Dear Italy Lifestyles Explorations Traveler,

We are delighted that you will be joining us on this journey and thank you for your reservation.

Please return the enclosed Passenger Information Form, which we require to complete your travel arrangements, within two weeks. Carefully read the enclosed Essential Information, which contains details about your passport requirements and other important information about your trip. You may be required to take action on several items. We have enclosed an Action Timeline that will help you prepare for your trip now through departure.

Please feel free to contact your Passenger Service Representative at any time with questions, special needs, suggestions or concerns. We look forward to serving you and making this trip a wonderful and unforgettable experience.

Sincerely,

AHI Travel

Enclosures
Italy Lifestyles Explorations
Essential Information

This document contains important details and basic information about your travel program. You will find this information useful. The Action Timeline is particularly important because it outlines deadlines and the steps you must take before your departure. Please keep this handy as you prepare for your trip.

All contact information may be found in the Links and Contacts section at the end of this document.

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Action Timeline

Please use this checklist to help you prepare for your departure. This list contains information about when you can expect to receive more information as well as actions that you should take to ensure a smooth departure.

Now

All passengers
- □ Review your personal information on the Reservation Confirmation. Contact AHI immediately with any changes.
- □ Provide an email address if you haven’t already done so. Contact your Passenger Service Representative if you do not have an email address.
- □ Apply for or renew your passport if necessary. Valid passport information is required to complete your travel arrangements.
- □ Return Passenger Information Form with valid passport information within two weeks of receipt of this packet.
- □ Complete and return the enclosed Language Self-Assessment Form. This mandatory self-evaluation is required by the language school.
- □ Purchase Optional Activities.
- □ Purchase travel insurance.

AHI FlexAir passengers
- □ Add emailserver2@pop3.amadeus.net to your address book to ensure information about your flights will be delivered.

Land Program passengers
- □ Inquire about AHI FlexAir.
- □ Arrange transfers.

Approximately 100 days before departure you will receive a second packet of information.

All passengers
- □ Return invoice with payment by the date listed on your invoice.
- □ Update the delivery address for your final mailing if necessary. (A street address is required for a UPS delivery.)
- □ If you have not done so already, complete and return the Language Self-Assessment Form.

Approximately 60 days before departure you will receive your final payment receipt.

No later than three weeks before departure, AHI FlexAir passengers will receive an email with their itinerary.
- □ Check your flight schedule, which may have changed since you received your initial schedule.

Approximately two weeks before departure, you will receive your final packet of information.
- □ Fill out the enclosed luggage tags and attach one to each piece of luggage before you depart for the airport.
Reservation Confirmation and Booking Number

Your individual, six-digit booking number is on the enclosed Reservation Confirmation. It is next to AHI Travel’s contact information at the top of the form.

Please have your booking number available when calling your Passenger Service Representative, and use your booking number in all correspondence, including faxes and emails.

Review all your personal information on the Reservation Confirmation and contact us immediately to make any changes.

Passenger Information Form

Complete and return the Passenger Information Form with your valid passport information within two weeks of receiving this packet. If you are applying for or renewing a passport, please wait until you have the information from your new passport before returning the form.

Please note the following:

• We require the information on this form to make your travel and accommodation arrangements. You may incur additional fees if we do not receive your Passenger Information Form by your final payment date.

• The name on an individual’s airline flight record must match the name in that person’s passport, according to the rules of the U.S. and Canadian transportation security agencies. Please ensure that the name of each passenger on your Reservation Confirmation and Passenger Information Form exactly matches the name in that traveler’s passport. Notify us immediately of any changes or corrections to your information. Airlines may charge a fee for reissuing tickets because of changes to names, travel dates, departure cities, etc. AHI Travel is not responsible for these fees.

• It is imperative that we have a correct email address. We will email e-ticket receipts to Air Program passengers.

• All travelers must declare on the Passenger Information Form all pre-existing medical conditions that may require treatment during the program and that they are not traveling against medical advice. Travelers must also declare any mobility issues. All travelers must be self-sufficient, and those physically challenged must have an able-bodied guest traveling with them to take full responsibility for any assistance that may be required. AHI Travel staff, local guides and hotel staff cannot be responsible for providing this assistance. Travelers who fail to provide any of the required information may be denied participation in the program; no refunds will be provided for such incidents.

• If you have special needs, such as prescribed oxygen or a wheelchair, please indicate this on your Passenger Information Form and contact your Passenger Service Representative as soon as possible. These services must be arranged in advance with airlines, cruise lines and hotels. We cannot guarantee the availability of these services. For example, some airlines do not allow the use of oxygen during flights, and some cruise lines do not permit oxygen tanks onboard.

Passport

It is AHI Travel’s policy that passports must be valid for six months after your program’s return date. If you need to apply for a passport, renew your passport or add pages, please do so immediately because your passport information is required to make your travel and accommodations arrangements.

