



CORPORATE TRAVEL

GENERAL INFORMATION ITALY

TIPS:

Service: Much like waiters or waitresses in the United States, in Italy it is customary to tip your tour escort, bus driver, and local tour guides for their service.

Tips have already been included in your trip package. If you feel that the service has been exceptional and would like to give an additional personal tip, below are the suggested amounts.

Tour Manager: 4 Euros per day/per person

Bus Driver: 3 Euros per day/per person

Local Guide: 1-2 Euros per person for each half or full day tour

Dining: Tips for all group meals have been paid. When dining on your own, hotels and restaurants include a service fee in their bills, but waiters look for an additional small tip up to 10 percent.

Taxi: Taxi drivers expect a small percentage of the fare (5-10%).

PASSPORT:

A valid U.S. Passport is required of all passengers. **It must be valid for 6 months following the return date of the trip.** Also, it is suggested that you make a copy of the information page to keep in your carry-on luggage the entire trip **and** leave a copy at home with a relative or friend. Your Passport must be signed. Carry your passport on you or lock it in the safe in your room during your tour, whichever you are most comfortable with.

U.S. CUSTOMS:

All luggage is subject to inspection by U.S. Customs officials. You are allowed a duty-free exemption of \$800 (U.S.) per person. It is recommended that you keep your sales receipts handy for declaring your purchases upon returning to the U.S. Visit <http://www.cbp.gov/travel/international-visitors/know-before-you-go> with specific questions.

EMBASSY OF THE UNITED STATES:

Via Vittorio Veneto, 119/A, 00187 Roma, Italy

(39) 06 4674 1 (Switchboard)

(39) 06 4674 2356 (Fax)

BAGGAGE:

Checked baggage is limited to **one** bag per person. There can be no exceptions. Your one checked bag is limited to **50 pounds and 62 inches** (length + width + height) or excess charges will be collected by the airline at the airport. You may also bring a *small* carry-on bag that will fit under an airline seat and on the small parcel racks of the motor coach, which average about 8 inches high by 18 inches deep. It is best if your carry-on bag is soft sided as the parcel racks on the motor coaches are small. Do *not* lock baggage you intend to check in at the airport, unless you have a TSA lock, which can be purchased at major department stores.



RESTRICTIONS FOR CARRY-ON BAGS (SUBJECT TO CHANGE):

Travelers are allowed to transport only small amounts of liquids, gels, lotions, aerosols or similar items on their person or in their carry-on luggage. **All liquids, and gels (including hairspray, toothpaste, shampoo, lotion, etc.) must be in 3.4 ounce (100ml) or smaller containers. Larger containers that are half-full or toothpaste tubes rolled up are not allowed.**



All liquids, gels and aerosols must be placed **in a single, quart-size, zip-top, clear plastic bag**. Gallon size bags or bags that are not zip-top such as fold-over sandwich bags are NOT allowed. **Each traveler can use only one, quart-size, zip-top, clear plastic bag.**

Each traveler must remove their quart-sized plastic, zip-top bag from their carry-on and place it in a bin or on the conveyor belt for X-ray screening.

HAZARDOUS MATERIALS:

Federal law forbids the carriage of hazardous materials aboard the aircraft, in your luggage, or on your person. A violation can result in five years imprisonment and penalties of \$250,000 USD or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives, and radioactive materials.

FORBIDDEN DANGEROUS ITEMS:



Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radiopharmaceuticals. There are special exceptions for small quantities (up to 70 oz total) of medicinal and toiletry articles carried in your luggage and certain smoking materials carried on your person.

Note: Spare batteries and fuel cells are not permitted in checked or hold baggage. If your carry-on bag contains these items and is gate checked, spare batteries and fuel cells must be removed and carried in the cabin.

MOTORCOACHES:

It is not standard for motorcoaches abroad to have a restroom on board although frequent restroom breaks will occur during longer journeys. Also, pick-up and drop-off points for motorcoaches can sometimes be a distance from the sites visited, so you may have to be prepared to walk a distance on any given travel day. Check with your tour escort about leaving personal belongings on the motorcoach overnight or while visiting sites.

MEDICATION:

Prescription medicine with a name that matches the name on the passenger's ticket and essential non-prescription medicines are allowed in your carry-on luggage. Additionally, liquids or gels (including juice) for diabetic passengers to address their medical condition, in reasonable quantities, are allowed. These items must be presented for inspection at the security checkpoint.

We recommend that you place essential medications in your carry-on luggage; do not pack your essential medications in checked luggage.

