

100 Most Frequent Questions

Payment procedure

How can I pay for the EIA program?

You can pay with the invoice sent by EIA or by credit card at: <http://payments.inacademy.eu/>.

Where can I find the due date for my invoice?

You will find the date on your invoice, look for “due date”.

Where can I find the account information?

The account information is located on the bottom corner of the invoice.

Can I pay in separate parts?

Unfortunately, the payment has to be made all at once.

What happens when I miss my payment deadline?

The EIA team will send you a reminder and if you still have not paid after 48h, your place will be released.

Can I pay for the program on the spot?

Unfortunately, all the payments have to be settled prior to coming to Turin. The confirmation of the attendance by payment is needed for joining the EIA.

If I cannot pay by bank transfer, are there other options?

You may use your credit card or bank transfer (i.e TransferWise services) in order to complete your payment.

Who is paying for the transfer fee?

The participant takes care of all the additional fees that may be included to the transfer.

What does the program price consist of?

The price consists of the tuition fee for the program (3 weeks intensive training).

In which currency is the price of the program?

The price of the program is in Euro.

Can I pay under someone else's name (mom/dad)?

Yes, you can pay under some other name, but please make sure you let us know about it or add your name in the description of the payment.

How will I know if you have received the payment?

After we have received your payment we will send you a certificate to confirm your participation in the EIA.

100 Most Frequent Questions

Accommodation

Where can I book my accommodation?

You can book your accommodation after you have received the confirmation email about your participation. We will contact you personally. If you don't receive an email regarding the accommodation, please contact us accommodation@inacademy.eu.

What do the rooms look like?

All the information about different options of the rooms with illustrative pictures will be added to your accommodation email.

Can I receive an accommodation confirmation letter for my visa application?

Yes, please send an enquiry to accommodation@inacademy.eu.

How can I pay for my accommodation?

You can pay for your accommodation with the invoice or by credit card.

Is there a VAT tax included to the accommodation payment?

No, there is no VAT added to the accommodation payment.

Can I share a room with my friend?

Yes, if there are twin rooms still available. Please contact us accommodation@inacademy.eu.

Do I have free wifi in my room?

Yes, all the rooms have free wifi.

Are meals offered at the dorm?

No, meals are not offered at the dorms.

Are there canteens open in the dorms?

No, but upon your arrival you will receive information about the closest places to eat. Please be aware that if you arrive late at night, shops and restaurants might be already closed.

How far is the dorm from the venue?

All the distances are found in the accommodation email.

Can I pay for the accommodation on the spot?

In order to confirm your accommodation booking you will need to pay your invoice before arriving to Turin.

Can I stay longer than the dates of the program?

Unfortunately, the dorms are booked only during the EIA.

When do we have to be back in the dorms in the evening?

You do not have any time restrictions.

Are we allowed to be outside of our rooms (hallways) during night time in the dorms?

No, the curfew is at 11pm. Note: there are no restrictions on when you need to be back in dorms during night time.

Is there somebody who helps me do my check in?

Yes, one day before the program starts EIA volunteers will be on the spot to assist you with your check-in. There will also be a staff member of the dorm who will be kindly ready to help you.

Are there a certain times for check in and check out?

The check-in is open from 10am-10pm and the check-out needs to be done 12pm latest. If you will arrive or leave outside the check in/out times, then please inform accommodation@inacademy.eu regarding the times.

Are my guests, who are not participants of EIA, allowed to stay in the dorm overnight?

No, only you alone are allowed to stay in your room overnight but guests are allowed during the daytime.

What if I break something?

Every dorm has its own rules. However, in all of the dorms you are responsible for your own actions. In the case of breaking something, you have to cover the cost.

Can I cook in my dorm room?

There are shared or private kitchens available in every dorm, all equipped with necessary kitchenware. If there will be rooms available with private kitchenettes, these will be included to the options sent to you with first accommodation options.

Where can I do my laundry?

All the dorms have a laundry room which will be shown to you upon your arrival. Laundry service works with coins or credit/debit cards. Note: there might be issues with US credit cards.

Do I have my own bathroom in my room?

Yes, all the single rooms have their own bathroom. For twin rooms it depends on the room type. All the specific information will be included to the accommodation email.

Do I need to take my own bed linen with me?

All of the dorms should provide you with the bed linen and towels. This information is found in the accommodation email.