The U.S. State Department and Passport Canada issue passports to U.S. and Canadian citizens, respectively. Pinnacle Travel Documents Systems can assist U.S. passengers with passport applications. See the Links and Contacts section for contact information.

Visa

U.S. and Canadian citizens are not required to have visas on this program. If you are not a U.S. or Canadian citizen, please contact the Italian Embassy for your requirements. Please see the Links and Contacts section for contact information.
Land Deviation Fees
Because of the administrative time and cost involved in researching independent hotels, trains and other arrangements, the land deviation fees will apply to all inquiries.

Because of the administrative time and cost involved in researching independent hotels, trains and other arrangements, a nonrefundable service fee of USD 50 per person will apply to all inquiries. Any fees incurred will appear on the invoice you will receive approximately 100 days before departure.

Cancellation Policy and Travel Insurance
A USD 250 per person administrative fee will apply to all cancellations made 121 days or more before departure, regardless of reason. This is in addition to any airline cancellation penalties. If you choose, the USD 250 administrative fee will be credited toward the cost of a future AHI Travel program operating in the current calendar year or the following year.

All cancellations made within 120 days of departure are subject to forfeiture of some or all of the program fare according to the following penalty schedule:

• 120-76 days before departure — 10% of the trip cost per person
• 75-30 days before departure — 50% of the trip cost per person
• 29 days to the date of departure — 100% of the trip cost per person

The AHI Travel cancellation policy and the terms and conditions are strictly enforced.

We strongly recommend that you purchase travel insurance for your protection. Most policies must be purchased before you pay in full for your trip. It is to your advantage to purchase travel insurance as soon as possible. Please refer to your policy’s terms for details about the coverage it provides.

AHI FlexAir
Our team of professionals is ready to assist you in booking flights that best fit your needs.

You may purchase AHI FlexAir flights, subject to availability, or cancel AHI FlexAir flights at any time. You are responsible for any airline fees for canceling flights after tickets have been issued.

AHI FlexAir offers the following advantages:

• a price guarantee that protects you from fuel surcharge increases after your ticket has been purchased
• arrival and departure transfers on select flights
• discounted prices for business-class upgrades
• assistance in the event of schedule changes or delays

All tickets are issued as e-tickets. Ticketing deadlines vary by carrier, and your Passenger Service Representative will inform you of the requirements at the time of booking.

We have special arrangements with select carriers that allow us to issue tickets 60 days before departure. When using these carriers, we will email flight schedules approximately 100 days before departure. Other carriers require tickets to be paid for and issued within 24 hours of making the reservation. The purchase of an instant ticket will incur a nonrefundable service fee of USD 100 per person.

You will receive your e-ticket receipt by email when your airline ticket has been issued. It will list your flight itinerary and ticket number.

Domestic Flights
It may not be possible for the flight from your local airport to the international gateway airport to be issued on a single ticket with your international flights. In these instances, you may have to check your bags from your local airport to the gateway airport and recheck them to your international destination. You are responsible for all baggage fees. Domestic tickets purchased from AHI with a separate international ticket are subject to a nonrefundable service fee of USD 50 per person.

If you are purchasing your own ticket to the international gateway airport, please remember that all flight schedules are subject to change. We recommend purchasing domestic tickets no earlier than 100 days before departure.
Seat Assignments
Inform us as soon as possible of any special seat requests. We cannot guarantee that the airline can fulfill all seat requests, but we will make every effort to secure your request. Many airlines charge a fee for certain seats and advance seat assignments. These nonrefundable fees are the responsibility of the passenger.

Frequent-Flyer Miles
Frequent-flyer miles may not be used to purchase tickets on AHI FlexAir flights.
Please provide us with your frequent-flyer account number, which we will forward to the airline so that you may earn miles on eligible flights. Not all AHI FlexAir flights are eligible for mileage accrual.

Air Deviation Fees
Because of the administrative time and cost involved in researching flight deviations to and from destinations other than the international program arrival and departure gateways, a nonrefundable service fee of USD 50 per person will apply to all inquiries. Any fees incurred will appear on the invoice you will receive approximately 100 days before departure.

Transfers
All AHI FlexAir passengers have the opportunity to take advantage of included arrival and departure transfers. Your Passenger Service Representative will assist you in selecting flights that coincide with our transfer schedule. Transfers are guaranteed for AHI FlexAir passengers traveling on these qualifying flights.

Passengers who purchase only the Land Program are responsible for their arrival and departure transfers.
Land Program passengers may join the arrival transfers if they arrive before the scheduled transfer times and the departure transfers if their flights depart after the scheduled transfer times. The cost of a transfer is USD 50 per person each way. If you are unable to participate in the group transfers for any reason, you will receive a refund of the transfer fees upon your return to North America. Any additional costs to secure alternate transportation for arrival or departure transfers are your responsibility and will not be reimbursed by AHI Travel.

