CHARTER OF RIGHTS FOR TOURISTS

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Law n° 135, art. 4, 29 March 2001

This document is for information purposes only and summarizes the main aspects of the legislation in force. Therefore, in case of dispute or complaint, it will be necessary to refer to the letter of the law.
PRESENTATION

When travelling to a foreign country, tourists, whether they are foreigners visiting Italy or Italian citizens going abroad, may encounter problems due to the lack of knowledge related to the laws and regulations which safeguard their rights regarding travel, reception or hospitality.

Nowadays, with a market counting more than nine hundred million people travelling around the world every year, this problem has become more compelling and topical than ever. This is why the need to create a guide which can clearly inform tourists about their rights in Italy, on how they must behave in given situations and to whom they may refer in case of default, in order to have their rights asserted, was felt.

The guide is not just a list of the laws that are in force in Italy and most EU countries, regarding the travel documents that are required in order to visit foreign countries or concerning Customs regulations, information on guided tours of museums and the efficiency and adequacy of the means of transportation, or regarding the support which institutions must provide tourists with in terms of safety and health care or in case of accident. It also concerns the in-depth description of all the legislation which regulates the relationship that is established between tourists, travel agencies and accommodation facilities and which must always be based on correctness and managed with the greatest possible transparency.

In terms of artistic, historical and environmental heritage, the Italian system of tourism already offers the best that can be found in the world. Nowadays, however, it is facing the challenge of meeting the different needs and requirements of tourists, who sometimes come from far-away continents and may find it difficult to orient themselves and stay in a country of which they know neither the facilities, nor the traditions or the rules of behaviour. Likewise, when going abroad, Italian citizens must be aware of their rights and duties towards the Country they have selected as their destination.

The purpose of this guide is to satisfy the vast array of needs mentioned above, in order to place tourists in the condition to live their vacation in Italy in the best possible way and, above all, to feel more safeguarded in their rights. Given that tourism is projected towards extraordinary forms of development, widespread and correct information, like the information contained in the “Charter of Rights for Tourists”, couldn't be but one of tourism's essential prerequisites.

THE MINISTER OF TOURISM
Michela Vittoria Brambilla
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INTRODUCTION AND METHODOLOGICAL NOTE

The Charter of Rights for Tourists was drafted in fulfilment of art. 4 of Law n. 135, 29 March 2001, and contains useful information for tourists who are planning a trip or a vacation in Italy. The guide summarizes some of the essential aspects of the legislation in force.

The Charter, whose processing required long and complex work, also due to the continuous evolution of the legislation regulating the topic, is the result of the involvement and active cooperation of interested State Administrations, Regions and Autonomous Provinces, Authorities, private businesses organizations and labour unions of the tourism sector and of consumer organizations. The commitment of all the involved parties, to whom we express our most sincere gratitude for their work, made the implementation of an, up to date and immediately useful, Charter of Rights for Tourists possible. A Charter which summarizes the regulations of greatest interest for the consumer and other essential information, breaking it down in relation to the different aspects of a voyage.

In the first section, entitled “Orientation and information” the preliminary information which is most important for travellers during the organization stage of the trip, with particular reference to security, healthcare and provisions regarding exchange and customs, are supplied.

The following section is dedicated to “Hospitality” and contains information on accommodation facilities, prices, classification, booking and the main types of employed contracts. A special section is dedicated to “Yachting/Pleasure Boating”, which focuses on specific aspects of fruition. The “Package Travel: Tourist Packages” section sums up the main rights of tourists with regard to the services of this peculiar kind of travel. The “Time Sharing of Real Estate Used for Tourist Accommodation” section is of great interest: even though this type of contract is of common use nowadays, the section broadens the main contractual aspects which are of interest for tourists and is generally very useful. Likewise, the “Tourism & Cultural Heritage” section supplies specific information on the fruition of goods which, given their nature, belong to the community. Information on airline, railway, maritime and road transportation “Mobility” ensues. General information is subsequently provided in the “Assertion of Rights” section which focuses on useful contacts and emergency numbers. The charter is completed by the “Duties of Tourists” section that is particularly focused on the Global Code of Ethics for Tourism sponsored by the World Tourism Organization.

Confident that this work also represents the beginning of a path aimed at the permanent information of consumers, which we will continue to serve with great commitment, we hope that the Charter of Rights for Tourists will become a truly effective and useful instrument in the promotion of a growing awareness of tourists regarding their rights as users of tourist services.

HEAD OF DEPARTMENT
Caterina Cittadino
1. ORIENTATION AND INFORMATION

Tourists have the right be given truthful and reliable information by tour operators. Before leaving, travellers must familiarize with their destinations and must get all the necessary information about the country they are visiting and the possible formalities they need to carry out in order to enter it. Operators are obliged to inform tourists about their rights and obligations.

1.1 INFORMATION RESOURCES
Information about tourism in Italy, tourist services and sites of interest are provided by the Italian National Agency for Tourism – Enit (www.enit.it), by the Autonomous Regions and by the Autonomous Provinces of Trento and Bolzano, by Tourist Information and Reception Offices (IAT): the latter provide tourists with general information and help them during their stay in our country. For information and assistance tourists can also apply to other tourist Associations, such as Pro Loco organizations, which promote tourism in our country and provide free and accurate travel information to the public.
People with permanent or temporary disabilities who intend to visit the historical centres of municipalities can apply for temporary transit and parking permits at local Municipal Police stations.

1.2 USEFUL TIPS FOR TRAVELLERS GOING ABROAD
Useful information about safety, healthcare, documents, visas and currencies are available on the website www.viaggiaresicuri.it, realized by the Ministry of Foreign Affairs and by the Automobile Club d'Italia. Italian citizens travelling abroad can voluntarily register their data in the website www.dovesiamonelmondo.it managed by the Ministry of Foreign Affairs in order to allow the Crisis Unit to plan relief swiftly, in cases of emergency.

1.3 DOCUMENTS
Italy is one of the countries that have joined the Schengen agreement, an agreement that defined an area within which European citizen can travel without being submitted to internal border controls. The United Kingdom and Ireland have not joined the agreement. European citizens must always carry a valid passport or identity card with them, in case of security controls or for public order reasons. Non-EU citizens must present a valid passport at the border and a declaration of presence upon their arrival in Italy. Depending on the country of origin a visa may be required to enter Italy. No visa is required for European citizens entering Italy. Italian citizens going abroad can apply to the competent police station in order to obtain information and to apply for a passport. For identity cards, Italian citizens must apply to their municipality of residence.
1.4 HEALTH CARE

Italian citizens abroad. Before commencing a trip abroad it is advisable that citizens inquire at their municipal district's Health Centre on the vaccines which might be possibly necessary to enter the country they are going to visit. Italian citizens should also inquire whether, for urgent cases, the chosen country offers healthcare at the expense of the Italian Healthcare System.
Within the European Union, Switzerland and the European Economic Area (Iceland, Liechtenstein, and Norway), the European Health Insurance Card allows tourists to receive direct and free health care, with the exception of the payment of a possible prescription fee at the same conditions of the people residing in the country. Please note that in some countries (like France and Switzerland) based on an indirect health care assistance system (meaning that health care is provided against the payment of a fee, but the expenses are refunded by the welfare system), European citizens in possession of the European Health Insurance Card are also required to pay the same fees. In these cases refunds can be directly requested from local competent institutions (in France through the Primary Fund for Health Insurance, in Switzerland through Lamal at Soletta ) or from local health centres once they return home. When travelling to non-EU countries where social security agreements are in force, given that agreements differ between each other as far as protected categories are concerned and do not ensure the gratuitousness of urgent cures for all, tourists belonging to protected categories should inquire with the health centres in their municipal district of residence, in order to apply for a disability certificate which entitles them to receive free treatments if they are foreseen by the agreement in force with the country about to be visited. Finally, in case of stay in non-EU countries lacking agreements, tourists are not entitled to receive free treatments. In such cases it is advisable they take out private health insurance in order to protect themselves from unexpected healthcare expenses. (For further information please see the website http://www.salute.it/assistenzaSanitaria/assistenzaSanitaria.jsp).

