

Tips for Travellers

MILAN

Accommodation

Milan's hotels are among the most expensive and heavily booked in Italy. When there is a trade fair (almost at all times) hotel rates increase and finding a room can be difficult. In Italy, hotels are classified from 1 star to 5 star deluxe. Classifications are based on specific parameters such as staff, room size and facilities, with no consideration of atmosphere, individual interiors etc.

Hotel Metro

Corso Vercelli, 61
20144 Milano
Phone: 0039 2 498 7897
Fax: 0039 2 4801 0295
Email: hotelmetero.tin.it
Web: www.hotelmetero.it
Rate: From €98.00

Hotel Crivi's

Corso Porta Vigentina, 46
20122 Milano
Phone: +39 2 582 891
Fax: +39 2 5831 8182
Email: crivis@goldentulipcrivishotel.com
Web: www.goldentulipcrivishotel.com
Rate: From €125.00

Antica Locanda dei Mercanti

Via San Tomaso, 6
20123 Milano
Phone: +39 2 805 4080
Fax: +39 2 805 4090
Email: locanda@locanda.it
Web: www.locanda.it
Rate: From €130.00

Jolly Hotel President

Largo Augusto, 10
20122 Milano
Phone: +39 2 77461
Fax: +39 2 783449
Email: milanpresident@jollyhotels.it
Web: www.jollyhotels.it
Rate: From €235.00

Transport

Airports

Onward tickets must be confirmed by ringing the relevant airline (during office hours). Contact numbers include:

Alitalia:	1478 65642
British Airways:	1478 12266
Cathay Pacific:	02 7202 1709
Korean Air:	02 5830 6565
Qantas:	06 5248 2725
Singapore Airlines:	02 7772 9223
Thai Airways :	02 8900 351

Linate Airport (airport code LIN)

Most, but not all, European and domestic flights use Linate airport, situated about 7km east of the city centre.

For flight information for Linate airport, phone 02 7485 2200

For lost luggage information, phone 02 7012 4451

There is a helpdesk in the departures hall (close to the ticket office) and another in the Arrivals Hall. The letter i (in green) indicates a helpdesk.

The average cost of a taxi from Linate to central Milan is €20.00 and the journey takes approximately 25 minutes (allow considerable extra time during rush hour).

Bus no. 73, from Corso Europa/Piazza San Babila (MM1, red line, San Babila). Use the normal ATM ticket (see buses/tram/underground). The journey takes approximately 25 minutes (allow extra time during rush hour).

A coach service is operated by STAM from the Central Station (Piazza Luigi di Savoia). Tickets can be bought on the coach or from the coach terminal. Buses depart approximately every 30 minutes between 5.40am and 11.15pm. The journey takes approximately 35 minutes (allow extra time during rush hour).

Linate-Malpensa coach service: coaches leave Linate at 9.15am and 12 noon, reaching Malpensa 75 minutes later.

Malpensa Airport (airport code MXP)

Most, but not all, intercontinental, European and domestic flights use Malpensa airport, situated about 50km north-west of Milan. Terminal 1 is the modern, new terminal used by most of the major airlines; a few flights leave from Terminal 2.

For flight information, phone 02 7485 2200

General airport information, phone 02 2680 0613

Lost luggage information, phone 02 5858 0070 There are two helpdesks situated in the departures terminal and one in the arrivals terminal. The letter i (in green) indicates a helpdesk.

The "Malpensa Express" train between Malpensa 2000 and the Stazione Nord -otherwise referred to as Stazione Cadorna - (MM1, red line, Cadorna), departs every 30 minutes. Trains run from 5.50am to 8.20pm, with extra trips at 5am, 9.20pm, 10.20pm and 11.10pm. Tickets cost €9.00 one way/return when bought at the ticket office and these must be validated before boarding the train. The journey takes 40 minutes.

Malpensa Express information, phone 02 20222 (7am-8pm)

The "Malpensa Shuttle" coach service runs every half hour from 5am to 10.30pm. Departure from Milan to Malpensa is from the Bus Terminal on the east side of the Central Railway Station (Piazza Luigi di Savoia). Tickets are €7.00 (approximately) and the journey takes approximately 60 minutes (allow considerable extra time during rush hour). Information office 02 5858 3029

Malpensa-Linate coach service: coaches leave Malpensa at 10.45am and 3.45pm, reaching Linate 74 minutes later. Cost €9.00 approx.

Taxi

The average cost of a taxi from Malpensa to central Milan is €80.00 and the journey takes 45-75 minutes (allow the extra time during rush hour). If you take a taxi to Malpensa, ensure that it has the sticker "Taxi autorizzato per il servizio aeroportuale lombardo" on the windscreen. This means that its meter is adjusted for this route and that you pay the displayed fare. Other taxis without the sticker may double the fare.



