

## SUMMER CAMPS FAQ - FREQUENTLY ASKED QUESTIONS

### **1. Who can enroll in the Summer Camps and where are they located?**

Children aged 3 to 14 who live in Florence or attend a school in the Municipality of Florence can enroll in summer camps:

- Summer Camps 3-6 years - infant age group: for children attending preschool in the 2025/26 school year.

Registration for summer camps is also permitted for children born by 04/30/2023 and who attended preschool in the 2025/2026 school year.

- Summer Camps 6-14 years - mandatory age group: for children attending primary school or lower secondary (middle) school in the 2025/26 school year.

Registration for summer camps is also permitted for boys and girls born by 31/12/2011 and who attended lower secondary (middle) school in the 2025/2026 school year.

Non-residents and non-school-goers in the Municipality of Florence may apply only if there are available places that have not yet been assigned, by contacting the Educational Activities Office in their respective district. In these cases, a flat fee of €300.00 (€150.00 deposit) applies.

The list of 2026 Summer Camp locations can be found at the following link:

<https://educazione.comune.fi.it/istruzione/istruzione/pagina/centri-estivi>

### **2. What are the hours of municipal summer camps?**

Summer camps are held from 8:30 am to 4:30 pm, Monday through Friday.

### **3. I saw that the S. Brunone school is among the Q3 locations. But is this location only for middle school students?**

No. This location is for the compulsory 6-14 age group (i.e., for all those attending primary and lower secondary school). Therefore, those enrolled here will have mixed groups, even if grouped by more or less homogeneous age groups (so there may also be groups of children aged 10, 11, 12, 13, and 14 together).

**4. My son/daughter is in his/her last year of day care/nursery school. Can I apply for summer camps?**

Children attending day care/ nursery school CANNOT access summer camps.

**5. My son/daughter will be in first grade of elementary school in September. Which summer camp (compulsory or preschool) can he/she attend?**

He/She can attend a preschool summer camp.

**6. What are the summer camp schedules?**

Summer camps take place in two-week sessions during the following periods:

**Sessions for ages 6-14**

First session: 15-26 June

Second session: 29 June -10 July

Third session: 13-24 July

Fourth session: 27 July -7 August

Fifth session: 24 August - 4 September

During the first session on 24 June (Patron Saint's Day), the service will not be provided, with a proportional reduction in the fee.

**For children aged 3-6, the first session will not take place because the children are still attending preschool, while the second session begins on July 2, at the end of the school year.** Therefore, during the second session for the days 29, 30 June and 1 July the service will not be provided, with a proportional reduction in the fee.

**Sessions for ages 3-6**

Second session: 2-10 July

Third session: 13-24 July

Fourth session: 27 July-7 August

Fifth session: 24 August - 4 September

**7. When can I submit my application online and how can I do so?**

The application period is as follows:

from 9:00 a.m. on 30 March 2026, to 12:00 p.m. on 10 April 2026.

To access the online application platform, you must authenticate yourself using the SPID digital identification system. To obtain a SPID account, we recommend visiting [www.spid.gov.it/richiedi-spid](http://www.spid.gov.it/richiedi-spid); alternatively, you can use your CIE (Electronic

Identity Card) or the enabled Electronic Health Card (TSE) / National Services Card (CNS).

If you go to the page <https://www.comune.firenze.it/servizi/educazione-e-formazione/centri-estivi-bambine-i-e-ragazze-i> and you click on the 2026 Summer Camp Online Registration Service item, you will be directed to the web page where you can access the service with SPID, CIE, or CNS.

Applications cannot be submitted in any other form (by hand, fax, email, certified email, post, etc.).

Correct submission of the application is confirmed by the receipt, containing the unique application code, which can be downloaded at the end of the online procedure.

## **8. How many summer camp sessions can I request?**

It is possible to select up to five sessions for the compulsory age group and up to four sessions for the preschool age group, in order of priority, in a maximum of two locations, if available, in the relevant district, keeping in mind that only a maximum of three sessions can be assigned per child.

On a trial basis, in 2026, families of children residing in the Municipality of Florence will be able to indicate additional locations, even in different neighborhoods, within the limits of the five/four sessions indicated above, based on the proximity of the Summer Center location to the child's residence. Additional locations will be selected if they are within a 1.5 km radius of the child's residence.