Foreign citizens in Italy. EU and non-EU citizens (who receive health coverage in EU countries) visiting Italy and who are in possession of the European Health Insurance Card or of an equivalent certificate, are entitled to receive direct treatment, free of charge, with the exception of the possible payment of a prescription charge, in any private or public health centre operating within the Italian National Health Service.
Foreign citizens coming from countries which do not have healthcare agreements are entitled to receive medical care against the payment of a fee.

Italian citizens residing abroad. Italian citizens registered with AIRE (Registry of the Italian citizens Abroad) who have the status of immigrants and/or receive pensions by Italian Welfare Bodies, are entitled to receive urgent hospital care free of charge during their stay in Italy, for a maximum of 90 days per year, even if they are not covered by medical insurance.
For information please call 112 or 113. For “Medical Emergency Services” please call 118.
1.5 CUSTOMS

Travel within the European Union

There are no quantitative limitations for what is purchased or carried within the EU for personal use. However, the following limits have been introduced for certain products:

- Tobacco: 800 cigarettes, or 400 cigarillos, or 200 cigars, or 1 kg of smoking tobacco.
- Alcoholic beverages: 10 litres of alcoholic beverages with an actual strength by volume above 22%, 20 litres of alcoholic beverages with an actual strength by volume below 22%, 90 litres of wine (of which 60 litres of sparkling wine maximum) and 110 litres of beer.

Travel from/to non EU Countries

From 1 December 2008 forth, travellers arriving from a non-EU country can carry products and consumer goods in their personal luggage without having to fulfil customs formalities, provided that such imports are incidental and that the goods are intended for personal and family use and provided that their value does not exceed € 300,00 per traveller. This amount is increased to € 430,00 for air or sea travel. For travellers under 15 years of age the threshold is limited to € 150,00 regardless the means of transportation used.

For the categories of products listed below, the following quantities are allowed:
- Manufactured tobacco: 200 cigarettes, 100 cigarillos (maximum 3 gr. each), 50 cigars or 250 gr. of smoking tobacco.
- Alcohol and alcoholic beverages: 1 litre of alcohol or alcoholic beverages of an actual strength by volume above 22%, or non methylated spirits of an alcoholic strength by value equivalent to or above 80%, or 2 litres of alcohol and alcoholic beverages having strength by value not above 22%.
- Other alcoholic beverages: 4 litres of still wine and 16 litres of beer.

The quantities indicated above represent 100% of the amount of alcohol and alcoholic beverages admitted with customs exemption; for each traveller the exemption can also be applied to a combination of the above mentioned products as long as the sum of their respective percentages does not exceed 100%.

The value of the above mentioned products related to the indicated quantities is not to be considered as part of the overall amount of € 300,00 or € 430,00.

No restrictions are applied as to value and quantity with regards to exports of goods carried by travellers leaving for a non-EU countries. However, since there might be restrictive dispositions established by the countries of destination, it is advisable to contact the relevant diplomatic delegations before departure.

Further information about animals, protected species, weapons, cultural goods and medicines can be obtained by consulting the Customs Charter for Travellers (www.agenziadogane.gov.it).

1.6 CONSUMER GOODS PURCHASED IN ITALY BY NON-EU TOURISTS

Travellers residing or living outside the European Union can obtain a relief or refund of the VAT included in the selling price of goods purchased in Italy.

VAT refund or relief can be granted provided that:
- the overall value of the purchased goods exceeds € 154,94 (VAT included);
- the goods are intended for personal or family use and are carried in personal
luggage;
- the purchase is certified by an invoice containing the description of the goods, the personal data of the traveller as well as the details of his passport or of any equivalent document;
- the goods leave the EU territory within a three month period, beginning from the end of the month during which the product was purchased;
- the goods and the relevant invoice are exhibited at the customs offices of exit from the EU territory, in order to obtain the stamp which proves that the goods have effectively left the EU territory;
- the invoice thus stamped be returned to the Italian seller within four months from the end of the month during which the goods were purchased.

In order to obtain VAT refund or relief the purchased goods must always be exhibited at the Customs Office.
Currently, there are some tax free companies that can grant immediate VAT cash refunds when goods leave the Italian (EU) territory, without requiring the passenger to return the invoice to the seller. This service involves the payment of a sum that is deducted by the companies from the amount of VAT refunded to foreign travellers. VAT refunds are never carried out by customs offices.

1.7 CURRENCY TRANSFERS
Import and export of currency or other securities is allowed up to 10.000 € without any declaration. For amounts exceeding 10.000 Euros, an appropriate custom declaration form, which can be found in the Agency's website, must be filled out and exhibited at the customs offices, when arriving to the customs territory or when departing from it. For transfers by mail, the declaration must be submitted to Poste Italiane S.p.A. or to the equivalent service providers, within the 48 hours from the receipt or at the time of mailing. Not producing this declaration is tantamount to infringing the monetary rules and entails administrative sanctions imposed by the Ministry of Economy and Finance.

1.8 ADDITIONAL USEFUL INFORMATION
Italian law punishes crimes related to prostitution and child pornography with imprisonment even if such crimes are committed abroad. Tour operators organizing collective or individual travel to foreign countries are obliged to insert a notice of the above mentioned jurisdiction in a prominent manner in their advertising material and in the documentation handed to travellers.

Regulatory framework:
Presidential Decree No. 633, 26 October 1972 “Institution and discipline of VAT” (art. 38 quater); Legislative Decree No. 195, 19 November 2008 “Changes and integrations to the law on currency in execution of (EC) Regulation No. 1889/2005”; Law No. 269, 3 August 1998 “Provisions against the exploitation of prostitution, pornography and sexual tourism to the detriment of minors, to be classified as new forms of enslavement” (art. 10); Law No. 38, 6 February 2006 “Provisions against the sexual exploitation of children and child pornography, with the inclusion of internet based crimes” (art.17).
2. HOSPITALITY

2.1 ACCOMMODATION FACILITIES
Italian accommodation facilities include hotels, residences, camp sites, youth hostels, alpine or mountain huts, bed & breakfasts, holiday houses and apartments, guest houses and farmhouses. Further types of accommodation can be defined by regional and autonomous province laws.

