano

(very close to Milano Due – Segrate)

Tel: 02 26431

## **GETTING SETTLED**

### **Animals:**

In Lombardia dogs need to have a microchip and a passport. For this you will need to go to an ASL centre.

<https://www.ats-milano.it/portale>

<https://www.ordinevetmilano.it/>

You need to register any pet you possess at the ACR (Anagrafe Canina Regionale). Puppies need to be registered before they are 3 months old. If your pet disappears you need to inform ACR within 7 days.

### **Au Pairs:**

These are some agencies you can contact: Europlacements, ARCE au pair, Nanny Agency Au Pair Work child, au-pair org, Find an au pair.

### **Energy:**

Do note that in flats/houses there's usually a maximum limit of 3KW usage. If you use more than 3KW power at the same time (i.e. you have oven and dishwasher on, depending on their consumption) the power can be cut off and you need to reconnect it **manually**. You can add an additional 3Kw usage by paying more in your electricity bill.

### **Home Help:**

In order to declare a house employee, he/she needs to be registered with the Italian authorities. The main institute dealing with this matter is INPS (Istituto Nazionale Previdenza Sociale): Tel: 80 31 64, [www.inps.it](http://www.inps.it).

Some *associations* can help you to deal with these matters:

#### ACLI:

Via della Signora, 3 or Via Francesco Sforza, 14

Tel: 02 45470779

MM3 Crocetta

#### Associazione Italiana dei Datori di Lavoro Domestico:

Via Ausonio, 6

Tel: 02 89409036

#### API-COLF ([www.api-colf.it](http://www.api-colf.it)):

Via Bartolomeo Eustachi, 27

Tel: 02 20249453

MM1 Lima

**Mobile Phones:**

In order to activate a phone SIM card, you need to have a proof of residence in Italy, an Italian identity card and a codice fiscale (Tax code). SIM cards are sold in mobile phones shops and electrical appliances shops.

**Rubbish Collection:**

Since January 2014 a rubbish tax called TARI is applicable to all residences and businesses. You are supposed to declare the number of residents and the size of your home to the Comune upon moving in, so that the tax can be properly applied. Before doing this, though, talk to your landlord or condominium administrator if you have one, because it may have already been done for you, or by a previous owner. Each area has its own regulations, forms and due dates for this, so check your commune's website. The tax is Italy-wide but applied and managed by each Comune.

## **TRANSPORTATION**

### **Car:**

In order to drive you need the following documents:

- (a) Certificate of ownership
- (b) Circulation card (“libretto di circolazione”)
- (c) Driving licence
- (d) “Bollo” ticket showing you have paid the annual tax
- (e) Insurance

**Make sure you carry these documents with you at all times.**

In order to obtain (a) and (b) you need to contact:

Motorizzazione  
Via Cilea, 119  
Tel: 02 353791.

After you get your documents from the Motorizzazione you need to register your car at:

PRA (Ufficio Pubblico Registro Automobilistico)  
Via Durando, 38  
Tel: 02 39323185  
[www.aci.it](http://www.aci.it) (information avail. in English)

For the first payment of the **car tax (“bollo”)** you will have to find your nearest ACI agency. [www.aci.it](http://www.aci.it). Thereafter, annual car tax payments can be made at the post office, a bar tabacchi, at a bank machine or online.

### **Driving Licence (Patente):**

You can convert your own driving licence into an Italian one (if you wish) if your country has an agreement with Italy. Further info is on the website [www.patente.it](http://www.patente.it).

If you are a holder of a non-EU licence, we suggest you ask your embassy for further information.

**\*\*NB** You must carry your driving licence and car insurance document, the “bollo” document and the circulation document with you at all times while driving in Italy. If not, you will be fined if stopped by the police.

### **Driving Lessons:**

You can find many companies on the Internet. You can take lessons from the age of 18. You will need a medical certificate, photos and residence certificate. Lessons will be in Italian.

## DRIVING IN ITALY: IMPORTANT RULES

In Italy, you might find different driving rules than in your own country.