Domestic Air Travel

Domestic air travel is expensive and probably worth considering only if you are trying to cover long distances or are really short of time. You can reach almost any destination in Italy by train and services are efficient and relatively cheap (though not always quick).

Taxis

It is difficult to "hail a cab" in Milan: you have to locate one of the taxi ranks or call one of the radio taxi firms (02 5353, 02 4040, 02 8585, 02 8383, 02 5251).

Few taxis accept credit cards. If in doubt about price, ask the driver for an estimate before setting off. (See the note about taxis to Malpensa airport.)

The average rate per kilometre is €1.00, flagfall €2.50, by phone €3.50 there is an extra charge for nights, Sundays and public holidays and a baggage fee.

Limos are cheaper than taxis for long distance travel.

Buses/Trams/Underground

In Milan, buses, trams and metro (underground) trains are run by the same company, ATM (for information toll-free phone 1670 16857).

Ordinary tickets cost €1.00 and can be obtained in Metro stations (newsagents, automatic machines, ticket offices in some stations) and from bars displaying the green and orange ATM sticker on the window. A block of 10 tickets costs €9.00. Alternatively, there is a one-day ticket and two-day that provides good value. Full details are available from the ATM office in Via Ricasoli 2 (MM1/2 Cadorna) open Mon-Fri 8.45-12.45, 2-3.45pm. The largest ATM ticket sales and info office is in the Duomo Metro station (MM1/3 Duomo), open Mon-Sat 7.45am-7pm.

The ordinary ticket should be franked using the red/orange machine as soon as you get on a bus or tram, or going through the Metro turnstiles or before getting on an FNME train. The same ticket can be used for 75 minutes from the time franked for just the one Metro journey or one journey of a "Passante Ferroviario" train or on a "FNME" train (within city limits).

The one or two-day ticket lasts 24/48 hours from the first franking: from then on, don't frank it any more, just keep it and show when asked - in the Metro, enter through the gap marked "abbonati".

The Metro system (MM) consists of four lines; number 1 (red), 2 (green), 3 (yellow) and the "Passante Ferroviario" (blue). The FNME is the privately-run train service running from Stazione Nord in Piazza Cadorna. For information on FNME trains, there is an information office on the left going in, upstairs, open 7am-8pm every day. Phone: 02-20222.

Metro trains run from around 6.15am until 12.14am, through the night there is a replacement bus service for lines 1 and 3. There are large interchange car parks at the stations Lampugnano, Bisceglie (MM 1), Cascina Gobba, Famagosta (MM2), open 7am -1am (overnight parking possible).

Rail

In Milan, most trains leave from the Central Railway Station (Stazione Centrale) (MM2 or MM3). Train information in English can be obtained from the information office, on the NW end of the first floor gallery (open 7am-9pm) or by phone 1478 88088 (7am-9pm)

The Central Station is closed between 1am and 4am and patrolled by police: they will let you through if you have a train to catch or need to go to the pharmacy.

Trains in Italy are very cheap when compared to other European countries and are the most convenient way to travel throughout Italy.



A supplement applies if you travel on Intercity and Eurostar (high-speed) trains. The Eurostar trains serving the major routes, Milan-Venice, Milan-Florence-Rome, are very comfortable. The trains used on more peripheral routes are of varying ages and comfort.

Return tickets offer little or no saving with respect to two singles. All tickets should be franked using the yellow machines situated at the near end of the platforms, shortly before boarding the train. A return ticket should be franked again shortly before the return journey. If you forget, you will be fined! If you do, try at least to find the conductor on the train ASAP and tell him, before he finds you.

For Intercity/Eurostar trains in particular, but in general for all train journeys, it is an excellent idea to purchase your ticket early (at least the day before) and book your seat (no extra charge). This saves frustration of getting stuck in a queue while your train is about to depart. Be sure to claim your booked seat within 10 minutes after departure. If you do take an Intercity or Eurostar train and it is at least 30 minutes late reaching your destination, you can claim a partial refund. Ask at the station of arrival for the form. Train tickets can be purchased at the station or from many travel agents. The price is the same.

For train schedules see: www.trenitalia.it

Telephone numbers and codes

Bars, post offices and automatic vending machines sell phone cards that can be used in most public phone booths. Tear off the corner along the perforations before using it.

Some phones accept credit cards; some still operate using coins.

The public phone point in Galleria Vittorio Emanuele is open around the clock. The phone point in the Central Station (first floor Departure Hall) is open every day 8am - 9.30pm, with phone books from many European countries.

The 02 dialling code for Milan has now been incorporated into phone numbers. Even when you call a Milan number from within the city, you have to include the "02" of the prefix, i.e. +02 (number). Numbers starting 331, 335, 339, 347, 348, 349 are for mobile phones. These calls cost more.