## **9. I tried to apply online for the Summer Camp but I can't. Who can I contact?**

If you need assistance, you can contact the helpline at 055055 from Monday to Friday, 8:00 am to 6:00 pm, and on Saturdays, 8:00 am to 2:00 pm (excluding holidays).

Please note that the Direzione Istruzione offices cannot address portal access and authentication issues; therefore, you must write to the relevant district, attaching a screenshot of the "problematic" page and the applicant's tax code, so they can forward it to the relevant Directorate for resolution.

If you encounter any inconsistencies or inaccuracies in your personal information, you can write to the relevant office in your district, explaining the problem in detail. The office will then contact the Registry Office for clarification regarding the reports submitted within the required timeframes.

for district 1: [scuolaq1@comune.fi.it](mailto:scuolaq1@comune.fi.it)

for district 2: [scuolaq2@comune.fi.it](mailto:scuolaq2@comune.fi.it)

for district 3: [scuolaq3@comune.fi.it](mailto:scuolaq3@comune.fi.it)

for district 4: [scuolaq4@comune.fi.it](mailto:scuolaq4@comune.fi.it)

for district 5: [scuolaq5@comune.fi.it](mailto:scuolaq5@comune.fi.it)

## **10. If I've already saved and submitted my application but notice an error or want to change the location and/or session, how can I change it?**

It is not possible to modify an application once it has been submitted. You must cancel it and submit a new application by the deadline.

### **11. How will I know if my child has been granted the opportunity to attend one or more Summer Camp sessions?**

Once the application has been submitted, you will have to wait for the ranking to be published on the civic network of the Municipality of Florence at the address <https://www.comune.firenze.it/servizi/educazione-e-formazione/centri-estivi-bambine-i-e-ragazze-i> and on the Education Portal, on the dedicated web page <https://educazione.comune.fi.it/pagina/centri-estivi> to verify whether your child has been assigned the sessions requested in the application. The ranking will only contain the unique application code and the assigned location (or position on the waiting list).

The online system automatically sends email notifications regarding the outcome of the application. However, this does not constitute official notification as the only official communication is the published ranking.

### **12. How can I register my child once I have been assigned the requested session(s)?**

Following the publication of the ranking, access will be available, exclusively for those who are successfully placed on the ranking, to the online platform for confirmation or rejection of the assigned session(s) at the link:

<https://servizi.055055.it/centriestivife>

It will not be possible to register for locations and sessions other than those requested and assigned.

**The registration process is completed only after the deposit has been paid by the deadline indicated on the payment notices.** Failure to pay will result in registration being denied. If the balance is mistakenly paid instead of the deposit, the balance will be considered a deposit. **The deposit is non-refundable.**

The PagoPA payment notice can be paid directly online from the platform or downloaded upon registration and paid at Poste Italiane branches, via home banking, or through authorized dealers (tobacconists, etc.).

Payments cannot be made via bank or postal transfers, nor can hand-filled postal payment slips be used.

**The balance(s) must be paid at least 8 days before the start of the session.**

### **13. I have outstanding payments for past Summer Camps: can I apply for the 2026 Summer Camps?**

No, insolvent users will only be able to access the reservation after having resolved their insolvencies by contacting the services where they are known to have previous insolvencies.

**14. What happens if I fail to register and pay the deposit within the required timeframe?**

Failure to register within the required timeframe will automatically result in the cancellation of the assigned place, which may then be reassigned to another applicant. In this case, new assignees, identified by the ranking, will be notified, even at short notice before the start of the session, that they can register and pay within two days of the aforementioned notification.

**15. What documentation do I need to submit to obtain the ISEE certificate?**

Information on the documentation required to obtain the ISEE certificate can be requested from authorized CAAF offices or through the INPS portal.

**16. Do I need to send my ISEE certificate to the Summer Camps office?**

No, during the online application process, simply click on ISEE and the Municipal Administration will automatically acquire the valid ISEE certificate.

