



**EASY ITALIA: 2<sup>nd</sup> Quarter 2011 BEST PRACTICES - INFORMATION/USEFUL CONTACTS**

**1)**

**AN ITALIAN TOURIST ASKS:** I would like to know the change in euro of 5.000.00 Germinal gold Franc (as compensation for a "ruined holiday" by the Consumer Code). Can you help me?

**ANSWER:** We inform the customer about the responsibility of the intermediary that organized the journey, as established by the Brussels Convention (CCV) April 23, 1970 and reminded by the Consumer Code referring to the individual traveler and expressed in francs. Article 24 states that the CCV franc mentioned in the Convention is the gold franc weighing 10/31 of a gramme and the title of 0.9000 micron up (so-called Franco-Germinal gold). It follows that the assessment of this unit is based on the gold price referred to the open market. We inform the customer that he can consult the contracts for the sale of tourist packages in collaboration with online FIAVET Lombardy (Italian federation of travel and tourism business associations) and ASTOI (Association of Italian Tour Operators) where there is information on the limits, in Euro, of refund for damages "Model Contract tourism on line" Article 14 - limits of refund: "the limit of compensation cannot exceed the sum of 2,000 Germinal gold Francs for property damage art. 13 No. 2 CCV (approximately 6,150 euros) and 5000 Germinal gold francs (approximately 15,400 euros) for any other damage and for those set forth in art. 1783 of the Civil Code".

However, these amounts should be considered as a simple guideline, since it may vary depending on the price of gold on the open market, as indicated above.

Finally, we recommend the customer to go to a Consumers Association that will support him both in the specific assessment of the damage as in the possible legal action to be undergone to protect his rights.

**2)**

**A FRENCH TOURIST ASKS:** I'm looking for an Italian supplier of bread for bruschetta, charcuterie, cheeses. Could you kindly tell me the addresses and the specific regions to address to?

**ANSWER:** we inform the customer that the food products that are of his interest are produced on the entire Italian territory, each with its own characteristics and specificities depending on the area to which they belong. In this regard, we suggest the customer to visit the official website of the "Ministry for Agricultural, Food and Forest politics" (<http://www.politicheagricole.it>) where, in the section "Quality and Safety" he will find "The tenth revision of a list of traditional food products" divided for each Italian region (Italian version and in PDF format). In order to trace the names and addresses of each producer, we suggest the customer to also visit the website of the Chambers of Commerce (<http://www.camcom.gov.it/>), that is an organization that gathers manufacturing companies of all sectors, including food industry, where to find contacts and specific address of the Chamber of Commerce of the place of interest and then ask for further information on local producers. Finally, we inform the customer, including provision of contacts, that, in Paris there is the Chamber of Commerce for France, one of whose tasks include assistance to the operators of our two countries (Italy and France) to promote the establishment of trade relations and ensure the promotion of Italian products on the French market.