



Web site: www.culturalitaly.com
Email: info@culturalitaly.com
Tel USA: 1 800 380 0014 or +1 619 822 1099
Italy Travelers Assistance: +1 39 06 98350706



TRAVEL INFO

Here is some useful information for your Italy trip. We invite you to read carefully and let us know if you have any questions.

We invite everybody to think of their journey as a meditative, learning experience for the enjoyment of the soul. Here are some of our favorite inspirational quotes about Italy.

I wept to see the land so very fair. -- Lord Byron

Italy is a dream that keeps returning for the rest of your life." -- Anna Akhmatova

"Italy, and the spring and first love all together should suffice to make the gloomiest person happy." -- Bertrand Russell

"You may have the universe if I may have Italy." -- Giuseppe Verdi

"Venice is like eating an entire box of chocolate liqueurs in one go." -- Truman Capote

Feel free to tag us on Instagram or Facebook #culturalitaly

Have a wonderful experience,

Cultural Italy Team



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Something useful, something new.

What time is it in Italy?

Italy is in the Central European Time (CET) Zone, 1 hour ahead of Greenwich Mean Time (GMT), and observes Daylight Saving Time: at the beginning of spring the clocks go forward an hour in order to take advantage of an extra hour of sunlight in the late afternoon/evening. At the beginning of autumn the clocks are shifted back to standard Central European Time.

What are typical Italian mealtimes?

Italians usually have breakfast from 7.00 AM onwards. Hotels generally set a time (around 10:00 AM) after which breakfast may no longer be ordered. In restaurants, lunch is served from 12:30 to 2:30 PM, and dinner between 7:30 and 11:00 PM. These times are merely indicative, and may vary significantly, depending on the area of the country you are visiting: in the north they tend to be earlier, becoming later the further south one travels.

Hotel City tax - IMPORTANT TO KNOW

Since 2012 hotels in various cities are applying a tax which is additional to the cost of the room. This tax can only be paid by the traveler at the hotel directly. The amount varies from 1 to 15 Euro per person per day, depending on city and type of accommodation. Some hotels may require a cash payment for this tax; others will accept credit cards.

Hotel early check in

Check in is usually after 2:00 PM. If you arrive earlier, you will be able to leave your luggage at the hotel and return later.

What metric system is used in Italy?

In Italy, the basic unit of measurement is the meter. The International System of Units (SI), the standard metric system in use in the European Union, defines the seven fundamental units used (meter, kilograms, second, ampere, kelvin, mole, candela).

Museums crowds & photography

With advance reservations or a guided tour you will avoid museum entrance lines. Very popular sites like the Vatican can be very crowded at times. Photography is in general not permitted.

Group Tours - Headphones

Arrive on time! Group tour guides won't wait for late arrivals. We recommend you bring your own headphones for better hearing.



RESTAURANTS

We recommend you download **TheFork** app to your phone. It will list restaurants near you, and you can search by location as well. Restaurants will display the app as well as Trip Advisor rating.



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Cont.

American embassies and consulates in Italy

AMERICAN EMBASSY in ROME
via Vittorio Veneto 121
00187 Rome
Tel. (+39) 06 46741

AMERICAN CONSULATE in MILAN
Via Principe Amedeo 2/10
20121 Milan
Tel. (+39) 02 290351

AMERICAN CONSULATE in FLORENCE
Lungarno Vespucci, 38
50123 Firenze
Tel. (+39) 055 266951

AMERICAN CONSULATE in NAPLES
Piazza della Repubblica
80122 Napoli
Tel. (+39) 081 583 8111

Canadian embassies and consulates in Italy

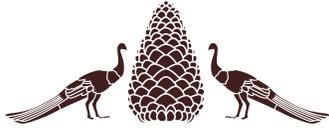
CANADIAN EMBASSY in ROME
Via Zara 30, Rome 00198
Tel (+39) 06 85444 2911
Email: consul.rome@international.gc.ca
Web: www.italy.gc.ca

CANADIAN CONSULATE in MILAN
3, Piazza Cavour, 6th floor, 20121 Milan
Tel. (+39) 02 6269 4238
Email: consul.canada.milan@gmail.com

CANADIAN CONSULATE in UDINE
Via Elio Morpurgo 4, 33100 Udine
Tel (+39) 0432 229709
Email: consul.canada.udine@gmail.com

Embassies and consulates in Italy

For a list of consulates and embassies of other countries please check
<https://embassy.goabroad.com/embassies-in/italy>



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Italy Travel Info 1



PASSPORT / ITALIAN CONSULATES

For citizens of USA, Canada and Mexico traveling for less than 90 days, a valid passport is required. **Make sure you check the expiration date, which needs to be at least 6 months after your return date.** A visa is only required if you plan to stay longer than 90 days. For citizens of other countries, please contact the Italian Consulate in your country.