**17. Can I use the ISEE certificate issued last year to apply for the 2026 Summer Camp Service?**

No, all ISEE certificates issued in 2025 have expired. The only ISEE valid for the application is the 2026 ISEE certificate, issued in the current year, for services for minors. Explanations on the different types of ISEE can be found at this link <https://www.inps.it/it/it/dettaglio-approfondimento.schede-informative.49936.tipologie-di-isee.html>

For the purposes of calculating the ISEE for subsidized social benefits for minors only, the parent not living in the household, not married to the other parent, who has recognized the child, is part of the child's household, unless one of the following applies:

- a) when the parent is married to someone other than the other parent;
- b) when the parent has children with someone other than the other parent;
- c) when the payment of periodic allowances for the maintenance of children has been established by a judicial authority;
- d) when there is exclusion from parental authority over the children or a measure of removal from the family residence has been adopted pursuant to Article 333 of the Civil Code;

e) when it is ascertained in court or by the competent public authority in matters of social services that the person is not involved in any emotional or economic relationship;

For subsidized social benefits for minors with non-cohabiting parents, where the cases referred to in letters a) and b) of paragraph above apply, the ISEE is supplemented by an additional component, calculated based on the non-cohabiting parent's financial situation.

### **18. What are the priority criteria and the corresponding scores for the ranking?**

These criteria and scores are found in the 2026 Summer Camp Announcement, available at the following link:

<https://educazione.comune.fi.it/pagina/centri-estivi>

### **19. What documents do I need to submit to the office to confirm my Summer Camp registration?**

You don't need to submit any documents, but you must pay the PagoPA payment notice downloaded with your registration application.

### **20. Have the Summer Camp fees changed?**

No. The fees have not changed compared to the 2025 Summer Camps. The fees can be found on the Comune di Firenze website at the following link:

<https://educazione.comune.fi.it/pagina/centri-estivi>

### **21. Am I entitled to the reduced fee for my second child enrolled in the Summer Center?**

Yes, there are two discounts, one for the second child and one for the third child and beyond who attend the Summer Camp, as indicated in the link:

<https://educazione.comune.fi.it/pagina/centri-estivi>

### **22. If, after paying the deposit, I decide to cancel my session(s), how can I notify the Municipal Administration?**

Cancellations must be communicated through the online platform at least 8 days before the start of the session to allow for space reassignment and possible refund of the balance. Otherwise, the user will be required to pay the fee for the entire session, even if they fail to attend. **The deposit is never refundable, even in the event of cancellation.**

Exceptionally, and if for technical reasons it is not possible to communicate the cancellation online, you can send an email to the Summer Camp Office in your district, but always at least 8 days before the start of the session.

### **23. How can I obtain a refund if I miss the Summer Camp?**

**The deposit is never refundable.** The balance is refundable if the minor is unable, for health reasons, to attend the session for at least 5 consecutive days of actual service, documented by a medical certificate certifying the start and end of the period of illness.

Refunds may be requested online by September 15, 2026, and will be paid after that date, subject to any necessary verifications.

### **24. If I enroll two or more siblings, will they attend the same school?**

They can attend the same summer camp only if they each apply for the same session and location and both are assigned a session. If you indicate both a preferred and an alternative location in the application, one may be assigned to the preferred location and the other to the alternative location.

### **25. Once I've been assigned a session and paid the deposit, can I request to replace that session with another one or can I change locations?**

No, You can only register for the session(s) assigned to you on the ranking list.

### **26. If I have a child who has been assigned a session and another child who is on the waiting list, can I wait to register him/her to see if the other child will also be taken off the waiting list and be admitted?**

No, because the waiting list process deletes all sessions that have not been confirmed by registration and deposit payment by the deadline.

### **27. If I'm applying close to the deadline and the system freezes, what should I do?**

You can send an email to the email address of the district where you live. This will open a ticket to resolve the issue, and you will have to wait for a response.

### **28. If I don't understand Italian well and am having difficulty completing the application, what can I do?**

You can contact support services in the city or request information by email from the educational activities office in your district.

**29. If I submitted the application in my own name but the other parent wants to submit a reimbursement request to his/her company, can I change the name of the PagoPA notice holder?**

No, this is not possible. Any family needs must be assessed before submitting the application because once the PagoPA notice is generated, it has a unique code associated with the holder.

**30. If I submit an ISEE with omissions or discrepancies, can I replace it after the rankings are published?**

No. This is not possible. Within 10 days of the Office's notification, you can only prove that the discrepancy is due to errors attributable to the certifying institution (INPS, bank, etc.). Therefore, if the ISEE issued to you contains omissions/discrepancies, you will have to submit a new DSU (Dichiarazione Sostitutiva Unica) and obtain an ISEE without omissions/discrepancies by the application submission deadline (10 April 2026).