Do I need to book the accommodation provided by EIA?

No, booking the accommodation through EIA is optional.

Will the rooms have an AC?

Due to the fact that these are dormitories, please be aware that most of the rooms will not have an AC!

Where can I get help in case of an emergency?

There will be a volunteer of EIA staying in each of the residences. Their room numbers and the general emergency number will be shared with you upon your arrival.

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Pework for the summer

Do I need to read something for the program before arriving to Turin?

We recommend to read “The Startup Owner’s Manual: The Step-By-Step Guide for Building a Great Company” by Steve Blank and Bob Dorf, and “Running Lean: Iterate from Plan A to a Plan That Works (Lean Series)” by Ash Maurya. Additional relevant reading suggestions - online articles, slideshares etc about team formation and ideation - will be uploaded to the platform two months before the program starts, and we will inform you about these.

What should I bring with me to Turin?

You will need to bring your own computer. If you are coming from outside of Europe please make sure you bring an Euro adapter for your charger as well.

Do I need to bring my own laptop?

Yes, having your own laptop is mandatory.

Do I need to have a certificate for my English skills?

No, but your English will be checked in a mandatory Skype call during the registration process. And for sure, even without a certificate you need to speak English on a good enough level to be able to understand the program and mentoring content and participate in group work with your international team.

Do I need to have a certificate related to entrepreneurship?

No, but you have to be motivated and ambitious enough to take part in the program.

Do I have to have my business model ready before the program starts?

No, you will design and complete your business model during the program. You will need to work on filling in some parts of the lean canvas on EIA platform though with your potential teammates. The final team will be formed and confirmed on-site within the first few days, and you will then modify and fine-tune your business model with your team during the program.

Do I need to know any Italian in order to participate in the program?

No, you do not need to know Italian for the program as the program is fully in English. Italian will be useful though in your free time when exploring the region.

100 Most Frequent Questions

Program

Is there a certain agenda for the program?

Yes, the program topics can be checked out at www.inacademy.eu under Program. The detailed agenda with rooms and speakers info will be available on EIA platform starting from end of May.

If I do not have a business idea can I still join the program?

The program does not require you to have a business idea. During the pre-program on EIA online platform, we ask all our participants to identify and upload problems that they would like to solve at EIA. If you haven't spotted any relevant problem that you would like to solve you may team up with someone else to tackle a problem that they have identified, or join a group still in discussions and agree a common problem-solution. You will be able to modify and change your problems and solutions in the ideation sessions at the beginning of the program.

Do I need to be familiar with other participants' business ideas?

Set deadlines will be given to you by which you will have to comment, rate, like, etc a certain number of problems uploaded by your fellow participants. The goal is to distinguish problems with bigger potential and relevance for solving them. This process will be the pre-selection of ideas for the EIA program but you will still be able to iterate and pivot during the on-site program.

How many speakers are in the program?

The list of speakers is updated continuously and is available on our webpage: www.inacademy.eu.

There will be lectures almost every day.

How many mentors are in the program?

The list of mentors is updated continuously and is available on our webpage www.inacademy.eu. There will be different types of mentors for specific areas of expertise: entrepreneurship, software development, marketing and design and each team will have access to a mentor of each type.

How long are the days?

The program starts at 10 AM sharp and ends 6PM (there might be a few exceptions, like customer validation or pitching days - check out the updated agenda on our webpage www.inacademy.eu). 6PM until 8PM is planned for your independent team work.

How long are the breaks?

The duration of the breaks differs, but lunch is 1h30 and normally breaks are 30 min. Check for detailed info in the agenda on EIA platform once it will be available.

Can I get credit points from the program?

Yes, you will receive 6 credit points (ECTS) that you can transfer to your home University. The procedure of transferring your credit points depends on your home university. EIA provides you with the official certificate in order for you to apply to receive the credit points.

Do I receive a certificate for completing the program?

Yes, you will receive a certificate for completing the program upon request.

Are the speaker and mentoring sessions mandatory?

You are not obliged to attend all the lectures, but it is for your own benefit and highly recommended to attend all of them. In mentoring sessions you will work on practical tasks with your teammates and mentors, this is where you will build your business, and much of the input will come from the morning lectures. Therefore, missing those sessions will have an impact on your deliverables and therefore, it is highly recommended to be present in all of the sessions.