2.2 THE RIGHT TO HOSPITALITY
Hotel keepers are obliged to rent rooms to all customers. Rental can be denied only in case of unavailability of accommodation, the customers' failure to produce proof of identity or refusal to pay the agreed amount. People with disabilities are entitled to access tourist services with due regard to the principles of non-discrimination, equal opportunity and participation in public life. However, it is advisable to gather information beforehand regarding the existence of possible structural and architectural barriers in the facilities to be visited, in order to ensure the full use and enjoyment of the offered services.

2.3 PRICES
With respect to the principle of disclosure of prices, customers have the right to see the prices of offered services clearly displayed in the hotel hall. Such prices are transmitted by hotel management to the territorially competent Provincial Administration on a yearly basis.

2.4 CLASSIFICATION
Accommodation facilities are classified through the star system which proportionally awards stars for the possession of given structural, service and functional requirements of the facility itself. Since competence on such matters lies with regions, differences may be found in the quality standards adopted within the national territory.

2.5 BOOKING
Reservations can be made directly at hotels or through travel agencies. When booking, it is always advisable to send a fax, a letter or an e-mail containing the duration of the stay, the agreed services and the applied rates as well as possible preferences, to be kept along with the booking confirmation, as proof of booking. Further booking systems can be foreseen by regional and autonomous province laws.
2.6 ACCOMMODATION CONTRACT
The accommodation contract is the agreement through which hoteliers commit themselves to provide customers with lodging, board and other additional services against the payment of a fee.

2.7 DOWN PAYMENT
When a down payment is required as a confirmation deposit, it must be returned or attributed to the performed service, in case of execution. If the person who paid the deposit is in default, hoteliers withdraw from the contract and keep the down payment as a refund for the received damage. Conversely, if the hotel is in default, the customer can withdraw from the contract and claim twice the amount of the deposit.

2.8 SAFE CUSTODY IN HOTELS
Customers have the right to require the safe custody of paper values, cash and other valuables.
Hotels are liable for the destruction, damaging or theft of the goods brought by customers in the hotel: this liability is limited to the value of the destroyed, damaged or stolen items up to a maximum of one hundred times the price of one day's accommodation. Furthermore, hotels have unlimited liability for the goods that have been specifically left with them for safe custody or for the goods that they have refused to accept in spite of their obligation to do so. This liability does not apply if the damages, destruction or theft are caused by the customer himself or by people in his company, or due to the nature of the good or to force majeure. According to the Civil Code, customers cannot benefit from such regulations in case of unjustified lateness in reporting the event to the hotel management.

Regulatory framework
Civil Code (Art. 1321 et seq.; 1385, 1783 et seq.). It is advisable to keep in mind that some aspects of the accommodation contract are ruled by customs and traditions which stand as regulatory framework in the absence of specific laws.
3. YACHTING/PLEASURE BOATING

3.1 DOCUMENTS
All pleasure boats, with the exception of those under 10 metres in length (if sail propelled) or under 7.5 metres (if motor propelled), must be registered in the registers of Port Authorities or other competent agencies and must possess the required navigation documents (Navigation License and Safety Certificate).

3.2 BOATING LICENSES
Boating licences are required to command pleasure boats, not exceeding 24 metres in length, in the following cases:
for navigation beyond six miles from the coast or for navigation with personal water-crafts;
for navigation both in inland and maritime waters within six miles from the coast, when legal limits regarding engine capacity or power are exceeded (article 39, paragraph 1, letter B of the Code of Pleasure Navigation). The license is mandatory for the command of pleasure boats exceeding 24 metres in length.
People with specific diseases (see Annex 1, paragraph 2, Ministerial Decree n. 146/2008) may be issued a license which enables them to command pleasure boats equal to 24 metres in length or less, in cases where such license is mandatory.
For the command of pleasure boats flying the Italian flag by foreigners in Italian territorial waters see article 34, Ministerial Decree n. 146/2008.

3.3 INSURANCE
Pleasure boats, with the exception of rowing and sailing units without auxiliary motors, must be equipped with the required insurance.

3.4 LEASING
Pleasure boat leasing contracts, are contracts under which one of two parties binds itself, against payment of a fee and for a given period of time, to transfer the enjoyment of the vessel to the hirer, who is in charge of navigation and assumes its responsibility and risk.
The lessor must supply the pleasure craft and the related accessories in perfect efficiency, complete with all safety equipment, supplied with the documentation necessary for navigation and covered by the foreseen insurance.
3.5 CHARTERING
Pleasure boat charter contracts, are contracts under which one of two parties binds itself, under compensation, to place the vessel at the other party's disposal for recreational purposes in the marine areas or inland waters of its choice for a given period of time. The chartered vessel remains at the disposal of the charterer, who also employs the crew. The charterer is obliged to supply the vessel in perfect efficiency, properly outfitted and equipped, complete with all the required safety equipment, supplied with the documentation necessary for navigation and covered by the foreseen insurance.

3.6 INFORMATION AND USEFUL ADVICE
For information and useful advice on pleasure boating, please visit the website www.guardiacostiera.it, where you can consult the “Safe Sea” guidebook, available in 5 languages.
In case of emergency, please call 1530, a toll free service of the Italian Port Authority.

Normative references:

4. PACKAGE TRAVEL: TOURIST PACKAGES

4.1 PACKAGE TRAVEL: TOURIST PACKAGES
Package travel, i.e. tourist packages, are trips or vacations resulting from the predetermined combination of at least two elements: transportation, accommodation and tourist services (namely tourist services which are not accessory to the first two).

4.2 THE CONTRACT
Contracts for the sale of tourist packages must be written in clear and precise terms. The tourist is entitled to receive a copy of the contract signed and stamped by the travel agency. The contract must include all the information required by law useful for the enjoyment of the tourist package, such as destination, duration, starting and closing date, personal data and insurance information of the organizer or seller, price of the package and procedure to be followed for its adjustment, possibility to accommodate people with disabilities, etc.
4.3 INFORMATION
Before concluding the contract, tourists are entitled to receive written information both of
genral (passport, visa, healthcare duties and related formalities) and specific nature such
as optional insurance and emergency numbers of the organizer which can be contacted in
case of difficulties.
The information contained in informative brochures are binding for the organizer and the
seller in accordance with their respective responsibilities.

4.4 CONTRACT ASSIGNMENT
If a client is unable to use the package he may assign the contract to a third party,
provided he give written notice of the change to the organizer/seller at least four working
days prior to departure.
The assignor and the assignee are jointly and severally obliged towards the organizer or
seller in the payment of any additional costs and fees deriving from the assignment.

4.5 PRICE ADJUSTMENT
The sale price of a tourist package can be adjusted up to twenty days prior to departure,
provided that it is explicitly foreseen by the contract and the method of calculation of the
adjustment is also defined in the contract itself. The adjustment cannot exceed 10% of the
original price.
The adjustment is possible only as the result of changes in the cost of transportation, fuel,
rights and of service taxation. If it exceeds 10% the consumer can to withdraw from the
contract and has the right to be reimbursed for the sums already paid as deposit.