Your assigned transfer time will be included with the documents you will receive approximately two weeks before departure.

Approximate Transfer Times
- Between Florence Airport and the Hotel & Residence Palazzo Ricasoli — 25 minutes

Private Transfers
If you wish to arrange a private transfer, please contact your Passenger Service Representative before your departure. The following fares do not include gratuities.
- Between Florence Airport and the Hotel & Residence Palazzo Ricasoli — approximately USD 125 for 1-2 passengers

Taxis
- Between Florence Airport and the Hotel & Residence Palazzo Ricasoli — USD 40

Optional Activity
Cooking Classes
Price: USD 315 per person
Italian cuisine was born in Tuscany, at the court of the Medici. The hearty, peasant-inspired dishes of the region, which today are known around the world, depend on simple, wholesome ingredients like olive oil, tomatoes and cheese, as well as daily-bought meals and seasonal fruits and vegetables.
Learn how to make some of Italy’s most delicious dishes from an English-speaking master chef. The cooking school studio is designed to give students, who have their own individual work spaces, a clear
view of the teacher during demonstrations.

After preparing the dishes on the multicourse menu, sit down and enjoy the results. Wine and coffee are included.

The price includes two group lessons and all ingredients and materials.

A Reservation Form for this activity is included in this packet. Please make your reservation no later than six weeks before departure. Full payment is required at the time of reservation. MasterCard, Visa and personal checks are accepted for payment. A minimum number of participants are required. These activities may be purchased on site if space is available. MasterCard, Visa and personal checks are accepted on site.

The fee is refundable if cancellations are made at least 30 days before departure. No refunds will be given for cancellations made within 30 days of departure. Refunds cannot be made for on-site cancellations or if you do not participate in the activities as arrangements are made based on the reservations.

Language School and Evaluation Information

Here is information to help prepare you for your Italian language studies.

School Life

This program includes 48 hours of Italian instruction consisting of 16 three-hour language classes, held four mornings per week at a language school located a short walk from your hotel. The class meeting schedule will be finalized on site.

Classes are typically small and assigned by language skill level, guaranteeing individual attention and a comfortable progression through the lessons. The school can accommodate beginning, intermediate and advanced students.

Lifestyle Guides

Leading your language classes will be a professional teacher who uses an established curriculum and teaching methods. The focus of your classes will be on oral communication. Using the immersion method, your teacher will provide instruction in Italian only. This may seem daunting at first, but soon you will find this a completely natural way of learning as your ears become attuned to listening to Italian. You will be surprised how much and how quickly you can learn this way!

To help you further develop your comprehension and speaking skills in practical situations, your teacher will often arrange field trips.* For example, you may go to the market when you are learning how to conduct a conversation with a merchant. For this reason, we like to call your teacher a Lifestyle Guide, someone who will introduce you to life in Florence and help you feel more confident and comfortable navigating day-to-day life in Italian.

Inside the classroom or outside, you will be participating in an intense but rewarding journey of learning and discovery. Your Lifestyle Guide will be there to teach and to challenge, to guide and encourage you.

*Excursions require a certain degree of mobility. One should be able to get on and off a bus, walk without assistance, and walk up and down stairs.

Language Evaluation

A self-assessment form is enclosed and all passengers should return it to AHI at least 60 days before departure. There will be an additional placement test on the first day of class so that the school may better evaluate the skill levels and needs of the students and place them in an appropriate class.

Please be advised that travel companions may not be able to be placed in the same class or have the same schedule. Skill level ultimately determines class assignments and schedules.

Life in Florence

Getting Around

Walking is a great way to explore Florence, but the city also has an excellent bus system. A ticket for a single ride on the bus is EUR 1.20 if paid before boarding. This fare is valid for 90...
minutes. You may also pay onboard the bus, but the fare increases to EUR 2.

Your Travel Director can help you purchase bus tickets if you need assistance.

**Shopping**

A supermarket is located within walking distance of your residential hotel.

The approximate prices of some basic food items are:
- six eggs, EUR 2
- coffee (250 grams), EUR 3
- milk (one liter), EUR 1.50
- water (1.5 liters), EUR .50
- beef (one kilogram), EUR 10-18, depending on cut
- chicken filet (one kilogram), EUR 7-12, depending on cut
- yogurt (single serving), EUR .80

**Health Matters**

No vaccinations are required based on the AHI Air Program itineraries. If you are arranging your own flights, please check with a travel clinic to see if any vaccinations are required based on the countries on your individual flight itinerary.

Please consult your doctor or a travel clinic to learn about any vaccinations or health precautions recommended for your destination and your individual needs.

It is your responsibility to obtain required vaccinations and, if you choose, any recommended vaccinations or preventive medications. The Centers for Disease Control recommends that travelers consult their doctor or visit a travel clinic four to six weeks before departure.