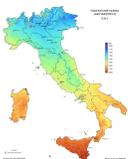
TRAVEL INSURANCE

If have not done so already, Cultural Italy strongly recommends that you purchase full-coverage travel insurance to protect against unforeseen events. Please ask your agent for more info.



PHONES & CELL PHONES

- Most US providers offer phone service in Italy. Please call your company for details.
- It's possible to rent a cell phone in Italy or a SIM card. Please ask your agent for details.
- To call Italy from abroad dial your country international access code + 39.
- All phone calls in Italy require dialing of the proper area code even when you are calling from the same area code.
- Telephone numbers in Italy have different number of digits.
- Public telephones in Italy can be used with a phone card (carta telefonica) which can be purchased at newsstands or tobacco shops. They have become a rarity in the last few years.
- Cellular phone numbers area codes do not have a 0 in front (do not dial 0 when calling a cellular phone)



CLIMATE

Climate varies depending on height and region. Most of Italy has a Mediterranean climate. However, in Sicilia is subtropical and the Alps have long, harsh winters. Italy has varying weather conditions in autumns, winter and spring, while summer is usually more stable, although the northern regions often have thunderstorms in the afternoon and night-time. The hottest months are usually July and August. Then temperatures can reach 35-42°C. The coldest month is January when morning lows can drop to -14°C in the Po Valley.

Please visit www.weather.com for updates on current weather.



TIME

The time in Italy is 1 hour ahead of Greenwich Mean Time.



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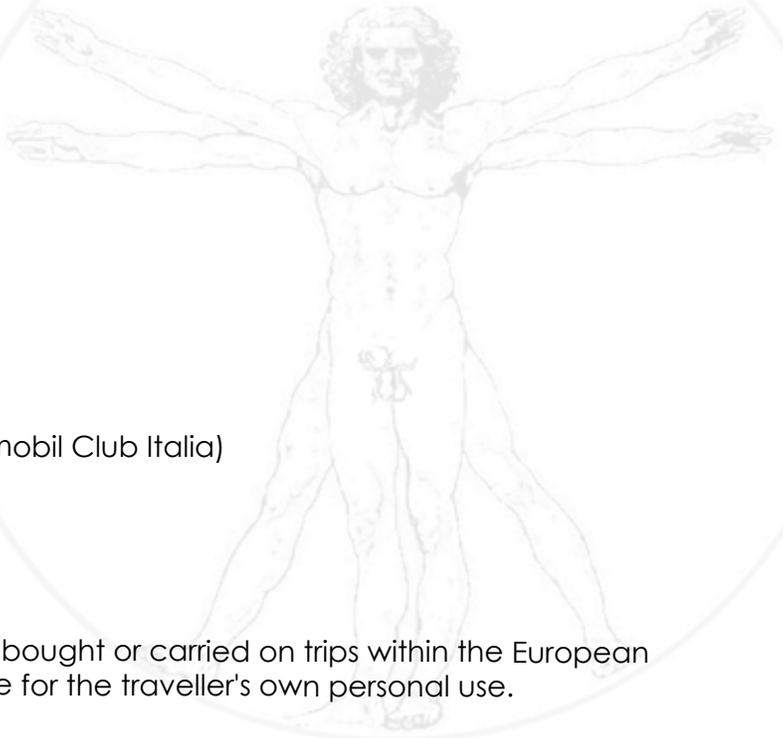
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Italy Travel Info 2



EMERGENCY TELEPHONE NUMBERS

113 Police

112 Carabinieri

115 Fire Department

116 Road Assistance (A.C.I. - Automobil Club Italia)

118 Medical Emergency

176 International Inquiries

12 Phone Directory Assistance



CUSTOMS REGULATIONS

There are no limits to what may be bought or carried on trips within the European Union, provided such purchases are for the traveller's own personal use.



ELECTRICITY

The current in Italy is AC and the cycle is 50Hz - 220 V. Plugs have round prongs.



LAUNDRY

Laundry and Dry Cleaning: most hotels have laundry and dry cleaning facilities. Public services can be found (Lavanderia or Tintoria.) Please ask your hotel concierge.



HEALTH

For medical emergencies dial 118 from any phone. In case of urgent medical care need, you should go to the nearest hospital (airports and main train stations also have first aid and medical facilities.)

If you are taking with you a considerable amount of medicine for allergies or other conditions, you should carry a signed certificate from your doctor.