**Make sure you always have your driving licence with you.**

Some rules to remember:

- Keep in mind these speed limits –

Road	Speed limit
Motorway/Highway (Autostrada)	130 km/h
Free highway (Superstrada)	110 km/h
Outside town/Tangenziale	90 km/h
In town	50 km/h

- Pay attention to the signs that indicate changes in speed limits, above all in the case of bad weather. (When raining, the speed limit on the Autostrada drops to 110 Km/h).
- On motorways, free highways and outside towns, you have to turn your dipped headlights on (the sign "In autostrada anabbaglianti sempre accesi" means "On the highway always keep your headlights on").
- You may use your mobile phone only with either hands-free equipment or headsets.
- Between 15 November and 15 April, you must either mount winter tyres (gomme invernali) or carry snow chains (catene da neve) in the car.
- Seatbelts are compulsory in the front and rear of the vehicle.
- Children must be 12 years old if they are to sit in the front passenger seat.
- Children's seats are compulsory up to 150 cm height. Full children's seats are compulsory up to a height of 125 cm. Booster seats can only be used from 125cm to 150 cm height.
- You are required to carry a warning triangle and a reflective jacket in the car in case of emergency.

**Drive safely.**

### Downtown Driving Permit (Area C):

The AREA C programme is active in Milan during weekdays from 7:30 to 19:30 (Thursdays only until 18.00). Access to the area called "Cerchia dei Bastioni" (via 43 different entrance points) is restricted to drivers who have purchased the €5 ticket, valid for all vehicles. Special terms apply to residents and duty vehicles. Bicycles, scooters, electric cars, vehicles displaying blue badges for disabled people are exempt from the charge. Hybrid vehicles can travel for free only until the 14 October 2019.

Excluding the above-mentioned exemptions, Euro 0 petrol vehicles and diesel fuelled vehicles Euro 1, 2, 3 and now also 4 without DPF no longer have access to the city centre.

For information: [www.areac.it](http://www.areac.it) or phone: 020202. Also, read the **Telepass** section, below.

### Telepass:

If you often go outside of Milan on the highways, in order to avoid lines at the toll stations you can buy a “telepass” box to put in your car. The payment of the toll will be charged directly to your bank account. You can get the box either through the Punto Blu website (<https://www.telepass.com/it/privati>), directly at a Punto Blu centre, at your bank or at the post office after you follow all the procedures.

The Telepass can also be used to enter the AREA C of Milan and to pay for parking within blue lines through the Telepass Pay app and in some car parks (e.g. the indoor car park at Linate Airport).

### Car Sharing:

There is a service provided by Comune di Milano called GuidaMi, [www.atm-mi.it/it/guidami/](http://www.atm-mi.it/it/guidami/), and various private services:

- [www.car2go.com/it/milano/](http://www.car2go.com/it/milano/)
- [www.twistcar.it](http://www.twistcar.it)
- [www.enjoy.eni.com/it/milano](http://www.enjoy.eni.com/it/milano)
- [www.e-vai.com](http://www.e-vai.com)
- [www.icscarsharing.it](http://www.icscarsharing.it)
- [www.ideagreen.it](http://www.ideagreen.it)
- [www.sharengo.it](http://www.sharengo.it)
- [www.drivenow.com](http://www.drivenow.com)

There is also a ride sharing/carpooling service, where you can get a lift from private citizens driving to the same location and sharing journey costs. [www.blablacar.it](http://www.blablacar.it)

### General Information:

If you need to park your car downtown there are several public car parks around the city. Besides these, you can park on public spaces along the streets but keep in mind that: to use the **yellow parking** spaces you must be resident (you need to have a special sticker on the car,) to use the **blue spaces** you have to buy and fill a scratch card showing the time you are staying (in Tabaccheria shops). You can ask also for an electronic card with a specific pre-paid total amount of parking hours (100 €). There is now also a new way of parking within Milan (for Telepass users only) available through Telepass Pay (see above in Telepass section). **White spaces** are free.

### Scooters & Minicars:

Many people use scooters and minicars in Milan. You must be aware that some rules have to be respected (no use of tram/bus/taxi ways, no highway/tangenziale use with scooters under 200cc...).

To drive a scooter or a minicar up to 50 cc you need to be 14 years old and pass a test to obtain an “Am” driving licence. To carry a passenger, you need to be at least 16 years old. To drive a 125cc scooter you need an “A1” licence obtainable from the age of 16. Please ask the School for their policy if unsure.

## **PUBLIC TRANSPORT**

### **Airports:**

Official website for Milano Airports: <http://www1.seamilano.eu/landing/en/index.html>

There are 3 principal airports which service the Milan area:

Malpensa – is a major International Airport located about 50 km north-west of Milan.

Linate – 10 mins from school, it is only about 7 km east of the centre of Milan.

Orio al Serio – near Bergamo, it is about 50 km east of the centre of Milan. Ryanair and EasyJet offer low cost flights from there.