Please pack enough of your prescription medication for the duration of your trip. Your medication should be packed in its original pharmacy containers so that security and customs personnel know that the medication is prescribed for your use. You may wish to bring an extra prescription or your physician’s contact information should you need to obtain more medication.

You also may wish to bring an adequate supply of over-the-counter medication if you have preferred brands and particular needs.

**Baggage Allowance**

There will be a baggage allowance link on AHI FlexAir e-ticket receipts. Land Program passengers should contact their airline.

**Packing Tips**

We suggest dressing in layers to accommodate fluctuating temperatures. Please bring comfortable walking shoes. During your excursions, slacks, jeans and skirts are acceptable attire.

Many travelers opt for smart-casual attire for the Welcome Reception and group dinners.

Please pack your medications and valuables in your carry-on bag.

**Weather**

Here are the average high and low temperatures in Florence.

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<tr>
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<tr>
<td>January</td>
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<td>February</td>
<td>54/37 (12/3)</td>
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<td>March</td>
<td>59/41 (15/5)</td>
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<td>April</td>
<td>66/46 (19/8)</td>
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<tr>
<td>May</td>
<td>74/52 (23/11)</td>
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</table>
Money Matters

Currency
The currency in Italy is the euro (EUR), which is composed of 100 cents. There are eight coins — 1, 2, 5, 10, 20 and 50 cents, and 1 and 2 euros — and seven notes — 5, 10, 20, 50, 100, 200 and 500 euros.

- Consider using a credit card to get better purchasing power at shops and restaurants. Credit cards generally have the lowest international transaction fees of all currency transaction methods.
- Plan on using cash for incidental purchases and for shopping at street markets or small shops. The most convenient and least expensive way to get foreign currency is by withdrawing cash from an ATM with a debit card. Memorize your personal identification number (PIN), which is required for ATM withdrawals.
- Contact your bank before your departure to find out if your credit and debit cards may be used at your destination and to learn about international fees.
- Inform your bank of the dates that you will be using your cards abroad because many banks monitor spending patterns and may decline purchases they deem unusual.
- Check the back of your credit and debit cards for emergency contact phone numbers. If there is not a number that can be used internationally, obtain that number and carry it with you.
- Many banks have stopped offering currency exchange service because of the availability of ATMs. If you are bringing U.S. or Canadian currency, you may wish to exchange it at the airport when you arrive. Please bring notes in good condition. Dirty and torn notes may not be accepted for exchange. In addition, large denominations may also be refused. Coins are not accepted.
- Traveler’s checks are obsolete. They are expensive to exchange and rarely accepted for payment.

Gratuities
Gratuities for wait staff at included meals, hotel porters, and excursion guides and drivers are included in the cost of your program.

Tips for the hotel housekeeping staff are not included and may be given at your discretion. The suggested amount per passenger per day is EUR 1.

You may use the equivalent in U.S. dollars (no coins) or local currency. Bills must be in good condition because dirty, wrinkled or torn bills may be refused for exchange. Please do not tip in Canadian dollars, which can be difficult to exchange.

Gratuities may be appropriate during your leisure activities. These gratuities should be given in local currency:
- Restaurants and bars — 10% if a service charge is not added to the bill
- Taxis — Round up the fare
- Spa services — 10%

Incidental Expenses
Meals, beverages and excursions that are not part of the group itinerary are not included in the cost of this program. The cost of those items — as well as passports, visas, baggage fees and all other items of a strictly personal nature including, but not limited to telephone calls, souvenirs, laundry and room service — are incidental expenses and not included in your program fare.
Electrical Information
The electrical current in Italy is 220 volts, 50 hertz (cycles per second). Type L plugs are used in Italy.

Manufacturers may not use the same letter designations. Voltage converters and plug adapters, usually available in a set, may be purchased at luggage shops and department stores. If you have a dual-voltage appliance, you still may need a plug adapter. Check with the manufacturer of your appliances or electronic equipment for recommendations regarding their use abroad.

Cellphones, Tablets and Wi-Fi
Contact your wireless provider for inquiries about coverage at your destination and costs. See the accommodation information to learn about Wi-Fi availability in your accommodations.

Time
Italy is six hours ahead of Eastern Standard Time. When it is 9 a.m. in New York and Montréal, it is 3 p.m. in Italy.
In the U.S. and Canada, daylight saving time is observed from the second Sunday in March to the first Sunday in November. In Italy, daylight saving time is observed between the last Sunday in March and the last Sunday in October.

Invoice
You will receive an invoice and a Credit Card Charge Form approximately 100 days before departure. We accept Discover, MasterCard, Visa, personal checks and wire transfers. International wire transfers will incur a USD 20 service fee. Please contact your Passenger Service Representative for more information about wire transfers.
Please make your payment by the date listed on your invoice. We must receive payment of your balance to continue to hold your space on this program.