4.6 CONTRACT AMENDMENT
If, prior to departure, the organizer or the seller proposes significant amendments to the
contract in its essential elements, in writing, the consumer can decide not to accept the
changes and to withdraw from the contract without paying penalties. However, the
consumer must communicate his decision within two days from the receipt of the proposal.

4.7 WITHDRAWAL AND CANCELLATION OF TRAVEL
If the consumer withdraws from a contract due to significant changes in essential
elements, price adjustments exceeding 10%, or due to cancellation prior to departure, he
is entitled to the enjoyment of an equivalent or higher quality tourist package with no
additional charge, or to make use of a lower quality package, with the refund of the price
difference, or the reimbursement of the already paid amounts within seven working days
from the moment of withdrawal or cancellation. In such cases, the tourist is entitled to
compensation for any further damage deriving from the non-execution of the contract,
except for cases where the cancellation of the package is due to the failure to reach the
lowest number of required participants and where this has been notified in writing at least
twenty days prior to departure or due to force majeure, with the exclusion of overbooking.
It is important to know that if the consumer withdraws from the contract prior to departure, he will be charged the cost of file processing and the penalties foreseen in the price list or in the Program (see terms and conditions for the sale of tourist packages approved by ASTOI, ASSOTRAVEL, ASSOVIAGGI, FIAVET).

4.8 ALTERNATIVE SOLUTIONS
If one or more of the services foreseen during a trip cannot be guaranteed, the organizer is required to arrange alternative solutions for the continuation of the trip without additional costs for the consumer, who can refuse the arrangements and require from the organizer to be returned to the place of departure or to another place to be agreed, with the right to be reimbursed for the difference in price between the originally foreseen services and the ones actually provided.

4.9 BREACH OF CONTRACT
In case of default or incorrect execution of the contract, the consumer has the right to be reimbursed by the organizer or by the seller, depending on their respective responsibilities, unless facts derive from causes not attributable to them. The latter are also liable for the damages suffered by consumers due to the default of other service providers included in the package (flight delays, loss of luggage, etc.), without prejudice to their right of recourse against the said providers.

4.10 PERSONAL INJURY
The consumer has the right of compensation for personal injury, caused by default or incorrect execution of the contract, within the limits set by international conventions regulating the topic. This right is prescribed three years after the traveller's return home, with the exception of transportation matters, whose terms are set to 18 or 12 months.

4.11 OTHER DAMAGES
Damage compensation limitations can be agreed upon in writing, within the limits set forth by the provisions of Article 13 of the International Convention on Travel Contracts. This right is prescribed one year after the return of the traveller to the place of departure.

4.12 CLAIMS
Tourists must promptly notify any default in the performance of the contract so that the organizer, or his local representative or the courier may immediately remedy. Claims may also be lodged by sending a registered letter with advice of delivery to the organizer or seller, no more than 10 working days after the date of the tourist's return to the place of departure.
4.13 INSURANCE
The organizer and the seller must be insured against civil liability towards consumers for the compensation of personal injuries or other damages deriving from default or incorrect execution of the services that are the object of the tourist package. The organizer and the seller can also optionally insure themselves for the compensation of the expenses faced by tourists due to cancellation or repatriation for medical causes or accidents. The details of the mandatory insurance coverage and of possible additional insurance agreed upon with the traveller are elements of the sales contract of tourist packages.

4.14 JURISDICTION
The jurisdiction on controversies lies at the consumer's place of residence or domicile.

4.15 NATIONAL GUARANTEE FUND
The National Guarantee Fund of the Presidency of the Council of Ministers – Department for the Development and the Competitiveness of Tourism, intervenes in cases of insolvency or bankruptcy of sellers or of organizers of tourist packages and provides for the refund of the paid amounts, the repatriation of consumers in cases of travel abroad as well as the supply of immediate economic aid in cases of forced return of tourists from non-EU countries, weather such events are imputable to the behaviour of organizers or not, with the exception of situations where the personal safety of the tourists is at risk (floods, earthquakes, insurrection) where the competence of intervention lies with the Ministry of Foreign Affairs. The Fund intervenes solely for tourist packages sold under contracts stipulated in Italy by travel agencies legally operating in accordance with Regional and Autonomous Province regulations. On the other hand, the Fund does not intervene in case of trips autonomously organized by travellers or sold by operators who do not possess regular authorization.
The application, complete of the necessary documentation, must be sent to the Presidency of the Council of Ministers, Department for the Development and Competitiveness of Tourism – Via della Ferratella in Laterano 51, 00184 ROMA. For further information please visit the following web site www.governo.it/Presidenza/DSCT/Index.html

Regulatory framework
International Convention on the travel contract signed in Brussels on April 23 1970 and enforced by the December 27 1977 law number 1084; September 6, 2005, Consumer's Code’s Legislative decree number 206: article 28-100 and amended.

Jurisprudential references:
It 'good to know that with the European Court of Justice (proceedings C/ 168-00) has been called the configurability and moral damages arising from the non or improper performance of the services provided under "all inclusive" vacations.
5. TIME-SHARING OF REAL ESTATE USED FOR TOURIST ACCOMMODATION

5.1 INFORMATION
Consumers asking for information on a real estate are entitled to receive an informative document containing precise details regarding the contract, the seller and the real estate itself.

5.2 THE CONTRACT
The contract must be drafted in writing under penalty of nullity; the contract must be drafted in Italian and translated in the language, or in one of the languages, of the EU member State where the buyer resides or, at the choice of the latter, in the language or one of the languages of the State of which the buyer is a citizen, provided that it is an official language of the European Union.

The contract must contain, among others, an explicit clause indicating that the purchase does not imply any additional expenses except for those established by the contract itself, and also an indication whether it is possible or not to participate in a system of exchange or sale of the right which is the subject of the contract.

The buyer must be provided with the contract's translation in the language of the EU Member State where the real estate is located, provided it is an official language of the European Union.

5.3 THE RIGHT OF WITHDRAWAL
The buyer can withdraw from the contract within 10 working days from its signature without specifying the reasons. In cases where the buyer is not informed of the above-mentioned right, the term for withdrawal from the contract is extended to 90 days, without further expenses. Moreover, it is not possible to demand down-payments until the terms for the assertion of the right of withdrawal expire.

5.4 SURETY
Explicit mention must be made in the contract, under penalty of nullity, of the performance or surety bond which the seller is obliged to stipulate as a guarantee of the contract's correct execution.

5.5 JURISDICTION
The jurisdiction on controversies lies at the consumer's place of residence or domicile, provided it be located in the State's territory.
6. TOURISM & CULTURAL HERITAGE

6.1 ENJOYMENT OF CULTURAL HERITAGE
EU citizens under 18 and over 65 years of age, non-EU citizens coming from States who respect the principle of reciprocity, as well as disabled EU citizens with one relative or other companion, provided the latter prove to work for welfare and health care services (see Ministerial Decree n. 239, 20 April 2006), are entitled to enter State institutes and places of culture free of charge.

With reference to the relation between tourism and cultural heritage, it is dutiful that all involved parties, tourists and service providers, ensure its integrity by enjoying it and behaving in an appropriate manner.