There are shuttles from Linate to Malpensa and vice versa. You can reach Malpensa from the rail stations of Cadorna and Centrale ([www.malpensaexpress.it](http://www.malpensaexpress.it)) and also by bus from Centrale. The ATM no 73 bus leaving from near the Duomo goes to Linate Airport. There are also bus services to and from Orio al Serio (Bergamo) airport ([www.orioshuttle.com](http://www.orioshuttle.com), [www.terrevisione.eu](http://www.terrevisione.eu)) leaving from Centrale, Lambrate (very occasionally) and other rail stations in Milan.

### **Bicycle Rental:**

As in other major cities around the world, the Comune di Milano offers bicycles for rental in downtown Milano. You can find information in the following website: [www.bikemi.com](http://www.bikemi.com)

### **Metro (Underground):**

You must buy a ticket before entering the Metro which you can do at any newspaper shop, metro station and some cafés. In order to validate your ticket, you must remember to get it stamped at the beginning of your journey. A ticket (“biglietto”) costs €1.50 (within the city limits). You can buy a 10 metro rides ticket for €13.80 (called a “carnet”). 1 day (€4.50), 3 days, 2 months and annual tickets are also available. Some other combinations are offered - you can check on the website. If you need to travel to Milan suburbs (that would include Milano 2) you need to check the fares. There’s also the RicaricaMI solution which is an electronic card on which you can recharge urban single tickets, 10 trips carnets, daily tickets and weekly tickets. You can buy tickets in machines or kiosks.

Metro tickets can be used on the Suburban Railway System (S Line) within the city perimeter.

For more information, you can visit:

[https://en.wikipedia.org/wiki/Milan\\_suburban\\_railway\\_service](https://en.wikipedia.org/wiki/Milan_suburban_railway_service)

Tickets are valid for 90 minutes and include unlimited tram or bus rides but only 1 metro ride.

Children under 11 years of age travel free as long as they have an ID and they are accompanied by an adult. Between 11-14 years, you can issue a card that will allow your children to use public means of transport free if accompanied by one adult, for more information visit the ATM office in Duomo, metro station. N.B. 1 adult with a maximum of 2 children between 6 and 10 years old. For kids of less than 6 years old there is no number limit.

Public transportation operates from 5:00am – 12/2:00am.

**Taxis:**

Milan/Segrate: 02 6969/ 02 4848/ 02 4040

Martesana: 02 2181 (Segrate, Milano2)

**Trains:**

Please note, you can also use the train within the city limits.

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

**Make sure you stamp and validate ticket before boarding the train.**

## **LEISURE**

### **Bookstores Selling English Books:**

- *American Book Store*: Via Camperio, 16. Tel: 02 72020030 [www.americanbookstore.it](http://www.americanbookstore.it)
- *Feltrinelli*: many stores in Milan [www.lafeltrinelli.it](http://www.lafeltrinelli.it)
- *Hoepli* [www.hoepli.it](http://www.hoepli.it)
- *Mondadori*: many stores in Milan [www.mondadoristore.it](http://www.mondadoristore.it)
- *OPEN - more than books*: Viale Monte Nero, 6 Tel: 02 83425610.  
Not only a book shop, but an event place with workshop, food, office spaces for rental and much more.  
[www.openmilano.com](http://www.openmilano.com)

### **Cinemas:**

Beware, films shown in Italy are almost always dubbed into Italian, even though the title might be in English. When a film is being shown not dubbed and in English (or other original language) the listing will state "*in lingua originale*" or v.o. for 'versione originale.'

You can find detailed information about cinemas in the Milan area on the following website.  
[www.spaziocinema.info/eventi-rassegna/sound-motion](http://www.spaziocinema.info/eventi-rassegna/sound-motion)

#### *Outskirts of Milan:*

- **Uci**, Via San Francesco, 33 Pioltello
- **Cinema San Giuliano Milanese**, Via Emilia, angolo Via Tolstoj

### **Museums:**

You can find information on the museums in Milan on the city of Milan website, [www.comune.milano.it](http://www.comune.milano.it). You can also purchase a "Museum Card" (€45 a year) which grants you free entry to most museums in the Lombardy region. [www.lombardia.abbonamento.musei.it](http://www.lombardia.abbonamento.musei.it)

### **Children's Parties:**

There are various places in Milan where one can organise birthday parties. Here are a few that are popular at our school:

