



Silvensa

Dear Silvensa Lovers,

Now is the time of year to receive the very famous Mommy letter, with everything you need to enjoy your Silvensa journey to the maximum!

❖ Registration desk opening

The desk is located in **Résidence La Canebière 7 rue Papere, 13001 Marseille** and will be open during the hours below:

- December 28th from 10h to 16h
- **AND** December 28th from 19h00 to 21h00 **at the Icebreaker Venue**
- December 29th from 10h to 15h
- December 30th from 11h to 15h

❖ Timetable of the event and map

Timetable: <https://www.silvensa.org/en/timetable/>

Map: <https://www.silvensa.org/en/map/>

❖ Food

If you have **allergies** or have a **particular diet** (vegan, vegetarian, kocher, hallal etc...) **please write us an email right now at 2019@silvensa.org**, so that we could take it into account.

❖ Currency / Payment

- Currency: Euro €

- Foreign Exchange: in the airport you will find foreign exchange office Travelex where you can buy Euros if needed. It is located in Terminal 1 Hall A ground floor. Opening hours: from 6h30 to 20h00 every day
- You will also find several foreign exchange offices in town at less than 15 minutes' walk from the venue (mainly near the old port).
- Cash (notes and coins): shopkeepers usually prefer notes that are not higher than 50 €.
- ATMs: you will find them throughout the city, the closest one is on the Canebière (one minute walk from the main venue) they accept most credit cards and are available 24/7.

But for your own safety do not withdraw cash at night!!

- Credit cards: shopkeepers accept credit cards (mostly Visa and MasterCard) but caution: American Express are almost never accepted, nevertheless be aware that often a minimum amount (about 10 euros) is required to use your credit card.
Be aware that the PIN code is usually required to pay with your card.
- Bank checks: they are not recommended as they are less and less in use these days and foreign checks are usually rejected. If they are accepted by the merchant as means of payment, he/she will require to see and check your ID.

We advise you not to carry too much cash on yourself and to beware of pickpockets!

❖ Taxes

- French VAT rate is 20%
- Another VAT rate is 10%, it applies to basic pills (ibuprofen for example).
- You can also find a reduced 5,5% rate which applies to food products, books and some services.
- Prices displayed are tax included.

❖ Tips

Although taxes are already applied on prices, it is a tradition to leave a tip if you have a drink or a meal in a café or a restaurant, as well as if you are using taxi services. The value is at your discretion depending on your satisfaction but remains usually low (from 1 to 5 €).

❖ Phone/roaming

Depending on your mobile phone company and the country you live in, you may be in roaming in France, so please check with your provider before coming. In that case we recommend you buy a french sim card that allows you to use the french network. A company like SFR can provide the card at a not so expensive price (from 11 euros), you will find the addresses of the shops here:

<https://boutique.sfr.fr/provence-alpes-cote-dazur/bouches-du-rhone/marseille>

❖ **Emergency numbers**

If you'd like to call a French number from a foreign phone, please use 0033 or +33 and then 9 digits.

SOS EU - all services:	112
Out-of-hours doctors:	116 117
Poison treatment center:	04 91 75 25 25
Pharmacy on duty:	3237 (or www.pharmaciesdegardemarseille.wordpress.com)
Emergency dentist:	+33 892 566 766
Items lost and found:	+33 4 91 50 26 60

=> If you lost your papers, keys...

Report the loss of your papers to the police which will give you a receipt, then you need to contact your consulate.

❖ Wi-fi

Wi-fi is usually provided for free in the hotels and you will also find restaurants and bars offering it to their customers.

❖ Electricity

The French standard for electrical plug and outlet is 220V~ AC 50hz. We recommend you buy an adapter or a converter at the airport or before coming to France.

❖ Gastronomy

- If lots of restaurants offer traditional French cuisine in Marseille, you will also find restaurants offering meals from various countries as well as vegetarian dishes.
- The average price of a meal is between 15€ and 25€, drinks excluded.
- Be aware that wine is quite expensive in restaurants.
- If you wish to taste the specialties of Marseille you can ask for a "green or black tapenade (olive purée with garlic, pine nuts, capers, and sometime anchovy purée)" which is usually served as a starter, "Bouillabaisse" (fish soup, usually served with bread, potatoes, fish and fish sauce called "rouille") which is a main dish, and the drink specialty is called "Pastis" (aniseed flavoured liqueur)

❖ Running water is drinkable from the tap everywhere, unless you find this pictogram:



❖ Weather

At the end of December, the weather forecast is usually good, the temperatures are between 5°C and 13°C and sunny weather is to be expected, there is sometimes a little bit of rain but it is not the usual. So don't forget your sunglasses.