State institutes and places of culture (e.g. museums, libraries, archives, archaeological areas and parks and monumental complexes) are reserved to public fruition, in the respect of the fundamental principles established by the “Code of cultural heritage and landscape”.

Damaging, destruction, removal, etc., of cultural heritage is punished with imprisonment from six months to one year and with a fine from 775,00 Euros to 38,734,50 Euros.

6.2 TRADE OF CULTURAL HERITAGE GOODS
Tourists who buy paintings, sculptures or antique objects, etc., are entitled to receive the documentation attesting their “authenticity or at least the probable attribution and origin” from the seller. Not all cultural heritage can be traded or exported.

For works which are less that 50 years old or that are done by living artists, the tourist must present self-certification which states that the cultural good is less than 50 years old or made by a living artist to the Export Office. Two photographs of the cultural heritage along with a copy of the declaring person's identification document must be attached to the above mentioned self-certification.

For works that are older than 50 years, if the seller has not done it himself, the tourist must take the cultural heritage purchased in Italy to the Export Office, in order to obtain a certificate of free circulation. The time required for the free circulation certificate to be released varies from a minimum of 15 to a maximum of 40 days. It is important to be aware that the free circulation certificate is not due and, therefore, can be denied if the Export Office deems the exportation a damage to the national cultural heritage.

For further information please visit the following web site www.pabaac.beniculturali.it, or call the Export Office (telephone 0039-4881475 - fax 0039-48912777, e-mail archeolazio.esportazioni@arti.beniculturali.it).
7. MOBILITY: AIRLINE TRANSPORTATION

All airlines operating in the territory of EU are required to inform passengers of their rights in case of denied boarding, cancellation or prolonged flight delay, without prejudice to the guarantees for tourist packages purchasers. Information regarding the safeguard of airline passengers' rights are listed in detail in the Passenger's Bill of Rights which can be found in the internet site (www.enac-italia.it). The following is part of the essential information on the topic.

7.1 FLIGHT RESERVATION
When booking a flight, passengers are entitled to be informed on the airline, the flight schedule, the type of aircraft, the rates and possible restrictions which apply to them and to receive a reservation code. People with reduced mobility and unaccompanied children must state their situation during reservation and request information on the company’s method of supplying assistance services.

The transportation contract is concluded at the moment of purchase of the ticket which can be both electronic and or in print. When the ticket is purchased online the passenger is entitled to receive a receipt containing the same information of a traditional fight ticket, from the airline.

7.2 INEFFICIENCY: DENIED BOARDING (OVERBOOKING), FLIGHT CANCELLATION, EXTENDED FLIGHT DELAY
In case of denied boarding (overbooking), flight cancellation or prolonged flight delay, passengers are entitled to receive pecuniary compensation, reimbursement, or to board alternative flights and to receive assistance according to conditions stated in the Passenger's Bill of Rights. Pecuniary compensation is calculated according to the route and distance travelled. Compensation of 250,00 Euros is foreseen for flights within the EU of 1.500 km or less;

400,00 Euros for flights within the EU of more than 1.500 km and for all routes included between 1.500 km and 3.500 km; 600,00 Euros for flights of more than 3.500 km outside EU. Compensation can be paid in cash, through electronic bank transfers, deposits, checks or (in agreement with the passenger) in travel vouchers and/or other services. In case of flight delay of 2, 3 or 4 hours, in relation with the route length, passengers are entitled to make two telephone calls or to send two messages via fax or email at the expense of the Airline, to receive meals and beverages or appropriate hotel accommodation, in cases where one or more overnight stays are required.

If the delay were to exceed 5 hours, passengers are entitled to receive reimbursement, within 7 days, of the ticket's price, or to board the next available flight, or in a subsequent date, most convenient for the passenger, directed to their final destination.

It is useful to keep in mind that the Court of Justice of the European Communities has established, with a ruling of 22 December 2008, the principle according to which a
technical problem of an aircraft that causes the cancellation of a flight doesn't generally represent an extraordinary circumstance suitable to exclude the right to pecuniary compensation (EC regulation 261/2004) unless the said problem is due to events which, given their nature or origin, aren't related to the normal exercise of the air carrier activity and escape its actual control.

In a subsequent ruling, of 19 November 2009, regarding pecuniary compensation in case of flight delay, the Court established the principle according to which the passengers of delayed flights can be assimilated to the passengers of cancelled flights, at the purpose of the application of the right to pecuniary compensation, and may, therefore, claim such compensation, which varies between 250 and 600 Euros, as foreseen in cases of flight cancellation (EC regulation 261/2004), if flight delay causes them a loss of time of 3 or more hours, unless the air carrier proves that the said delay was due to exceptional circumstances which could have not been avoided even if all the necessary measures had been put forth, i.e. circumstances escaping the effective control of the air carrier.

7.3 LIABILITY CONCERNING LUGGAGE

EU air carriers and air carriers adhering to the Convention of Montreal are liable towards passengers for compensation up to 1.000 DSP (approximately 1.167,00 Euros), in compliance to the regulations in force, in case of delay, destruction, loss or damages to registered luggage. Airlines not adhering to the above mentioned convention are liable up to 17 DSP (approximately 20,00 Euros) per kilogram, in case of loss or damage of registered luggage.

Claims must be presented or sent to the airline, in writing, or by filling in special forms called PIR (Property Irregularity Reports) – available at luggage assistance offices, airline offices or airport management – at the penalty of forfeiture, within 7 days from the date of delivery of the luggage or in case of delay within 21 days from the date of actual delivery. When possible, it is advisable to notify the damage immediately, or it will be the passenger's responsibility to prove that the damage was suffered during the flight.

7.4 LIABILITY CONCERNING PERSONS IN CASE OF ACCIDENT

In case of accident, passengers are entitled to receive a reimbursement according to the coverage limits foreseen by the Passenger's Bill of Rights.

7.5 AIR CARRIER SECURITY (BLACK LIST)

The passengers have the right to be informed on the identity of the actual air carrier, regardless the means used to book. A list of air carriers banned from flying within the European Union, in compliance with EC Regulation 2111/05 – art.11.6, can be found on the internet site www.enac-italia.it.

7.6 LIQUIDS IN HAND LUGGAGE

According to the new security regulations in force in European Union airports, only small quantities of liquids are allowed in hand luggage, i.e. in the luggage presented to security control places. In fact, liquid items must be transported in containers whose maximum capacity is of 100 millilitres (1/10 of a litre) or equivalent (i.e. 100 grams).
mentioned containers must be inserted in a re-closable transparent plastic bag whose capacity does not exceed 1 litre (or whose dimensions are of 18x20 cm circa). Each passenger (including infants) will be allowed to carry only one bag of the above mentioned dimensions. Medicines or liquids prescribed for dietary purposes, such as baby food, can be carried outside the bag and are not subjected to volume limitations. Not only water and beverages are considered liquids, but also syrups, creams, lotions, perfumes, sprays, gels and others.

7.7 RIGHTS OF PEOPLE WITH DISABILITIES AND REDUCED MOBILITY IN AIRLINE TRANSPORTATION

Airlines, their agents or tour operators cannot refuse to accept bookings or to board people with disabilities or reduced mobility, provided that they are in possession of a valid ticket and reservation.