Final Documents
All passengers will receive a detailed itinerary and other important documents approximately two weeks before departure. These will be delivered by UPS. Please provide a street address on your Passenger Information Form because UPS cannot deliver to P.O. boxes.
AHI FlexAir passengers will receive their e-ticket receipt and itinerary by email no less than three weeks before departure. Please ensure you have provided us with a valid email address.

Travel Director
Your AHI Travel Director will be with you throughout your journey to handle all program logistics. Your Travel Director will be available daily to assist you with dinner reservations and offer sightseeing and shopping suggestions for your free time.
Value-Added Tax (VAT)

In some countries, you may get a partial refund of part of the value-added tax (sometimes called a goods and services tax) paid for clothing, jewelry and electronic items as long as you are not a resident of the country where you are shopping. Some purchases, generally meals, tobacco products and hotel expenses, do not qualify for a refund.

Retailers are not required to participate in a VAT refund program, but those that do usually will have a sign posted. Many programs require a minimum purchase amount. The merchant usually will ask to see your passport as proof of your eligibility to receive a refund. You’ll receive a refund form that you must present to a customs officer at the airport or border crossing along with a store receipt and the purchased items.

We cannot guarantee that the customs office will be open when you are at the airport or border crossing. You may not be able to claim refunds if there are long lines at the customs office, airline check-in counter or security checkpoint.

Working with a private VAT refund company is not necessary to get a refund, but it may be convenient if that is an option in the country you are visiting. See Links and Contacts for suggestions.

Links and Contacts

Here is contact information for U.S. and Canadian passport agencies, travel document services, the Centers for Disease Control, currency conversion websites and weather websites. Embassy and tourism board websites also are listed. Email addresses and phone numbers may also be provided.

Please type the entire Web address into your Web browser address window and not your search engine, e.g., Google or Yahoo, to reach the appropriate website.

- U.S. State Department
travel.state.gov/passport/passport_1738.html
  877-487-2778

- Passport Canada
  800-567-6868

- Pinnacle Travel Documents Systems
  www.traveldocs.com/ahitravel/
  ahi@traveldocs.com
  888-838-4867

- Centers for Disease Control
  www.cdc.gov/travel

- Currency conversion calculators
  www.xe.com
  www.oanda.com

- Weather
  www.weather.com
  www.accuweather.com

- Italian Embassy
  U.S. — www.ambwashingtondc.esteri.it/Ambasciata_Washington/
  Canada — www.ambottawa.esteri.it/Ambasciata_Ottawa/
• Official Italian Tourism Website
  www.italia.it/en/home.html/

• VAT refund companies
  www.globalblue.com
  www.premiertaxfree.com
If you have purchased only the Land Program, you may purchase arrival and departure group transfers if your flights arrive before the scheduled arrival transfer and depart after the scheduled departure transfer. We must receive this form and full payment no later than 75 days before your departure date.

Your assigned transfer time will be included with the documents you will receive approximately two weeks before departure. Please provide your arrival and departure information below.

Return this form to: AHI Travel
8550 W. Bryn Mawr Ave. Suite 600
Chicago, IL 60631

Name*: ________________________________________________________________________________________________

Name*: ________________________________________________________________________________________________

Street Address: _________________________________________________________________________________________

City, State and ZIP code: _________________________________________________________________________________

*Provide name as it appears in your passport.

**Arrival Information**

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<tr>
<th>Carrier &amp; Flight No.</th>
<th>From</th>
<th>To</th>
<th>Departure Date</th>
<th>Departure Time</th>
<th>Arrival Date</th>
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**Departure Information**

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<th>Carrier &amp; Flight No.</th>
<th>From</th>
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<th>Departure Date</th>
<th>Departure Time</th>
<th>Arrival Date</th>
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Total number of arrival transfers ______ X USD 50 per person = ______

Total number of departure transfers ______ X USD 50 per person = ______

☐ Enclosed is my check, made payable to AHI International, in the amount of USD _____________.

☐ I wish to pay for my activities by ☐ Discover ☐ MasterCard ☐ Visa

Credit Card #: ___________________________________________ Exp. Date: ___________________

Signature: ______________________________________________

Note: Should you use a credit card issued by a Canadian financial institution, you may be charged a cross-border transaction or conversion fee by the issuing institution. Payments made by check are not subject to these fees.
Italy Lifestyles
Explorations
Language Self-Assessment

Return this form to: AHI Travel
8550 W. Bryn Mawr Ave., Suite 600
Chicago, IL 60631

First__________Middle__________Last__________

☐ I have no previous knowledge of Italian.

☐ I have studied Italian. (Please check the box that best describes your language level.)

Beginner ☐
Intermediate ☐
Advanced ☐

First__________Middle__________Last__________

☐ I have no previous knowledge of Italian.

☐ I have studied Italian. (Please check the box that best describes your language level.)