For information on international calls and phone numbers abroad, dial 176. For operator-assisted international calls, dial 170. English speaking operators are available.

Collect calls to New Zealand can be made by phoning 172 1064

The international dialling code to call New Zealand direct from Italy is 00-64 (number).

A New Zealand GSM mobile phone will work in Italy.

It is not possible to hire a local mobile phone (for short periods). Pre-paid phones can be purchased. There are currently three providers TIM (www.tim.it), Omnitel (www.omnitel.it), Wind (www.wind.it) and each have numerous sales outlets in every city.

Italy operates on the 24 hour clock. It is one hour ahead of GMT and (ignoring daylight saving time) 12 hours behind New Zealand. Daylight-saving time starts on the last Sunday in March when clocks are moved forward one hour. Clocks are put back an hour on the last Sunday in October.

Tips for Business

- Italians tend to be hard-working, resilient, resourceful, self-confident and optimistic people with a good sense of humour and a strong distrust of authority. They are passionately loyal to their friends and families. The family remains of centre of importance in the fabric of Italian society (particularly in the south). Italians frequently identify largely with their region or even hometown, although, when confronted with a foreigner, they energetically reveal a national pride. In terms of spectator sports, a great force in Italian life is soccer (*calcio*) and Italy is one of the homes of motor racing; Ferrari continues to dominate the Grand Prix.



- When meeting business colleagues nowadays, the America's Cup invariably enters the conversation. New Zealand has a high (clean, green) profile and Italians are fascinated by the fact that New Zealand is the antipodes to Italy, is similar in shape and size, but has a population of around four million people (as opposed to 58 million in Italy).
- Italian business etiquette is relatively formal, particularly at the outset. Try, if you can, to establish a relationship of trust before entering into negotiations and be prepared to dissuade fears that New Zealand is too far away. (Be aware that when confronted with what they consider a silly rule or an unjust law, Italians rarely complain or attempt to change rules, but rather try to find the quickest way around them.)
- Gift giving is normally only used by the party hosting the meeting (eg the host may present, say, a book on their company/region or a sample of their product to their guest). Gift giving is more common when a strong relationship has been developed.
- Courtesies: Italians shake hands when they greet one another and when they say goodbye. It is courteous to wait to be seated and to stand back to allow others to pass through a doorway. In restaurants, Italians generally place their order themselves (guests and/or women are invited to start) - however, as a foreigner, once you have chosen, your host is likely to place your order for you. They will be flattered if you ask to try the local speciality.
- The Italian language is formal and has a polite and familiar form of address. Avoid first name terms until a strong relationship has been developed and the Italian party suggests a move to first names. Note also that Italians often start a title with their family names eg. Sig. Rossi Tiziano - Tiziano is his first name and Rossi his surname.
- Hospitality is very important in Italy. If an appointment is fixed for late morning it is likely to include lunch. The style of restaurant is critical and will reflect the relationship – top class for new and important contacts or middle level for old friends. An offer to pay should always be repeated once if declined the first time. Business should be only discussed in detail when people have finished their meal and papers should not be presented on the table until this point. A service charge applies so tips need not exceed 5%.
- Business dress is invariably smart but often with a sports jacket in the day for men. For both men and women, a suit is appropriate for a first meeting and jackets are kept on even on hot days. In summer bring a lightweight suit and (for men) jacket and trousers. A tie is also important and its design can be a subject of discussion if it is unusual.
- Italian is the national language but in the north, English or French are sometimes spoken by business executives. Interpreters are often used by non-Italian speakers as a matter of courtesy.
- Business hours:
Government: 8.30am-2pm Monday to Friday, Business: 8.30am/9am-12.30pm/1pm, 2pm/3pm-5pm/6pm Monday to Friday

Useful Phrases

- I need a taxi – Ho bisogno di un taxi
- I need the bill – Il conto, per favore
- I do not understand – Non capisco
- Good morning – Buongiorno
- Good afternoon – Buongiorno
- Good evening - Buenasera
- Goodbye – Arrivederci
- Please – Per favore/Per piacere
- Thank you – Grazie
- I am unwell and need a doctor – Mi sento male, ho bisogno di un medico
- Pleased to meet you – Piacere

ROME

Accommodation

N/A

Transport

Airports

Leonardo da Vinci airport at Fiumicino (Tel. 06 65951)

Onward tickets should be confirmed with the relevant airline company. Some telephone numbers (city offices) are:

Qantas:	06 5248 2725
British Airways:	199 712 266
Alitalia:	06 65641/2/3
Singapore Airlines:	06 47855360

After hours and on weekends flights can be confirmed by ringing the airline at the airport through the airport switchboard telephone 06 65951. There is no departure tax.