Pharmacies are usually open 8:30 AM till 12:30 PM and from 3:30 PM till 7:30 PM.

Extended hours service is provided by one of the pharmacies in town, on a shift basis.

This information is posted at all pharmacies and in local papers.

Pharmacies (farmacie) sell both prescription and over the counter medication. You can also find a 'Parafarmacie' where you can buy over the counter medication only.



INTERNET

Most hotel offer free internet access. Some restaurants and coffee bars also have free wifi. You might have to ask for the password. If you need a steady internet connection, your agent will be able to recommend a portable wifi service.



WATER

Tap water is drinkable.



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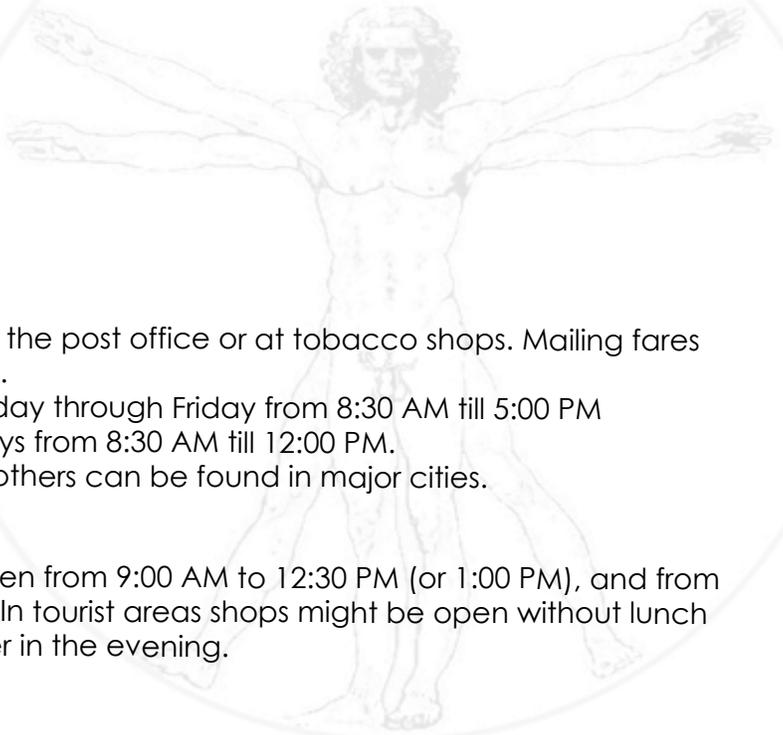
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MAIL SERVICES

Stamps can be purchased only at the post office or at tobacco shops. Mailing fares are different for different countries.

Post offices are usually open Monday through Friday from 8:30 AM till 5:00 PM (sometimes 2:00 PM), and Saturdays from 8:30 AM till 12:00 PM.

Mail services like Fedex, UPS, and others can be found in major cities.



SHOPPING

Store hours: normally shops are open from 9:00 AM to 12:30 PM (or 1:00 PM), and from 3:30 (or 4:00 PM) to 7:30 (or 8 PM). In tourist areas shops might be open without lunch break (orario continuato) and later in the evening.

Food

You may bring a variety of food back into the US, as long as they're in vacuum-packed jars as honey, olive and vegetable oils, spices and condiments, chocolate, nuts, candies and baked goods.

For more detailed info please see

https://help.cbp.gov/app/answers/detail/a_id/1272/~//food---general-food

Please remember to declare everything you bring back!

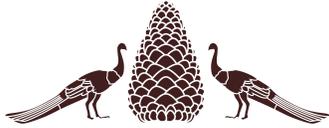
Tax refund

A tax refund on personal purchases can be claimed by non-resident travelers. Make sure you get your receipt stamped at the custom office (be there in advance as lines are sometimes very long - also do not check-in the items purchased, as you will need to show them to the custom agent in order to get your receipt stamped.)

Companies specializing in sales tax refund:

Premier Tax Free www.premiertaxfree.com

Global Refund www.globalrefund.com



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Italy Travel Info 4

MONEY



The Italian currency is the Euro. For current exchange rates check www.xe.com. Tourist arriving in Italy without foreign currency can obtain Euros at exchange offices (Ufficio di cambio,) banks or ATM machines (Bancomat). Exchange offices can be found at the airports, main train stations, seaports and major tourist places.