It is suggested that you keep medications, vitamins, and supplements in their original containers for a smooth check through. For more information please visit: <https://www.tsa.gov/travel/special-procedures>

MEDICAL COVERAGE:

Optional "Travel Insured" travel protection is available. This is to help protect your travel investment in the event of unforeseeable circumstances. One very important coverage is International Medical Insurance. Check with your insurance company to see if you are covered while out of the country. If you decide to buy coverage, **contact Corporate Travel at 1-800-727-1999 Ext. 163.**

COMMUNICATING WITH HOME:

Phones: Check with your local long-distance company before you leave the U.S. to find out how to make call from Europe. Calling cards are available from many retailers but you will need to verify that it works when calling from outside the US. Cellular phones can also be used but require advance setup before departure. Please call your cell phone carrier for more information as rates and availability differ per carrier and data charges can be quite high.

Internet Access: There may be internet access available at the hotel (WiFi or Direct Connect), usually for a fee. If you need internet access abroad, you can contact the hotel once you receive your final documents to verify the type of service they offer, and what their fees are. Some hotels offer free WiFi in designated areas. There are also internet cafés and coffee shops that allow you to connect for a small fee or patronage.

SAFETY PRECAUTIONS:

Just as you would while visiting any major city, be aware of your surroundings and your possessions at all times while traveling. Pickpockets, gypsies, etc., are prevalent in sight-seeing areas and prey on

unsuspecting tourists. Also, it is best in any situation to travel in groups, especially when going out at night. If traveling alone, be sure to let others know where you plan to be. Leave precious jewelry at home, along with other valuables that you do not need to have with you. Do not bring anything you cannot bear to lose.

TIPS TO AVOID JET-LAG:

Exhaustion and difficulty concentrating are the most common results of jet-lag. Other symptoms include headaches, nausea and fatigue. The following are useful tips in combating jet-lag:

- Hydrate! Reports suggest at least 1 liter of water before you depart, 1 liter while you are on the plane and 1 liter on the day you land.
- Sleep as much as you can on the plane. When you land, avoid doing what your body is telling you to do, which is go to sleep. Stay awake through the day if possible (allowing a 1 hour “cat-nap” if absolutely necessary).
- The first day is the most difficult, but if you can stay awake during the day, you will rest well that first night and the subsequent nights.
- Be sure to take in adequate nutrition before, during and after the flight. Drink plenty of water and snack on fruit, protein, and energy bars when possible.
- Avoid alcohol on the plane as it further dehydrates you and can make you lethargic when you do awaken.



DRESS:

Dress is mainly casual, although you will want to dress respectfully for all church visits. You are not permitted to enter most churches in Italy if you are wearing shorts above the knees or a sleeveless shirt. Coat and ties are not required. However, you may want to pack more formal attire in case you choose an upscale restaurant for dinner. Light or medium weight clothing with a jacket is recommended with comfortable walking shoes or sneakers. Bring an umbrella and raincoat.

NAMETAG LANYARDS:

It is very important to wear your name tag at all times as it identifies you as an official member of the tour and easily grants you access to visits where others may not be able to attend. It is also a courtesy to your guides, escorts and fellow pilgrims who are all getting to know one another in such a short period of time.

RESTROOMS:

Restrooms can usually be found in large department stores, museums and other places of interest to visitors. Restrooms are not usually found in churches. A small tip (.50 euro) for the attendant is often required.

CLIMATE:

The average high temperature in Rome in April is in the high 60's with lows in the mid 40's. The Trip Planner: <http://www.wunderground.com/tripplanner/index.asp> helps you plan for your upcoming trip. Simply type in the city and country of your destination and hit enter. You can then select your month of travel. The Trip Planner will search the historical database for the weather conditions during those dates in past years. The results will help you decide how hot, cold, wet, or windy it will be!

LANGUAGE:

The language of Italy is Italian. English is spoken at hotels and in some shops and restaurants. If you have an Italian phrase translation book, bring it along. Local people enjoy it if you try to speak their language.

HOTELS:

When traveling outside the USA, it is important to remember that standards can vary from hotel to hotel regardless of the classification (3 star, 4 star, 5 star, etc). Rooms that are in the same category (standard, deluxe, superior, etc) can be vastly different in shape, size, décor, and location. Additionally, outside the USA, temperature regulation in hotels also can vary regardless of the classification. The air conditioning may not be as cool as you are expecting, and the heat not as warm. Also, remember that in many hotels abroad, the main floor is “0” and then next level up, is considered the first floor. Lastly, if your key is not an electronic key card, and it seems too heavy to carry around with you, you are likely not meant to leave the hotel with it, and you should return it to the front desk before you depart, and retrieve it when you return.

