



EASY ITALIA: BEST PRACTICES - DECEMBER 2011

1)

A SLOVAK TOUR GUIDE ASKS: Good morning, I attended a course to become a tour guide in Slovakia. I would like to know if there is a possibility of practising in Italy as well. Thank you.

ANSWER: We provided the customer with a range of information about the current legislation in Italy on how to become a tour guide, as well as the documentation required to be able to practise:

A – PROFESSION OF TOUR GUIDE

In Italy a tour guide accompanies individuals or groups of people with the aim of illustrating historical and artistic attractions, monuments, landscapes and the production resources of the territory.

In order to be allowed to perform this job, it is necessary to obtain the permission of the provincial administration or the municipality in the geographical area where the customer intends to practise: in Italy, in fact, the profession of tour guide is governed by laws at regional or provincial level and the local authorities are in charge of publishing the announcement of the competitive examination to enter the profession.

In this regard, we suggested the customer to contact the National Association of Tour Guides in order to get more detailed information on how to access the qualifying examination.

B – SOME EXAMPLES ON HOW TO ENTER THE PROFESSION OF TOUR GUIDE

We provided the customer with a short list of local authorities in the three main Italian cities (Florence, Rome and Milan) that perform regulatory functions and monitoring of the developments regarding tourism professions: such information could be useful to better understand how to access the profession in Italy.

Finally, we suggested the customer, if interested in working as a tour guide in other Italian cities, to contact us again pointing out the specific areas of interest: we will contact her back as soon as possible providing her with the latest and most updated information.

2)

A TOURIST FROM U.S. ASKS: Me and my boyfriend would like to get married in Italy and celebrate the event in a castle. Could you give me some information?

ANSWER: We provided the customer with a range of useful information in order to better organise their wedding.

In Italy there are three different procedures to get married, required by law:

- civil ceremony, officiated by a civil officer;
- concordat, officiated by a minister of Catholic religion;
- religious ceremony, non-Catholic, officiated by a minister of other allowed religions.

Documents required: a valid passport; a permit issued by the consulate (or embassy) of the customer's country of origin, with, in addition, an authenticated signature issued by the prefecture when the country of origin is not an EU member. If you want to get married in a church through a concordat there are also other compulsory documents to be provided by the priest.

There are also some exceptions, specifically related to Americans, Australians, Austrians and Swiss.

United States and Australia, due to the lack of competent authorities, do not issue the requested permit. Therefore, American and Australian citizens must provide the Italian registrar with a sworn statement made at the American or Australian consular authority, declaring that there is no impediment to the marriage, which is intended to be celebrated in Italy. In addition, they must provide the registrar with a statement issued by the authority in their country of origin showing evidence that, under the applicant's national law, there is no impediment to marriage. In absence of this statement, they must provide the registrar with an attested affidavit to be presented in front of the authorised Italian Authority, in the presence of four witnesses.

We also suggested the customer to visit the website of the U.S. embassy in Italy to receive further information about weddings in Italy:

<http://italy.usembassy.gov/acs/marriage/general-marriage.html>, otherwise, they may directly apply to their embassy in Italy.

Being not authorised to provide the customer with commercial information, we provided her with some suggestion and information about institutional websites and portals to be visited:

- VENICE. One of the most "classic" and fascinating location, every year Venice hosts tourists choosing this city as a destination for their wedding. Where to get married in Venice: we suggested the customer to have a look at the website of the Comune di Venezia and, in particular, at the section regarding locations for civil marriage ceremonies;
- VERONA. Known worldwide as the "city of Romeo and Juliet": for further information, we suggested the customer to visit the official website of tourism in Verona and, in particular, the section "Wedding in Verona" on the Verona city tourist portal;
- ROME. Among the most famous destinations for weddings. In particular, we suggested the customer to visit the section "Getting Married in Rome" on the website www.turismoroma.it;
- BRACCIANO. The Castle of Bracciano, famous for being a well-known location for famous people's weddings, is very close to Rome, more information are available on the website of the Comune di Bracciano;
- PORTOFINO. We suggested the customer to visit the website of the Comune di Portofino and, in particular, the section dedicated to weddings' celebration;
- TUSCANY. Useful information are available on the tourist portal of Tuscany region;
- PIEDMONT. On the official tourist portal of Piedmont Region there is also a section dedicated to the organisation of weddings.

3)

A RUSSIAN TOURIST ASKS: Good Morning, my family and I are planning to visit Italy in 2012. We'd love to organise a tour that could possibly include a searching activity of the famous Italian truffle. Could you suggest what is the best period to do it, the best area and if we need any documents or a specific training? Thanks in advance.

ANSWER: First of all, we provided the customer with some general information about Italian truffle and locations where the product is more popular: the Italian truffle is a typical natural product, very famous among gourmets, a special mushroom, natural and organic. There are several fairs and festivals taking place in Italy specifically dedicated to truffles, unmissable appointments for all lovers and gourmets.

Acqualagna, S.Agata Feltria and S.Angelo in Vado in the MARCHE region; Alba, Murisengo and Asti in PIEDMONT region; San Miniato and S.Giovanni d'Asso in TUSCANY region; Savigno in EMILIA ROMAGNA region; Spoleto and Norcia in UMBRIA region, are just some of the most representative cities for the truffle. In these cities, the most beautiful and famous exhibitions of truffle take place every year.

We also provided the customer with some information on the current Italian legislation related to search and collection of truffles and some advice about possible destinations to organise the journey in Italy.

A – REGULATIONS.

In Italy, activities of search and collection of truffles are subject to the obligations under regional laws and require to pass an aptitude test in order to obtain the authorisation for collection. During the exam, the applicant must demonstrate to the Commission to be eligible, including a relevant knowledge in particular of national and regional regulations about searching activity, collection and trade of fresh truffles. The request for authorisation must be submitted to the provincial authorities where the applicant has a registered residence. The authorisation to collect truffles is documented through an apposite eligibility card containing personal data and a photograph of the applicant which is considered valid throughout the country. It is, therefore, a very complex procedure and, unfortunately, it is not easily accessible to foreign tourists.

We suggested the customer to contact us again after selecting an area among the most well-known locations listed above: we will provide him with more information on food-wine tours or other tours or activities related to the knowledge of truffle specifically dedicated to tourists.

B – TOURIST INFORMATION AND ITINERARIES.

In order to better help the customer with the selection of the location, we provided him with further information about regions and locations where to find the product and, in addition, a list of selected fairs and other events, periodically organised in Italy.