



Italy

Destination Guide

ARRIVING IN ITALY

- 1) After deplaning, you will enter the Immigration line. Present your passport and answer any questions from the officer.
- 2) Claim all your checked bags and proceed through customs.
- 3) Check your travel documents for instructions for transportation to your hotel.

DURING YOUR STAY

TIPPING

Workers are paid a living wage in Italy and tipping is not the same as in the US. Tour guides and private transfers tip 10% to 20%. Restaurants tip up to 10%, but bring cash for it.

CURRENCY

Italy uses the Euro. We recommend obtaining euros from your local bank before your trip. You can also exchange dollars for euros at the airport, large train stations, and banks.

EMERGENCY NUMBERS

If you find yourself in serious difficulty and need help, the single number to call for emergencies in Italy is 112. Other useful numbers include 113 for the state police, 115 for the fire department, and 118 for medical emergencies.

ELECTRICITY

Italy operates on a 230V supply voltage and 50Hz. US appliances will need a power converter. If the device is a dual voltage device then you can simply use a Type C plug adapter.

TIME ZONE

CET (Central European Time) applies throughout Italy. From early autumn to late winter, standard time applies. At the beginning of spring, Italy enters daylight saving time: the clocks move forward by one hour (UTC+2 time zone), to enjoy more sunlight in the late afternoon-evening.

MEAL TIME

Breakfast usually starts at 7am, but pastry shops open as early as 6am. Hotels usually end at 10am. Lunch is usually served from 12.30pm to 2.30pm. The "aperitif" is not to be missed. It takes place roughly from 6pm until dinnertime. Dinner is usually served from 7.30pm until 11 pm. To enjoy Italian food and wine to the fullest, we recommend booking a table in the establishment of your choice.

CHURCHES

Shoulders must be covered and clothing must go to the knee at most churches in Italy.

COMMUNICATION

A useful service is Piazza Wi-Fi Italia, the national network of free internet access. Before leaving, we recommend downloading and registering on the wifi.italia.it app (available for iOS and Android). The App will allow you to easily locate the nearest Piazza Wi-Fi Italia hotspot.

To call an Italian telephone number from abroad, you need to dial the Italian dialling prefix and international calling code 0039 (+39), followed by the user's telephone number, whether calling from a landline or a mobile phone.

To call from Italy to another country, you need to dial 00 (+) with the international dialling code of the country you want to call, followed by the number you want to reach.

CRIME

Pickpocketing is relatively common throughout Europe. Wallets in pockets, backpacks, and purses are targeted especially in tourist areas. Consider a lock on your bag or a money belt. Be mindful when someone randomly talks to you. They may be distracting you so their accomplice can empty your pockets. Keep shoulder purses on the shoulder away from the road as someone on a scooter may grab it off of you if within reach.

GELATO

The best gelato is naturally colored and sits inside the metal container. Gelato that is stacked high in the container and brightly colored is not the best.

RETURNING TO THE US

1) You may be given immigration forms to fill out during your flight. Keep a pen, your passports, travel documents, and receipts from anything you purchased during your trip easily accessible from your seat.

2) After deplaning, you will enter the Immigration Line. Have your passport and completed forms in hand, answer any questions from the officer. NOTE: Some airports no longer collect paper forms. They offer automated kiosks to collect immigration and customs information.

3) Go to the luggage carousel and claim all your checked bags.

4) Take all your belongings to the Customs line. You may be asked questions about what you are bringing back into the country, and your belongings may be subject to search.

5) For connecting flights or to reach the final airport exit, you may need to pass your checked luggage back to the airline. This is usually done at a counter outside of the Customs area.

6) DUTY FREE REMINDER: If you have to pass another security checkpoint before proceeding to the next gate or to the airport exit, you will not be able to carry your liquid duty-free purchases with you. These need to be placed in your checked bags before handing them over to the airline.