ATM machines can be found throughout Italy and are usually available 24 hours. Contact your local bank to ask about compatibility with the banking system. By inserting a foreign card, the system will prompt you to choose a language. To withdraw money you can use your ATM card (there is usually a daily limit; money will be dispensed in Euro) or your credit card (be careful though; some banks charge fees of 2.5% or 4% of the amount withdrawn for credit card cash advances).

Banking hours: Monday through Friday 8:30 AM - 1:35 PM (sometimes 2:00 PM). Some banks open in the afternoon from 3:00 PM till 4:00 PM.

Banks and exchange services in some tourist areas are open from 8:30 AM till 4:00 PM.

Travelers Checks are accepted in major tourist cities.

What's best?

For major restaurants and shopping in major stores you can use your credit card; for smaller restaurants, shopping at the markets, museums and other attractions, tips, you will have to use cash. Keep in mind some banks offer no foreign transactions fees credit cards.

It's advisable to bring money in a variety of forms on a vacation: a mix of cash, credit cards, and traveler's checks.



Tipping

Drivers: Tipping is customary for drivers, so it's advisable to have some Euros on hand. The tipping amount will vary based on the duration of the transfer or tour. For transfers lasting over 30 minutes, such as from Rome airport to the city center or from Naples to

Sorrento, a starting tip of around 10-15 Euros is appropriate. For full-day escorted tours, it is customary to tip 30 Euros or more.

Guides: Tipping guides is customary, so it's advisable to have some Euros on hand. For private services, a standard tip is around 10 Euros per person. For group tours, a tip ranging from 3 to 5 Euros per person is customary. It's worth noting that all our guides possess advanced degrees in art, archaeology, and history.

Hotels: It is customary to tip Bell staff and housekeeping to show appreciation for their assistance.

Restaurants: tips are not customary or mandatory like in the US, therefore any tip will be greatly appreciated :)



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Train Travel

Remember your confirmation.

Please make sure you have your voucher in order to provide the reservation number to the train ticket officer.

Find your train track.

All train station have a large departure/arrival board. Here is where you can see the train track (binario) your train will be departing from. Please pay attention, as the train track might change.

In larger stations like Milano Centrale, where the trains pull into the station rather than passing through, you'll see the trains head-on, with signs on each track indicating the next expected train and its departure time.

In smaller town's stations, in order to arrive to your train track, you'll have to go underground using the *sottopassaggio* or under-passage, or the elevator, to get to a track that isn't *binario uno* or track number one.

Boarding your Train

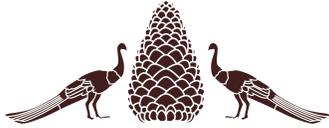
Once you find your train, just board it and find your seat. You will probably have to show your reservation code to a conductor once or more during your journey, so keep it where you can get to it. It's customary to greet fellow passengers when you sit down. A simple *buon giorno* will do nicely.

Multiple Stations

Big cities like Rome, Florence, Venice and Milan, have multiple train stations. For example Rome has two main stations, Roma Termini and Roma Tiburtina. Florence has several stations, the main is Firenze Maria Novella, but there are also Firenze Rifredi, Firenze Campo di Marte, Firenze Cascine and Firenze Castello. In Venice we have Venezia Santa Lucia and Venezia Mestre. In Milan, we have Milano Centrale, which is the main one, but also Milano Rogoredo and Milano Porta Garibaldi. Naples, Genova and other major cities also have multiple stations. Please make sure you get off at the train station mentioned in your ticket.

Direct Trains

A direct train will go directly from one city to the next without you having to switch train, but it will still stop at train stations in-between. Please pay attention to the time as we cannot let you know in advance in how many stations the train will stop. If you would like to know, you can see it in the general departures board (not the electronic one inside the station where you can see the soon-to-depart trains, but in the yellow poster which lists all the departures of all trains from that station, in chronological order.) You can find this framed, standing poster at each track. One side is yellow, with the departures or PARTENZE, and the other side is white with the arrival trains or ARRIVI. Look for your train in the departure side and you will be able to see all the various stops between the departure and arrival station.