Denied booking or boarding of persons with disabilities or reduced mobility may occur only for safety reasons or due to the size of the aircraft or of its hatches, which render boarding and transportation impracticable. In such cases, the reasons of the denied booking or boarding must be immediately notified to the passenger and, when required, in writing within 5 working days from the request. Airlines are required to make the safety regulations they apply as well as possible restrictions, available to the public.

Passengers with disabilities or restricted mobility who are denied booking or boarding are entitled to receive reimbursement or to be given alternative flight options.

7.8 CLAIMS

Claims and complaints can be addressed to the Airline, the tour operator, to ENAC (Ente Nazionale per l'Aviazione Civile – Italian National Authority for Civil Aviation) or to Consumer Associations. For tourist packages please refer to what is foreseen by the relative regulations.

Regulatory framework

Air transport is governed by legislation and international conventions and by the Navigation Code on a residual basis.

EU airlines apply the Montreal Convention of 1999, the EU Regulation EC No 2027/97, as amended by EC Regulation 889/2002 and EC Regulation 261/2004. Non-EU airlines operating to / from and within the EU are obliged to inform passengers about the scheme followed for the liability to passengers and their baggage (the Montreal Convention or Warsaw).

8. MOBILITY: RAIL-ROAD TRANSPORTATION

8.1 TICKET PURCHASE
Before boarding trains clients must purchase tickets which are appropriate for the type of train, class and service they intend to use. Sanctions are always foreseen when this does not occur. With the exception of regional trains, tickets for Express, Intercity, Eurostar city, Eurostar Italia, Eurostar Italia AV trains, sleeping berths and cars are issued with seat reservations which are contextual to the issue of the tickets themselves. All other tickets, even if purchased from automatic machines, must be stamped by inserting them in the special yellow stamping machines located in railway stations. Sanctions from 3,50 to 105,00 Euros are foreseen in case of failure to stamp tickets. Tickets can be purchased in the following ways:

from the internet site www.ferroviedellostato.it, from ticket offices or automatic ticket machines located in railway stations (and also from alternative selling points as far as kilometrical tickets valid on regional trains, are concerned), from travel agencies legally operating in Italy and abroad, or by calling the Trenitalia Call Centre (only land-line calls: 892021). The purchase of train tickets entitles passengers to board trains.

8.2 BONUS
With the exception of Regional Trains, passengers travelling on trains with obligatory reservation, are entitled to receive the following compensation in case of delayed arrival:
- 25% of the ticket's value in case of delay ranging from 60 to 119 minutes;
- 50% of the ticket's value in case of delay equal or above 120 minutes.

When the delay is expected to be above 60 minutes, passengers can choose between the following options:
- continue the trip as soon as possible or in a subsequent date with another train at similar conditions, with alternative bus services made available or through alternative railway routes.
- request the complete reimbursement of the ticket for the entire route, or part of it, in case of renunciation.

Compensation is allowed in the form of a bonus for the purchase of another ticket within twelve months or, upon request, in money. The request of compensation may be presented after twenty days and within the subsequent twelve months on the “Trenitalia” - “Area Clienti” section of the www.ferroviedellostato.it web site, by registered clients, or at ticket offices, through the use of a paper form that can be found at Customer Service offices in major train stations. The form can be hand delivered or sent through regular mail.
When the right to receive the bonus compensation is due, the passenger will be entitled to request, at ticket offices and travel agencies, the issue of a bonus coupon to be used within twelve months from the date of the original travel, or the direct issue of a new ticket for an amount equal to the due bonus.

8.3 REIMBURSEMENTS
Passengers who do not intend to use the train ticket they have purchased can request reimbursement that will be carried out with a deduction which varies depending on the time left to departure.

The request for reimbursement must be made prior to the departure date at any ticket office or travel agency, whereas, if it were to be made after the departure date, but within the foreseen terms, which vary depending on the type of ticket (basic, flexible or related to special offers), the request must be made only at the travel agency which issued the ticket or at the ticket office which serves the place of departure or issue (provided it doesn't correspond with the place of arrival).

Tickets issued on the basis of special offers or on the basis of specific regulations are not reimbursable or cannot be reimbursed after the departure date (i.e. ticket-less tickets).

For regional train tickets which have not been stamped, the request must be made within 2 months from the date of issue and in such cases the deduction is 20% of the ticket's price.

8.4 CLAIMS
Claims, comments or suggestions can be made through the use of a special form that can be found at ticket offices or Customer Service offices of major train stations. The “Area Clienti” section of the www.ferroviedellostato.it web site can also be visited for the same purpose.

8.5 ASSISTANCE
Clients can benefit from the use of reception and assistance centres in all major railway stations.

Special assistance is reserved to people with disabilities; in such cases travellers can contact Trenitalia by calling 199 30 30 60 (toll phone number) or by sending a request of assistance by e-mail to the addresses which can be found in the “Servizi” - “Servizi per disabili” section of the www.trenitalia.com web site.

Blind or highly disabled persons, who receive escort allowances, are entitled to receive special price reductions.

8.6 REFERENCES
For information on the purchase of tickets, terms and conditions, special offers, travellers can refer to the “General Conditions of Transportation” of Trenitalia passengers and to the “Guida del Viaggiatore” (Guide for travellers) which can be found in the “Area clienti” section of the www.ferroviedellostato.it web site. Information on services for persons with disabilities can be found in the same web site, by selecting the “servizi per” - “servizi per disabili” section.
8.7 REGIONAL TRANSPORT
For information on the purchase of tickets, their validity, terms and conditions, penalties and transport conditions, or for general information on regional rail transportation services, travellers can refer to the “Carta dei Servizi Regionali” (Charter of Regional Services) which can be found in the www.trenitalia.com/trenitalia.htm web site, by selecting the “In Regione” section where the Regional Charter of Services for each region can be found.

9. MOBILITY: MARITIME TRANSPORTATION

9.1 PURCHASE OF TICKETS
The right to maritime transportation is recognized in consequence of the purchase of a ticket, which constitutes proof of the conclusion of a contract binding the carrier to respect the elements contained within.

9.2 REIMBURSEMENT
If passengers cannot embark due to the serious reasons foreseen in art. 400 of the Code of Navigation, they are entitled to the reimbursement of the ticket with a 25% penalty. In case of cancellation for reasons not imputable to the carrier, the contract is cancelled and the carrier must return the received amount. In cases of departure cancellation or changes of route, passengers have the right to travel with a ship that departs subsequently, if possible, or to rescind the contract. In both cases passengers can claim compensation for damages.

If the cancellation or the changes of route take place due to justifiable reason, reimbursement cannot be more than twice the amount paid. If the passenger's trip is interrupted due to reasons not attributable to the passenger himself, the price is due in proportion to the part of trip usefully completed. On the contrary, if the reason is attributable to the passenger, the passenger himself must pay the net price of the remaining part of the trip.