Do I get homework during the program?

Yes, your team's mentors will give you assignments and guidelines to help you complete the tasks with your team members. Some of these can be done during daily Team Mentoring Sessions but some of them might be left as homework.

Is it possible to download powerpoint presentations of the speaker sessions before or after the lecture?

No, unfortunately you are not able to download the presentations but you will have access to all of them for viewing on EIA Slideshare account where all presentations will stay uploaded for indefinite period. Speaker slides are uploaded very shortly after the lectures.

Where do I receive the program materials (tasks, templates, tools, etc)?

All your daily goals, tasks, guidelines and support materials for completing these (templates, online tools, reference readings, tutorials, etc) will be available in the EIA Playbook - on EIA platform - and your mentors will guide you through it in the beginning of each Team Mentoring Session.

How will the teams be formed?

The team formation activities will start on EIA platform about a month before the event. All the necessary info and guidelines will be available on the platform and info will be sent to you. Participants are urged to find their potential team mates during online interactions

in the pre-program. There will be face-to-face team formation sessions on-site to finalise the teams during the first days of the program.

Can the team choose our mentor?

No, the participants have no say in the selection of mentors for their teams. However, each team has opportunities to meet other mentors than their owns as well, there are dedicated slots for that in the program.

Can I participate in the program alone without a team?

You can, but very likely you will not be able to achieve the program goals and submit the expected deliverables. In order to maximize the benefit from the program and succeed in your project you would need to be a member of a team.

How is my performance in the program assessed?

There is no grading or final exam in the program. The business model, the application (or prototype) and the VC pitch serve as the passing criteria. The team mentors are constantly monitoring your progress and making sure that you will deliver.

What is the main prize for a team who wins the pitching competition at the end of EIA?

EIA has a prize fund for the winning teams (more than 1 category). There will not be any cash prize given out.

Are there any other prizes besides the main prize?

Yes, there are different prizes in the prize fund (devices, access to accelerator or incubator programs, support from corporate partners, etc)

Who decides if I can pitch on the final day of the program?

All teams will have an opportunity to pitch to investors.

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EIA Platform

What is the EIA platform?

The EIA platform is the main tool for all EIA participants - students, mentors, investors, and other stakeholders - before, during and after the program. It gathers all information about EIA and its participants, and enables carrying out registration, ideation, team formation, work planning, daily reporting, interactions between teams and mentors - and other program-related activities.

When do I need to use the platform?

You will need to use the platform before, during and after the program, for different purposes. For instance, to find event information, discuss and comment uploaded problems, or identify potential team members before the event starts; check the daily agenda, book mentoring sessions, report your daily work, receive daily feedback from mentors, or upload your pitch decks during the program; and search the alumni profiles, look up mentors' contacts, check out teams' business models, or analyse your own progress based on your team worksheet after the event has ended.

When is the platform opened?

The platform will be opened approximately a month prior to EIA. You will be informed.

Do I need to register on the platform?

Yes, in order to have access to the platform you will need to register and create your profile as the first thing. This is mandatory.

How can I fill in my profile on the platform?

When accessing the platform for the first time, you will be prompted a profile form to

fill in, with mandatory fields marked. You will be able to edit your profile later.

Where can I see all the other participants?

There will be a section in the menu that opens the view of all registered participants with the relevant profile info included. You will also be able to see the profiles of mentors, investors, and the staff of EIA.

7. How can I add my own business idea?

You can add a problem that you have identified to your profile. If you haven't found a good problem yet, you can join someone else's problem discussion and become a candidate for their team. You can also leave your choice for later.

What happens if no one joins my idea?

This probably means that the problem that you have identified is either not relevant enough and not worth solving. In that case you may join a problem discussion of someone else. You will have a chance to promote your problem again during the ideation sessions onsite. However, if you do not find any fellows interested in solving the problem you submitted, you will need to team up with another team and their problem.

Where can I see all the business ideas?

There will be a section in the menu that opens the view of all the submitted problems and solutions with the problem spotter and a discussion forum included. You are expected to comment and grade the submitted problems and their solutions - instructions will be sent to you in time.

Where will I receive my username and password?

Your username and password will be sent to you by email from EIA staff when the platform is opened.

How can I find information about the mentors on the platform?

There will be a section in the menu that opens the view of all the registered mentors with the relevant profile info included. It is similar to the participants' view.