Beginner ☐
Intermediate ☐
Advanced ☐
Return this form to: AHI Travel
8550 W. Bryn Mawr Ave., Suite 600
Chicago, IL 60631

Name*: ____________________________________________________________________________________________

Name*: ____________________________________________________________________________________________

Street Address: _______________________________________________________________________________________

City, State and ZIP code: _______________________________________________________________________________

*Provide name as it appears in your passport.

Cooking Classes ___ reservations @ USD 315 per person = USD ______
Total = USD ______

[ ] Enclosed is my check, made payable to AHI International, in the amount of USD _____________.

[ ] I wish to pay for my activities by [ ] Discover  [ ] MasterCard  [ ] Visa

Credit Card #: ___________________________ Exp. Date: ________________

Signature: _________________________________

Note: If you use a credit card issued by a Canadian financial institution, you may be charged a cross-border transaction or conversion fee by the issuing institution. Payments made by check are not subject to these fees.
Located in the heart of Florence, the Palazzo Ricasoli is close to many of the city’s famous landmarks, including the Duomo and the Accademia. Nearby you’ll find grocery stores, a laundromat, stylish boutiques and a variety of restaurants, making it an ideal base for discovering the culture of this vibrant city. Housed in the 16th-century palace of the Ricasoli family, the building features an extensive collection of artwork and sculptures and a charming, classic Italian courtyard.

Some amenities and services may be seasonal. Any costs for services or use of facilities that are not listed in the Included Features on the program brochure or online are the guest’s responsibility.

### Hotel Services and Amenities

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<thead>
<tr>
<th></th>
<th>Fitness center</th>
<th>Swimming pool</th>
<th>Spa</th>
<th>Salon</th>
<th>Laundry service</th>
<th>Dry-cleaning service</th>
<th>Elevator</th>
<th>Business center</th>
<th>Meeting rooms</th>
<th>Internet center/kiosks</th>
<th>Wi-Fi in public areas</th>
<th>Hotel safe</th>
<th>Gift shop</th>
<th>Restaurant</th>
<th>Bar</th>
<th>Café</th>
<th>Breakfast Room</th>
<th>Room service</th>
<th>Reception Desk</th>
<th>Credit cards accepted: American Express, Diner’s Club, MasterCard, Visa</th>
<th>Smoking in public areas</th>
</tr>
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<tbody>
<tr>
<td>Y</td>
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### Guest Room Services and Amenities

|   | Air conditioning | Climate controls in guest room | Telephone | Wi-Fi | Television | Satellite/cable channels | DVD/CD player | Pay-per-view movies | MP3 dock | Clock radio | Bathtub (in some rooms) | Bathtub/shower combination | Bathrobes | Slippers | Toiletries | Hair dryer | Shaving/makeup mirror | 110-volt outlet for razors | Pillow menu | Turndown service | Safe | Desk | Minibar | Microwave | Kitchenette | Iron and ironing board upon request | Wheelchair-accessible rooms available upon request | Nonsmoking rooms | Smoking rooms | Soundproofed rooms | Housekeeping three times a week Linens changed once a week |
|---|------------------|-----------------------------|-----------|-------|------------|--------------------------|---------------|--------------------|----------|-------------|-------------------------|-----------------------------|-----------|---------|-----------|-------------|------------------------|-----------------------------|-----------------------------|---------------------|---------------------|---------------------|------------------------|
| Y | ✓                | ✓                           | ✓         | ✓     | ✓          | ✓                        | ✓             | ✓                  | ✓        | ✓           | ✓                       | ✓                           | ✓         | ✓       | ✓         | ✓           | ✓                      | ✓                           | ✓                            | ✓                   | ✓                   | ✓                    | ✓                      |
As you prepare for your upcoming travel program, you may want to consider the following list of suggested reading, representing the diversity of topics relevant to the areas you’ll soon be visiting. Any of them will serve to spark your anticipation and enhance your experience on this exciting adventure.

For your convenience, you may call 800-342-2164 to order directly from Longitude, a specialty mail-order book service. To order online, and review the latest, most comprehensive selection of books compiled for your trip, log on to reading.longitudebooks.com/AH24432.

Highly Recommended

These five items are available as a package for USD 77 including shipping, 15% off the retail price (Item No. EXITL887). Any additional books ordered will be shipped free of charge.

Hibbert, Christopher
The House of Medici, Its Rise and Fall
Quill (PAPER, 1982. 364 pp., USD 16.99, Item ITL135)
A well-written, entertaining history of the Medicis in Renaissance Florence. Great to read before going to Florence, where the influence of the Medicis and the artists they supported is still very much in evidence.

Severgnini, Beppe
La Bella Figura, A Field Guide to the Italian Mind
Broadway Books (PAPER, 2007. 288 pp., USD 15, Item ITL718)
Italians themselves love this guide to the Italian character, which addresses their never-ending passion for beauty, disorder and high emotion. Severgnini opens the book with a snapshot of the hubbub at Malpensa Airport, then moves on to Tuscany, Rome, Naples and Sardinia.