**31. If my child needs to take medication during summer camp, how should I proceed?**

You must indicate this on the registration application and submit the forms, which you can request from the Educational Activities Office of the relevant district or from the summer camp manager, 10 days before the start of the summer camp. The documentation must be submitted to the summer camp manager as soon as possible, as indicated on the registration application.

**32. If I'm afraid to send my child to the pool, can he/she stay at the summer camp at the school?**

For preschool children only, you can indicate a "no pool" preference on the registration form. However, staying at the summer camp (your request) will only be accepted if enough requests are received, for organizational purposes, to assign a counselor to the minimum group of 14 children.

**33. If I already have a certificate for a special diet (due to allergies) sent to school at the beginning of the school year, do I need to submit it again?**

You will only need to submit it if you receive a specific email from [centriestivi@comune.fi.it](mailto:centriestivi@comune.fi.it) or from the email address of your local summer camp office. It is, however, good practice to have a copy of the certificate you have already submitted and produce it if necessary.

**34. If my child has friends who applied at the same location during the same period, can I ask them to be placed in the same group?**

Yes, you can indicate their names on the application (in the "Pairings" field), but the organizer is not obligated to accept the request, which will be evaluated based on organizational feasibility.

**35. If my child attends the same school that also hosts a summer camp, does he/she have priority in the rankings?**

No, everyone competes under the same conditions to access the service, and the scores are those established by the announcement.

**36. How can I file a complaint or report during summer camp?**

You can contact the local educational activities office by email or by requesting a phone call.

**37. What's included in my summer camp fee?**

The fees cover recreational activities, including outdoor outings and access to the swimming pools, meal service, and any costs for a support educator for children with disabilities.

**38. What's not included in the summer camp fee?**

Snacks and any personal pool equipment (e.g., swimsuit, towel, hat, etc.) are not included.

**39. Will I receive an email notification for the balance payment?**

No. You need to remember that you must pay the balance no later than 8 days before the session begins.

**40. If I receive an email notification from the Summer Camps office informing me of the unpaid balance, what should I do?**

You must return to the registration platform, add the balance to the cart and proceed with the online payment. Alternatively, you can download the PagoPA payment notice and proceed using the methods indicated on the notice. There are two payments for the summer camp: deposit and balance.

**41. If I forget to submit my application by the application deadline, can I still enroll my child in summer camps?**

No. You can only request to be placed on a waiting list outside of the ranking list if spots become available following cancellations or unassigned spots. In this case, you will need to send an email specifying the following information: first name, last name, and tax code of the parent, first name, last name, and tax code of the minor or minors for whom you are requesting, the desired spots, the location, and the contact phone number. The date and time the email is sent will be used to organize the waiting list.

**42. If I've chosen both my preferred location and an alternative (optional) location for the same session, if I'm assigned the alternative (optional) location and decline it, can I wait until my preferred location is assigned through the wait list process?**

No. As per the announcement, when the alternative (optional) location is assigned, your preferred location choice is automatically cancelled.

**43. Why are there people with three sessions on the ranking list, but I don't have any?**

This depends on your ranking score. Positions with higher scores are entitled, in order of ranking, to two sessions. If a third session has also been assigned, it is because that location, for that specific session, has not been requested by any other user with a lower score. Positions are assigned for each location and session until all available positions are filled.

**44. If I applied for two children, why was one assigned a session and the other not?**

Because each application is independent of the other and is placed in the specific ranking for that session and location, so different rankings are created.

If, however, your son/daughter received different scores, under the same conditions, you may have made an error in one of the two applications. It is good practice to always check the receipts for the applications submitted so you can correct them before the deadline (delete the incorrect one and submit a new application). If, however, you notice the error after the rankings have already been published, you can no longer correct it.

**45. My child needs to leave before 4:30 PM every day or arrive late. Is early departure or late arrival possible?**

No, early departure or late arrival is not possible. It is possible only in exceptional circumstances, upon submitting a reasoned request to the cooperative coordinator.

**46. Is it possible to attend and pay for only one week of a session?**

No, this is not possible. The fees are for two-week sessions. You can attend only one, but you must still pay the entire fee for the session.