- *Nano Gigante* - Via Lambrate, 18. Tel: 02 26826650, [www.ilnanogigante.it](http://www.ilnanogigante.it)
- *Fun n fun* - Via Beroldo, 2. Tel: 02 26144294, [www.funefun.it](http://www.funefun.it)
- *Bowling Loreto* . via Cavezzali, 9. Tel: 02 2894929, [www.playupweb.com](http://www.playupweb.com)
- *Centro Sportivo Candido Cannavò* - via Circonvalazione Idroscalo, 51, Segrate Tel: 02 70208381/3459609229. [www.lombardianuoto.it/idroscalo](http://www.lombardianuoto.it/idroscalo) [www.lombardianuoto.it/news/19](http://www.lombardianuoto.it/news/19)
- *Zero Gravity* [www.zero-gravity.it](http://www.zero-gravity.it)

### Shopping for Parties:

- *Supermercato della carta*: Via Miglioli, 23 Segrate.
- *Party magic*: Via San Gregorio, 6 Milano. Tel: 02 29537486. [www.partymagic.it](http://www.partymagic.it)
- *Party world*: Via A. Volta, 16 Milano. Tel: 02 36503588. [www.partyworldmilano.it](http://www.partyworldmilano.it)
- *La Bottega del Carnevale di Torriani*, Via Mercato 5, Milano. Tel: 02 866519  
[www.labottegadelcarnevale.it](http://www.labottegadelcarnevale.it).

Useful website: [www.italiakids.com/milan](http://www.italiakids.com/milan)

## ON DEPARTURE

### 3 Months Prior

- **Internet:** you need to stop the subscription with a registered letter (A/R). Be aware some companies cut the line at the moment of the reception of the letter. For Fastweb you need to send the letter exactly 60 days before.
- **Mobile:** A/R letter to the company.
- **House helper:** inform the INPS and INAIL of the end of the employment contract in the last document of declaration of employment.
- **Insurance:** stop your contract with A/R letter.
- **Garbage tax:** A/R letter or fax with a copy of an ID document. You can also go to the office of your Commune with the last bulletins paid.
- **Apartment/house:** check your contract for the deadline to inform the owner that you are leaving.

### 2 Months Prior

- **Magazines:** stop the subscription with a letter/mail (some of them) or give your new address if they agree to forward the copies.
- **Car/motorbike:** change the address on the car/motorbike documents and driving license. You need to bring an attestation of the payment of the annual Bollo.
- **Move:** you need to take care of the insurance on the furniture and the toll documents if you move out of the EU zone. (Photocopy of passport, photocopy of Codice Fiscale, documents for cancellation of residence)
- **Satellite TV:** send a registered letter (check the following websites: [www.abbonamenti.rai.it](http://www.abbonamenti.rai.it) or [www.skylife.com](http://www.skylife.com))

### 1 Month Prior

- **Bank:** remember to leave some money in the account to pay the last bills. Clarify with the bank the cost of closing the account.
- **Apartment:** you need to leave the apartment/house in the same condition it was in when you arrived.
- **House helper:** you need to write a registered letter to be given personally to the helper (*lettera raccomandata a mano*).

### 2 Weeks Prior (or more, if you feel more comfortable that way)

- **Changing your delivery address:** with the "SEGUIMI" service, you can have your mail forwarded for up to 12 months. Ask your post office for more information or check their website. [www.poste.it](http://www.poste.it)
- **Administration:** inform City Hall, ASL, and Consulate.
- **Gas/electricity:** you need to make an appointment for the day of departure in order to read the counters and seal them.

- **Home phone:**

- Telecom Italia: you need to call (187 24h/24h). The line will be cut 10 to 15 days later. You need to provide a mobile number or an Italian document. The bill will be sent 90 days later, so you need to leave a foreign address and you can then pay on-line.
- Tele2: phone at 848991022 and line will be cut after 24 hours. You can leave an Italian address or ask someone to send you the bill.

- **Apartment/house**: you will have to do a status of the place. In case of disagreement you can contact: SUNIA, Via Giambellino, 115, tel: 02-4235006

### Useful Websites

To get rid of furniture:

- **AMSA**: Tel: 800332299. You need to make an appointment, no more than 8 pieces of furniture **[www.amsa.it](http://www.amsa.it)** - check out the “Raccolta rifiuti ingombranti” section. You can also carry unwanted items yourself to Amsa “riciclerie” centres. There is one just in front of San Raffaele Hospital in Via Olgettina, but you need to be a resident of Milan Comune to access the premises. For Segrate residents the nearest centre is in Via Rugacesio, 1
- Di mano in mano: [www.dimanoinmano.it](http://www.dimanoinmano.it), (“sgomberi” section) tel 02-33400800 or 02-3333608445

**Enjoy your life in Milan!**