Jestaz, Bertrand
Architecture of the Renaissance, From Brunelleschi to Palladio
Thames & Hudson UK (PAPER, 1997. 160 pp., USD 15.95, Item ITL52)
Originating in Florence, the flowering of architecture in 15th-century Italy revolutionized the look of European cities and the mindsets of their citizens. This lavishly illustrated pocket book presents the people, the time and its monuments in hundreds of color photographs and engravings.

Eyewitness Guides
Eyewitness Guide Florence & Tuscany
DK Publishing (PAPER, 2013. 336 pp., USD 25, Item ITL46)
Superbly illustrated, this compact guide shows the neighborhoods, museums, shops and sites of Florence and surroundings in full color.

Berndtson & Berndtson
Florence Map
Borch Maps (MAP, 2006. USD 8.95, Item ITL59)
A detailed, plastic-covered city map of Florence at a scale of 1:7,000.
Maps & Guidebooks
Lonely Planet
Lonely Planet Italian Phrasebook
A handy palm-size phrasebook for the traveler.

Miller, Emily Wise
The Food Lover's Guide to Florence, With Culinary Excursions in Tuscany
Miller polled neighbors, friends, cooks and ordinary folk for this delectable guide to 125 eateries, organized by neighborhood.

Morelli, Laura
Made in Italy, A Shopper's Guide
Rizzoli International (PAPER, 2008. 208 pp., USD 24.95, Item ITL473)
The second edition of Morelli's expert survey of handcrafted Italian shops and products from Murano glass to ceramics, jewelry and leather.

History, Culture & Exploration
Johnson, Paul
The Renaissance, A Short History
Modern Library (PAPER, 2002. 196 pp., USD 15, Item ITL774)
The history, background, literature, sculpture, paintings and architecture of the Renaissance in just over 200 lively, thought-provoking pages.

Lewis, R.W.B.
The City of Florence, Historical Vistas and Personal Sightings
A vivid tour of the city and its riches by the fine biographer of Edith Wharton and Henry James. Lewis has written what he calls “a partial biography of Florence,” beautifully interweaving the personal and the historical.

Theroux, Jessica
Cooking with Italian Grandmothers
Welcome Books (HARD COVER, 2010. 250 pp., USD 40, Item ITA193)
Theroux's tender culinary celebration brings together recipes, anecdotes and photographs of a dozen Italian grandmothers across Italy. Each chapter includes a map, essay, interview and (this is the best part) authentic recipes you'd actually want to make.

Archaeology, Art & Architecture
King, Ross
Brunelleschi's Dome, How a Renaissance Genius Reinvented Architecture
Bloomsbury USA (PAPER, 2013. 192 pp., USD 16, Item ITL410)
The story of the design and construction of the dome in the cathedral of Santa Maria del Fiore, a tale rife with politics, cut-throat competition and mighty inspiration.

**McCarthy, Mary**  
*The Stones of Florence*  
Harcourt Books (PAPER, 1989. 230 pp., USD 14, Item ITL15)  
The classic history of the art, architecture and culture of Florence. Novelist McCarthy takes us on a quick and vivid tour of the history of the Medicis and the city of Florence, focusing on Renaissance art.

**Murray, Peter**  
*The Art of the Renaissance*  
Thames & Hudson (PAPER, 1992. 286 pp., USD 18.95, Item ITL14)  
A classic, illustrated survey of the world of the Renaissance and its art. With chapters on Florence and its artists, the Netherlands, early illustrated books and many individual artists.

**Turner, A. Richard**  
*Renaissance Florence, The Invention of a New Art*  
Prentice Hall (PAPER, 2005. 176 pp., USD 46.8, Item ITL50)  
A cultural and social history of the city focusing on the great art and famous monuments, featuring vivid color pictures and illustrations.

**Travel, Biography & Memoir**  
**Hales, Dianne**  
*La Bella Lingua*  
Broadway Books (PAPER, 2010. 336 pp., USD 15, Item ITA26)  
Inebriated with the sounds of Italian, lovesick for its phrases and enamored of its earthy idioms, Hales, “a sensible woman of sturdy Polish stock,” dives into the Italian of the piazza, literature, movies and streets in this charming memoir.

**Literature**  
**Chaney, Edward (Editor), and Harold Acton (Editor)**  
*A Traveller's Companion to Florence*  
Interlink Publishing Group (PAPER, 2003. 336 pp., USD 16.95, Item ITL485)  
This illuminating guide brings Florence to life through the letters, diaries and memoirs of travelers and Florentines from past centuries. The selections, from Boccaccio to D.H. Lawrence, are as rich as the city itself.

**Forster, E.M.**  
*A Room with a View*  
Vintage Books (PAPER, 1989. 248 pp., USD 9.95, Item ITL142)  
E.M. Forster’s classic tale of love among the middle classes, set largely in Florence.