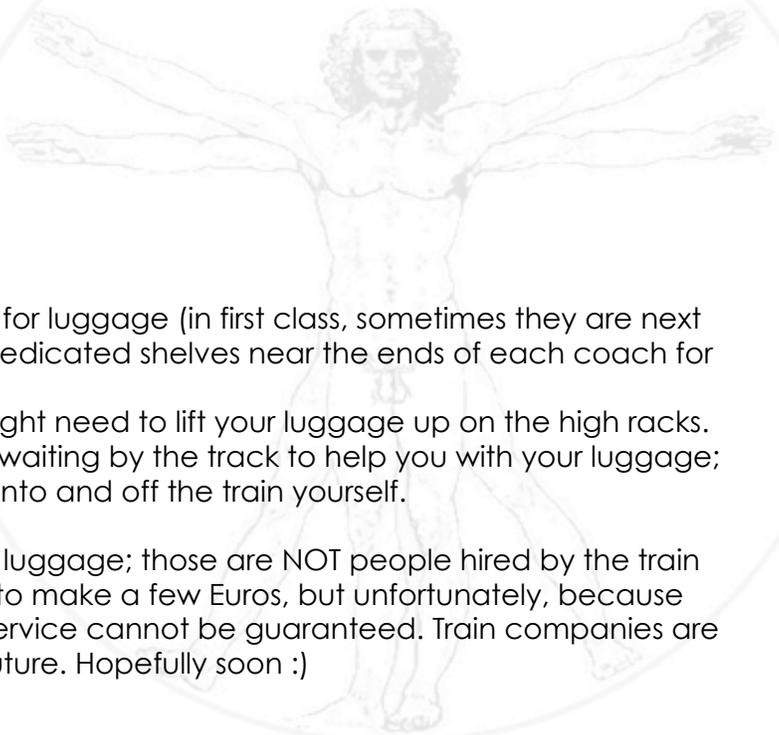
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Train Travel cont.

Luggage

Usually there are racks above the seats for luggage (in first class, sometimes they are next to the seats.) Other times, you will see dedicated shelves near the ends of each coach for your larger baggage.

We recommend you travel light; you might need to lift your luggage up on the high racks. You will not find porters in the station or waiting by the track to help you with your luggage; you will need to handle your luggage onto and off the train yourself.

There can be people offering help with luggage; those are NOT people hired by the train companies. Mostly it's people wanting to make a few Euros, but unfortunately, because this is not regulated, a good and safe service cannot be guaranteed. Train companies are looking into offering this service in the future. Hopefully soon :)

Food & Beverages

Food and beverages are allowed on the trains. If you are traveling during meal times, there is usually a person with a cart moving through the compartments, selling pre-packaged sandwiches and other pre-packaged food items. Quality of food items served in the train stations' coffee-bars is generally better. If you are traveling first class, a lot of trains have a restaurant compartment which will be accessible to those in first class during meal times.

Type of trains / Missing a Train

In Italy there are 2 different train systems:

- Fast trains. They connect the main cities and it's mandatory to have a seat reservation. Those tickets are in general not refundable. If you need to change them, please call our Italy number immediately and we will see if it's possible. If you miss your train you will have to purchase new tickets. You can purchase them at the train station ticket office or on the train but they will cost considerably more.
- Regional trains. They connect small cities, i.e. Como, Cinque Terre towns, Tuscany's towns. Seats are not reserved and the tickets are valid for 4 hours, so in case you miss the train, you can use the same ticket to catch the next one. There is usually no first class on regional trains.



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Language

USEFUL ITALIAN PHRASES



Hello/Goodbye
What's your name?
Good Morning | Good evening
How are you?
I am fine.
Thank you.

How much does it cost?
I don't understand.
Please speak slowly.
Very good
Can you please bring me the bill?

FRASI UTILI IN ITALIANO

Ciao
Come ti chiami?
Buongiorno | Buonasera
Come stai?
Sto bene.
Grazie.

Quanto costa?
Non capisco.
Per favore, parli piano.
Molto bene / Molto buono
Il conto, per favore.



COFFEE TRADITION

- Caffè espresso: this is the Italian regular coffee
- Caffè lungo: an espresso with a little more water
- Caffè ristretto: an extra strong espresso with less water
- Caffè Americano: an espresso lengthened with hot water
- Caffè macchiato: an espresso with a touch of milk
- Cappuccino: normally drunk for breakfast, mid-morning or in the afternoon

Having an aperitif (happy hour time) is an Italian cult. Try *Prosecco wine*, a *Spritz* (white wine, bitter, fizzy) water, orange, ice,) or go with the locals' suggestions.

Numbers / Numeri

1 uno	11 undici	21 ventuno	100 cento
2 due	12 dodici	22 ventidue	1000 mille
3 tre	13 tredici	etc.	10.000 diecimila
4 quattro	14 quattordici	30 trenta	100.000 centomila
5 cinque	15 quindici	40 quaranta	1.000.000 milione
6 sei	16 sedici	50 cinquanta	1.000.000.000 miliardo
7 sette	17 diciassette	60 sessanta	1.000 millions: biliardo
8 otto	18 diciotto	70 settanta	
9 nove	19 diciannove	80 ottanta	
10 dieci	20 venti	90 novanta	



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