Check-in times:

Intercontinental flights:	2 hours
European flights:	1½ hours
Domestic flights:	50 minutes

Trains to Fiumicino airport depart every 30 minutes from the *Termini* central railway station (30 mins/€ 8.80), and every 15 minutes from the *Tiburtina* railway station - (45 mins/€ 4.70). There is no surcharge for luggage on either train.

After the trains stop, there is a night service bus from near the International Terminal arrivals area. Buses run from 1:15a.m to 5:00a.m and the cost is € 5.16.

A taxi to Fiumicino airport from the city centre costs approx € 40.00, plus baggage costs and night and/or public holidays supplements, and takes an hour, depending on traffic.

Ciampino airport (Telephone 06 794941)

To reach Ciampino airport, take Line A metro to the terminus at Anagnina (30 mins), then Acotral bus from outside the Anagnina terminus to Ciampino airport (25 mins).

Acotral buses (telephone 06 591 5551) and the metro operate daily from 5.30am to 10.30pm. A ticket is payable, both on the metro and the Acotral bus, for each piece of luggage.

A taxi to *Ciampino* costs from € 35.00 to € 40.00 and takes about 45 mins.

Taxis

Taxis are not normally hailed in the street but picked up at taxi ranks. A taxi can be called or booked by telephoning one of the main taxi companies on:

- Radio Taxi Capitale 06 3570
- Radio Taxi 06 4994
- Pronto Taxi 06 6645
- Mondo Taxi 06 88177



Costs are:

- Flagfall (upon entering taxi): € 2.33
- Phone request for taxi: € 2.33 plus time for taxi to reach pick up point
- Night supplement (between 10pm-7am): € 4.91
- Sunday and public holidays supplement: € 3.36
- Baggage: € 1.04 per piece

The rate is displayed on the meter and tipping is not necessary.

It is advisable to avoid the non-official taxi companies which do not have insignia on the cars. The drivers often tout for work outside the main railway station.

Buses/Trams

Information: ATAC (the Rome bus company) telephone 06 46951.

ATAC buses and trams operate daily from 5.30am to midnight. Tickets (biglietti) must be bought in advance (they are not sold on the bus or tram) and are available from the following:

- "Tabacchi" shops, recognised by a big "T" sign (white on black background) displayed over the entrance. Tabacchi shops also sell postage stamps.
- ATAC booths located throughout the city (eg outside the central railway station, Piazza, San Silvestro, Largo Argentina, Piazza Venezia, bus terminus at St Peter's)
- Metro stations by inserting € 1.00 in the ticket distribution machines
- Most newspaper stands

Once on board, insert ticket for time and date stamping in the machine. A ticket is also payable for each piece of luggage, which must be of modest dimensions. Costs of tickets are as follows:

Single ticket (called "BIT")	€ 1,00	Valid for 75 minutes from stamping. Can be used for unlimited journeys within this period on buses or trams, plus one journey only on the metro. Ticket expires at the end of the last journey which must begin before the 75-minute period is up. On first journey insert ticket at one end; on last journey insert at other end.
Daily ticket (called "BIG")	€ 4,00	Gives unlimited travel on buses, trams and metro for the whole day. Insert ticket for stamping on the first journey only.
Weekly ticket (called "CIS")	€ 16,00	Gives unlimited travel on buses, trams and metro for the whole week. Insert ticket for stamping on the first journey only.
Tourist ticket (called BTI)	€ 11,00	Valid for 3 days. Can be used for unlimited journeys on buses or trams and metro.

Metro

Information:

- COTRAL, telephone: 06 800 431784

Rome has two metro lines which operate from 5.30am to 11.30pm:

- Line A: Battistini to Anagnina.
- Line B: Rebibbia to Laurentina

The fare is € 1.00. Tickets are the same as bus tickets, but they can be used on the metro *for one journey only* - the 75-minute validity for buses and trams does not apply. Tickets can be purchased as above.

Inspectors randomly check tickets on the metro, buses and trams. The fine for not stamping the ticket is from € 50.00 to € 100.00. Children up to 1 metre in height travel free of charge.

Trains

Before boarding, train tickets must be validated by inserting them in the special stamping machines (usually yellow or orange) located at the beginning of the platform. Non-compliance can incur a fine by the guard on the train.

Telephone numbers and codes

Local calls cost approximately € 0.10 per minute from a public phone. Most telephones use a card system. Cards of different values are available from tobacconists and newsagents.

The cost of calls to New Zealand is approx € 1.55 per minute. You can buy calling cards for New Zealand, which are much more economical than Telecom but they do vary a lot. You can buy them at news stands.

Tips from the industry

If you have any tips that you can share with your fellow industry members, please email them to educationnz@educationnz.org.nz

Information correct as at 7 September 2006.