What happens if I cannot find a team before the program starts?

It is not mandatory to finalise your teams before arrival to EIA - but you are allowed to do so if you prefer and are sure of your choice. You will finalise your teams after dedicated face-to-face meetings during the first days of the program.

100 Most Frequent Questions

Transportation

What is the closest airport to the venue when arriving to Turin?

Closest airport to Turin is Turin-Caselle Airport.

How can I get to the accommodation from Turin-Caselle Airport?

There is a scheduled bus service between the city centre and Turin Airport. Bus stop can be found in front of the Arrival area and tickets can be bought inside the airport (ticket costs €7,5). Note: You will need cash for that! We will send you the exact instructions according to your accommodation prior to the event.

How can I get to Turin from any of the Milan airports?

Best way is to use a shuttle bus and a train. In all the airports of Milan, there are scheduled shuttles leaving between the airport and Milan City centre. Tickets cost €6-8 and they can be bought inside of the airports. You need to get off in central train station of Milan (Milano Centrale). From there you can take the train to Turin (destinations: Turin Porta Nuova or Turin Porta Susa). Schedule and prices are available here: <http://www.trenitalia.com/tcom-en>. Tickets can be bought online, from the ticket office or from the ticket booths on the spot. Price vary from €20-40.

How much is the ticket for public transport?

The bus, tram and metro ticket is €1.50. Tickets for the bus, tram and metro can be purchased at news-stands or at a local Tabaccherie. Train tickets depend on the length of of your journey.

How far away is the accommodation from the event venue?

EIA event takes place in the district of Lingotto, approximately 5 km from the centre of Turin and from the accommodation places. More specific information will be is about the distance between the accommodation and ve-

nue is added to your accommodation email.

How much does the taxi cost?

The taxi from the airport to the city center will cost around €40. Note: Uber is not available in Turin.

What are the different transportation options in Turin?

You can use bus, tram, metro, rent a car, scooter or bicycle. Please be aware that you need to own a driving licence in order to rent a motorcycles or scooters.

100 Most Frequent Questions

Meals

How much does an average meal cost?

It all depends if you are eating out in a restaurant or you are cooking yourself. An average breakfast costs ~€5, lunch ~€10-15 and dinner ~€15-20.

Does EIA provide any coffee breaks?

Yes, there are daily coffee breaks.

Are there any places opened near the venue, where I can buy lunch?

Yes, there is a big shopping mall just next to the venue, that also includes cafes and restaurants for all sort of tastes.

General

Can I pay with my credit card everywhere ?

In most of the places yes, but it is advisable to have some cash for paying i.e in the public transport. Please note that some smaller shops, kiosks and bars may not accept card payments under 5, 10 or 15 euro. Also some of the machines (gas, public transport tickets, laundry) may reject foreign credit cards. The American Express holders should be aware that most of the places don't accept Amex.

Are the social programs obligatory?

No, you do not need to attend any social programs organized by the EIA.

Do I have the weekends off?

Yes, the weekends are off.

What clothes should I take with me?

Turin has continental climate, so even though during the day it might be warm, it can be chilly during the evening and night. Please bring comfortable and light clothes but don't forget to also take a jacket. For the graduation gala, it is advisable to wear formal clothes (e.g.dress/suit).

Where could I buy a SIM card for my phone?

You may purchase a SIM card from all the telecom service shops (Vodafone, Wind, Tre, TIM) as well as several network resellers such

as Italian Postal Service and the CoopAdriatica supermarket chains. Please note that purchasing a SIM in Italy requires presentation of proper identification, such as a valid passport or European ID card.

Where can I find the bus schedule?

You can find the bus schedule from <http://www.gtt.to.it/cms/>. If you do not speak Italian, select English from the top right corner of the webpage.

At what time does the venue close daily?

The venue is closed after the official end of the mentoring session. You may keep on working with your team in libraries, cafes and dorms that are all open.

Who takes care of my travel insurance?

All the students are responsible for arranging their own travel insurance prior to the arrival.

Is there a pickup service from the airport?

The SADEM bus service between the city centre and Turin Airport has several stops en-route including Porta Nuova railway station, Porta Susa railway station, via Stradella 242/245, Borgaro and Caselle city centre. One-way fare is 6.50€ and the estimated journey time is 45/50 minutes.