**Spencer, Elizabeth**  
*The Light in the Piazza and Other Italian Tales*
Spencer, a southerner like her characters Margaret and Clara, writes eloquently of the transformation of a mother and daughter by Florence.

Stone, Irving
*The Agony and the Ecstasy, A Biographical Novel of Michelangelo*
Signet (PAPER, 2004. 776 pp., USD 17, Item ITL150)
An overheated, page-turning fictionalized account of the life of master painter and sculptor Michelangelo – and a good introduction to Renaissance Florence and Rome.

**To Order**
Call 800-342-2164 or go to reading.longitudebooks.com/AH24432 to order these and other books from Longitude. You may also fax 952-351-9353. An Order Form is included for your convenience.

Standard shipping within the U.S. is by UPS or USPS Priority Mail at a charge of USD 4.95 for the first item and USD 1 per additional item, up to a maximum of USD 9.95. Price for the Highly Recommended package includes shipping. Shipments to Canada are generally sent by International Airmail at cost, estimated at USD 3 per item in addition to the U.S. shipping charges.

Book prices and availability are subject to change. For the latest, most comprehensive recommendations, reflecting current price and availability, call 800-342-2164 or go to reading.longitudebooks.com/AH24432.
# Recommended Reading

## Order Form

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Plymouth, MN 55447  
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Payment enclosed:  □ Personal check  
Charge payment to:  □ American Express  □ Discover  □ MasterCard  □ Visa

Credit Card Number: ___________________________  Expiration Date: __________

Signature: ___________________________  Order Date: __________
Italy Lifestyles Explorations

This document contains important information about your payment for this program and other necessary details. Please do not hesitate to contact your Passenger Service Representative with any questions. Also, contact information for passport agencies and other resources can be found at the end of this document.

Final Payment

Your final payment is due at this time. We must receive the balance shown on the enclosed invoice to continue to hold your space on this program. We accept Discover, MasterCard, Visa, personal checks and wire transfers. International wire transfers will incur a USD 20 service fee. Please make checks payable to AHI International. Contact your Passenger Service Representative for more information about wire transfers.

If you are paying by credit card, complete the Credit Card Charge Form and return it by fax or in the enclosed preaddressed envelope. This transaction cannot be made over the telephone because a signature is required. Your credit card account will be charged for the balance due upon receipt of the signed form.

Preliminary Flight Itinerary

We recently have emailed preliminary flight itineraries to AHI FlexAir passengers. If you have already purchased your ticket, your itinerary will include your ticket number.

If you have not received this email, please check your spam filter. If it is not in your spam filter, contact your Passenger Service Representative.

Passenger Information Form

If you have not completed and returned this form to us, please do so at this time. We require the information on this form to make your travel and accommodation arrangements.

Your final mailing, which includes documents you will need before your departure, will be delivered via UPS. A street address is required for delivery.

Passport

It is AHI Travel’s policy that passports must be valid for six months after your program’s return date. If you need to apply for a passport, renew your passport or add pages, please do so immediately because your passport information is required to make your travel and accommodations arrangements.

The U.S. State Department and Passport Canada issue passports to U.S. and Canadian citizens, respectively. Pinnacle Travel Documents Systems assist U.S. passengers with passport applications. See the Links and Contacts section for contact information.

Visa

U.S. and Canadian citizens are not required to have visas on this program.

If you are not a U.S. or Canadian citizen, please contact the Italian Embassy for your requirements.

Please see the Links and Contacts section for contact information.

Travel Insurance

We recommend purchasing travel insurance at this time if you have not already done so. Most travel insurance policies must be purchased before you have paid in full for your trip.
Language Self-Assessment

Enclosed you will find an Italian language self-assessment form. If you have not done so already, please complete and return the form to AHI at least 60 days before departure. You will also take a placement exam on your first day of class.

Links and Contacts

Here is contact information for U.S. and Canadian passport agencies, travel document services, the Centers for Disease Control, currency conversion websites and weather websites. Tourism board and embassy websites also are listed. Email addresses and phone numbers may also be provided.

Please type the entire Web address into your Web browser address window and not your search engine, e.g., Google or Yahoo, to reach the appropriate website.

- U.S. State Department
travel.state.gov/passport/passport_1738.html/
877-487-2778

- Passport Canada
800-567-6868

- Pinnacle Travel Documents Systems
www.traveldocs.com/ahitravel/
ahi@traveldocs.com
888-838-4867

- Centers for Disease Control
www.cdc.gov/travel

- Currency conversion calculators
www.xe.com
www.oanda.com

- Weather
www.weather.com
www.accuweather.com

- Italian Embassy
U.S. — www.ambwashingtondc.esteri.it/Ambasciata_Washington/
Canada — www.ambottawa.esteri.it/Ambasciata_Ottawa/

- Official Italian Tourism Website
www.italia.it/en/home.html/

- VAT refund companies
www.globalblue.com
www.premiertaxfree.com