9.3 LIABILITY
The carrier is liable for damages, even resulting from delay, suffered by passengers, unless it can prove that the event derived from a cause not attributable to him. The carrier is also liable for loss or damages to registered closed luggage, unless it can prove that the event derived from a cause not attributable to him. The rights deriving from a contract of transportation of persons and unregistered luggage expire after six months from the passenger's arrival to destination, while for registered luggage they expire within one year from their day of delivery.

Regulatory framework: Code of Navigation art. 396 and subsequent

10. ROAD TRANSPORTATION, DRIVING AND ROAD
Regulations regarding road circulation, the classification of vehicles, their use (including rentals with drivers and public transportation services) and registration are contained in the new Highway Code which can be viewed at the website www.mit.gov.it.

10.1 MOBILE HOMES
It is important to know that, as far as road circulation is concerned, mobile homes are subjected to the same regulations foreseen for other vehicles. Parking a mobile home, if allowed, is not considered camping, tenting or similar, provided the vehicle rest on its wheels, that the outflow it produces is only the one coming from its engine and that the space it takes up on the roadbed does not exceed that of its footprint. In case of parking in paying parking lots a 50% increase is applied to the fee cars pay in the same lot.

10.2 DRIVING ABROAD
Italian driving licences allow to drive in all countries of the European Union. Driving in non-EU countries, that may have bilateral agreements or may have joined the Convention of Vienna (1968) or the Convention of Geneva (1949), requires to possess the translation of the driving license, or an international driving license, which must be produced along with a valid national driving licence. International driving licenses are issued by the Provincial Offices of the Driver and Vehicle Licensing Authority (Motorizzazione Civile). For further information please visit the website www.viaggiaresicuri.it.

10.3 DRIVING IN ITALY
The holders of valid driving licences, issued by States of the European Union, can drive vehicles corresponding to the class of the license they possess, in Italy. The holders of driving licences issued by non-EU countries, can drive vehicles corresponding to the class of the license they possess, in Italy, if they also possess an international driving license issued according to the Convention of Vienna (1968) or the Convention of Geneva (1949), or a sworn translation of the national driving licence or of an equivalent document, provided they haven't been residing in Italy for more than one year. In this case, it will be necessary to convert the possessed licence, if there are bilateral reciprocal agreements in force on the matter, or to obtain a new licence by following the procedure foreseen by Italian legislation.

10.4 ROAD SIGNS
Tourist and territorial road signs are placed on the roads which lead directly to the indicated place, at a distance no greater than 10 kilometres. These signs have a brown background and white frames and letters. Hotel direction signs, have a white background and indicate tourist and hotel information offices, the number, category and denomination of hotels and itineraries. (article 134 of the Regulations for the Implementation of the Highway Code).
11. ASSERTION OF RIGHTS

11.1 ADMINISTRATIVE VIOLATIONS
Administrative violations concern i.e. the non correspondence between the classification of accommodation facilities and the services offered by them, the request of prices which are different from the ones displayed, the lack of foreseen authorisations or licenses, the non-respect of hygiene and health regulations, the refusal to issue receipts. When similar events occur, tourists should refer to the local Municipal Police, or to other Public Security Authorities, or seek the assistance of Consumer Associations.

11.2 CRIMINAL VIOLATIONS
Cases of theft or fraud must be reported to the Carabinieri (Military Police) or to the State Police, whose report must be attached to the claim for damages.

11.3 INEFFICIENCY
When cases of inefficiency take place during a trip or stay it is always advisable to refer to the supplier of the services in order to receive adequate explanations on the matter. If the given explanations are not satisfactory, it is possible to proceed in order to assert ones rights, keeping in mind that it is important to collect and conserve all the required documentation and the evidence aimed at supporting the claim (photographs, signed statements of other tourists, receipts of faced expenses). When a case of inefficiency regards more than one person, collective claims can be can be brought forth.

11.4 ASSISTANCE AND ADVICE
Tourists can refer to Consumer Associations, which are affiliated in the Consiglio Nazionale dei Consumatori e degli Utenti – National Council of Consumers and Users (www.tuttoconsumatori.it), in order to receive information, assistance, protection and advice regarding their rights. The related information is indicated in the specific section. Tourists can also refer to the “Europe Direct” service by calling 00800 67891011 from any place in the European Union or by sending an e-mail through a questionnaire available at the website http://ec.europa.eu/europedirect.
11.5 CONCILIATION AND ARBITRATION
As far as economic disputes regarding tourist services are concerned, there are extra-judicial manners to assert rights, such as conciliation and arbitration. During the procedure of conciliation, a conciliator, a third impartial party, is chosen by the parties in order to help them reach a solution which is acceptable to both. Arbitration is a process of resolution through which it is possible to solve trade problems. A neutral third party issues a final decision considered legally enforceable. These procedures are particularly convenient alternative ways to resolve disputes, given their rather short duration and reduced costs. Conciliation can be sought through consumer associations before the arbitration and conciliation commissions of territorially competent Commerce Chambers. As far as the resolution of disputes regarding consumption in the countries of the European Union and of the European Economic Area is concerned, information on the extra-judiciary resolution of cross-border problems (EEJ-net) can be obtained from the website www.euroconsumatori.com.

11.6 CONSUMER ASSOCIATIONS

ACU
Associazione Consumatori Utenti (Association of Consumers and Users) – ONLUS
Via Padre Luigi Monti 20/C – 20162 Milano
Tel. 02 6615411 – Fax 02 6425293

ADICONSUM
Associazione difesa consumatori e ambiente (Association for the Safeguard of Consumers and the Environment)
Via M. Lancisi,25 – 00161 Roma
Tel. 06.4417021 – Fax 06.44170230
www.adiconsum.it – www.sosvacanze.it

ADOC
Associazione Nazionale per la Difesa e l'Orientamento dei Consumatori (National Association for the Safeguard and Orientation of Consumers)
Via di Tor Fiorenza,35 – 00199 Roma
Tel. 06.45420928; 06.86398975; 06.86367211 – Fax 06.86329611
www.adoc.org
ADUSBEF
Associazione Difesa Utenti Servizi Bancari Finanziari Assicurativi Postali (Association for the Safeguard of Banking, Financial, Insurative and Postal Service Users)
Via Farini 62 – 00185 Roma
Tel. 06.4818632 – Fax 06.4818633
www.adusbef.it

ALTROCONSUMO
Altroconsumo (Otherconsumption)
Via Valassina, 22 – 20159 Milano
Tel 02.668901 – Fax 0266890288
www.altroconsumo.it

ASSOUTENTI
(Association of Users)
Vicolo Orbitelli, 10 – 00186 Roma
Tel. 06.6833617 – Fax 06.68134998
www.assoutenti.it

CASA DEL CONSUMATORE
(Home of the Consumer)
Via Francesco Sforza, 19 – 20122 Milano
Tel. 02.76316809 – Fax 02.76392450
www.casadelconsumatore.it

CENTRO TUTELA CONSUMATORI E UTENTI – BOLZANO
(Centre for the safeguard of Consumers and Users - Bolzano)
Via dodiciville, 2 – 39100 Bolzano
Tel. 0471.975597 – Fax 0471.979914