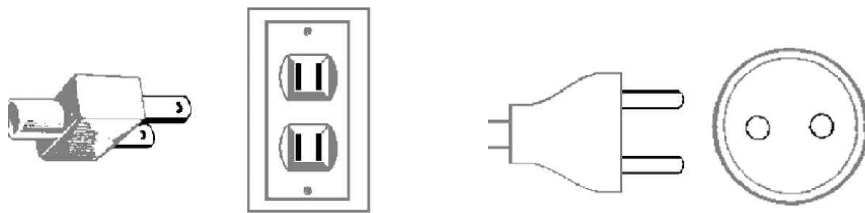
ROOMING CONFIGURATIONS:

Those sharing a room with another traveler may be in a room with one double bed or two single beds, depending on which arrangement is most appropriate. Although Corporate Travel requests the configuration which best suits its occupants, hotels are responsible for assigning rooms to multiple clients and, on occasion, travelers have mistakenly been placed in a room with the incorrect bed arrangement (ie: a married couple may find themselves in a room with two twin beds, or two acquaintances may be placed in a room with one double bed). If this is the case, please advise your tour escort upon arrival in your destination city and they will speak to a hotel representative on your behalf.

ELECTRICITY:

Italy’s voltage is 240/250 volts and the United States voltage is 120 volts; therefore, you will need a converter and an adapter plug if you plan to use any electrical device. Some electrical devices already have the converter built in (some cell phone, ipads, computers, CPAP machines etc). Check your device to be sure. Most stores that carry travel goods carry them.

American plugs have flat prongs; Europe has round prongs.



HAIR DRYERS:

It is best to bring your own hairdryers, as some hotels have them and some do not. If you need a hair dryer, dual-powered travel hairdryers (accommodates both 110-220 current) are recommended. You can phone your hotel to verify if a hair dryer is available when that information is confirmed in your final travel documents.

WASHCLOTHS, SOAP, SHAMPOO:

In Europe, items we take for granted are often in short supply. Among these items are washcloths and shampoo. It is recommended to bring these items from home.

BEST BUYS:

Leather goods, Venetian glass, jewelry, prints, silk, silver, straw products, porcelain.

MONEY:

The currency in Italy is the “Euro.” Due to currency fluctuations, the exchange rate is subject to frequent change. As of June 2018, it costs \$1.22 U.S. to buy 1 Euro.

Banks and ATM machines are the best currency exchange. There are ATMs located at banks available 24 hours per day. There is no need to bring cash if your ATM card works abroad. Most do work; check with your bank before leaving home.

All banks, and most restaurants and shops accept a wide range of international credit cards. Your credit card is the most convenient means of payment to avoid carrying cash. However, note that most credit card companies add a 2% currency exchange transaction fee. Check with your credit card company for their policy. **IMPORTANT: Be sure to notify your credit card company that you will be out of the country.**

DINING:

It is good to keep in mind that local dining customs may differ from what we are used to in the United States. For example, most Italian restaurants do not provide patrons with the common Italian-American appetizer of bread with olive oil, balsamic vinegar, and parmigiana cheese. Additionally, restaurants in Italy do not customarily supply butter for your bread.

Pasta, the national staple, comes in a variety of sizes and shapes, and risotto or rice dishes are also popular. The classic Margharita pizza is made with tomato sauce and mozzarella cheese. Prosciutto, a dark, spicy ham is a favorite appetizer, while, antipasto (the Italian hors d’oeuvre) is often a meal in itself. Tempting desserts range from fresh fruit to gelati (ice-cream). Regional wines can be excellent and a good value, and the meal’s end is properly celebrated by drinking one or more cups of aromatic espresso coffee.

FOOD ALLERGIES:

Food allergies and dietary restrictions have become quite prevalent in the general population. If you do have a food allergy and are concerned about being able to communicate to a waiter or waitress what your exact needs are, we recommend (before you depart the USA), visiting www.selectwisely.com. Here, you can input your food allergy and print off a card that lists the restriction in the language of the country you are visiting. You can then provide this card to a server so they can best accommodate you at a meal. If you do have a severe food allergy or restriction, please let our office know in advance.

If you have a severe or life-threatening allergy, please notify Corporate Travel at your earliest convenience so we can communicate your needs to our suppliers in advance.

TIME:

Italy is 6 hours ahead of Eastern Time, 7 hours ahead of Central Time, 8 hours ahead of Mountain Time, and 9 hours ahead of Pacific Time.

IMPORTANT CUSTOM:

It is important to understand the local custom regarding time. The day starts later in Italy, and ends later. Dinner is usually served late, beginning at 7:30 p.m. Often, there is an afternoon siesta (nap) to rest-up for the late evening hours. Many stores close at siesta time from about 1 to 4 p.m. Some churches will close during this time as well.

POLITICS:

Each destination has its own unique culture and governmental landscape that may or may not blend with a traveler's political belief system. It is not uncommon for locals abroad to express opinions on regional or international politics. It is easy to be offended or caught off guard by discussions based on strong political convictions that vary from your own, especially when it comes to differences in leadership, strategy, or policies but remember that it may be a common practice to share these opinions and the intent is often not to be impolite.

HOTEL PORTERS:

Baggage handling to your room has been prepaid. No need to tip the porters. Porterage is only provided for those using group air.

Thank You for Choosing
Corporate Travel Service