CITTADINANZATTIVA
(Active Citizenship)
Via Flaminia, 53 – 00196 Roma
Tel. 06.367181 – Fax 06.36718333
www.cittadinanzattiva.it

CODACONS
Coordinamento associazioni per la difesa ambientale e dei diritti degli utenti e dei consumatori (Coordination of Associations for the Protection of the Environment, of Users, and of Consumers)
Viale Mazzini, 73 – 00195 Roma
Call center nazionale 892.007 (Costo della chiamata euro 1,80/min più scatto alla risposta
euro 0,12 – Toll 1,80 Euros per minute plus telephone call unit)
www.codacons.it

CODICI
Centro per i Diritti del Cittadino (Centre for the Rights of Citizens)
Viale Marconi, 94 – 00146 Roma
Tel. 06.55301808 – Fax 06.55307081
www.codici.org

CONFCONSUMATORI
(Confederation of Consumers)
Via G. Mazzini, 43 – 43100 Parma
Tel. 0521.230134 – Fax 0521.285217
www.confconsumatori.it

FEDERCONSUMATORI
(Federation of Consumers)
Via Palestro, 11 – 00185 Roma
Tel. 06.42020759-55-63 – Fax 0647424809
www.federconsumatori.it – www.sosvacanze.it

LEGA CONSUMATORI
(League of Consumers)
Via delle Orchidee, 4/A – 20147 Milano
Tel. 02.48303659 – Fax 02.48302611
www.legaconsumatori.it

MOVIMENTO CONSUMATORI
(Movement of Consumers)
Via Piemonte, 39/A – 00187 Roma
Tel. 06.4880053 – Fax 06.4820227
www.movimentoconsumatori.it – www.sosvacanze.it

MOVIMENTO DI DIFESA DEL CITTADINO
(Movement for the Safeguard of Citizens)
Via Piemonte, 39/A – 00187 Roma
Tel. 06.4881891 – Fax 06.4820227
www.mdc.it

UNIONE NAZIONALE CONSUMATORI
(National Union of Consumers)
Via Duilio, 13 – 00192 Roma
Tel. 06.3269531 – Fax 06.3234616
12. EMERGENCY AND PUBLIC INTEREST NUMBERS

112
Is the toll-free emergency number of the Carabinieri (Military Police) which should be contacted for help in case of danger, or to refer news which are useful for investigation activities, etc. Since 1991, 112 has become the sole common emergency number for all European Union Member States, suited to respond to the needs of strangers in the Italian territory with the ability to answer in foreign languages.

113
Is the toll-free emergency number of the Polizia di Stato (Italian State Police) which is always active for all kinds of reports: theft, robbery, assault, brawl, etc. Please visit the website www.poliziadistato.it in order to view an interactive map of the of the Police Headquarters and Stations present in each province.

115
Is the toll-free emergency number of the Vigili dale Fuioco (Fire Brigade). The cooperation of callers is necessary in order to favour effective and prompt interventions. Callers must supply the operator with a calm description regarding the nature and gravity of the accident, indicate the address and the place where the event is occurring and indicate possible road deterioration or difficulties to access the area.

117
Is the toll-free public help line of the Guardia di Finanza (Financial Military Police) operating 24 hours a day. Tourists can call this number to request the intervention of a patrol, or to obtain information regarding the services offered by the Corps. I.e. in cases of refusal to issue receipt, the service allows the immediate report of the violation while waiting for the patrol to arrive. Otherwise, the necessary information is acquired and the person who reported the fact is invited to reach the nearest detachment for the necessary formalization. However, reports regarding other sectors of competence of the Guardia di Finanza, i.e. drugs, counterfeiting of products or coins and paper money, custom violations, duties and fraud regarding the EU, can also be made.
118
Is the toll-free number active in Italy for the request of medical aid in healthcare emergencies. When this number is dialled, the call is directed to the nearest 118 Operations Centre, where qualified personnel answer the call. The Operations Centre also manages and coordinates helicopter and alpine rescue services in the sphere of its territorial competence.

1515
Is the toll-free help line number of the Corpo Forestale dello Stato – State Forestry Corps where it is possible to promptly report forest fires and other environmental emergencies or to request aid.

1518
Is the toll free number of CCISS (Centro Coordinamento Informazione Sicurezza Stradale – Centre for the Coordination and Information of Road Security) – Viaggiare informati (Travelling Informed). The service provides updated information regarding traffic and road conditions in Italy.

1530
The Coast Guard supervises navigation, harbour management and safety at sea. 1530 is the Port Authority – Coast Guard's toll free number that can be called in case of emergency. Maritime safety information and rules to prevent accidents can be viewed on the website www.guardiacostiera.it
OTHER USEFUL CONTACTS

803 116
ACI Soccorso Stradale (Road Help) is the toll-free number of ACI, Italian Auto-mobile Club, active in Italy, for assistance to drivers who need help on roads and highways, that can be contacted in order to solve problems regarding mobility swiftly.

800 898121
Is a toll-free number, active Monday through Friday, from 8.00 to 20.00, managed by ENAC (Ente Nazionale Aviazione Civile – Italian Civil Aviation Authority) in order to provide information to passengers of air transportation.

800 991199
Toll-free number providing information about guided tours to museums, archaeological areas and parks, archives and libraries, exhibitions and cultural events in Italy. This service, active Monday through Friday, from 9.00 to 20.00, and Saturday and Sunday, from 9.00 to 19.00. The number also accepts complaints regarding the services it covers.

89 20 21
Call Center Trenitalia active 24 hours a day. For those calling from abroad the number 0039 06 68475475 is available.

06 36225
This is the number of the Italian Ministry of Foreign Affairs Crisis Unit, which provides assistance in the event of natural disasters, abduction, air and water accidents and exceptional emergency situations.

06 491115
Is a number which provides information for those travelling abroad, regarding the documentation required to access different Countries, the security and health situation in different parts of the world, linked to the website www.viaggiaresicuri.it. The service, carried out by the Italian Automobile Club (ACI) in collaboration with Crisis Unit of the Ministry of Foreign Affairs, is available 24 hours a day, with voice-mail service during the night.
13. **DUTIES OF TOURISTS**

When travelling, tourists must follow the principles for the correct enjoyment of the tourist system sanctioned by the Global Code of Ethics for Tourism. In particular tourists are required to:

- respect the laws, uses and customs of the visited Country, as well as the social and cultural traditions and practices of all peoples, including those of minorities and native populations, and recognize their value;
- maintain a demeanour that will not appear offensive or injurious to the local communities;
- acquaint themselves, even before departure, with the peculiarities of the countries they intend to visit and be aware of the health and security risks inherent in any travel outside their usual environment and behave in a manner that minimizes such risks;
- abstain from acts that are technically considered criminal offences of juvenile prostitution and pornography, which are punished with imprisonment by Italian law, even if committed abroad;
- abstain from damaging the tourist accommodation facilities of the countries they are visiting;
- respect the natural environment and the cultural and historical heritage of the visited countries.

The Global Code of Ethics for Tourism, promoted by the World Tourism Organization, is available on the website [www.unwto.org](http://www.unwto.org).

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**NOTE:**

*Translated by:*

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