

# USEFUL NUMBERS



## CARABINIERI: 112

The **112** number has been used since 1991 to contact the emergency services in all European Union member countries. It can also be called from mobile phones without credit or a sim card. In Italy, callers are connected to the **Carabinieri**. A foreign language service is available on this line for tourists and travellers.

## ALBA POLICE: +39 0173.33.664

This number puts you straight through to the switchboard of the **local Police Station**. The service is available from 7.30 am to 7.30 pm for information on traffic and road closures, and for reporting lost persons or property.

## STATE POLICE: 113

This is the Italian **State Police** emergency number used to report thefts, robbery or assaults, accidents and health emergencies. The number can be called 24 hours a day, 7 days a week.

## EMERGENCY NUMBER: 911

This number works in the same way as **112**, connecting you to the **Carabinieri**.

## FIRE & RESCUE SERVICE: 115

In the event of fire, smoke or a gas leak, the **Fire Services** can be called on this number throughout Italy. They will also intervene swiftly in the event of earthquakes or other natural disasters.

## HEALTH EMERGENCIES - AMBULANCE: 118

This number can be called from anywhere in Italy for urgent health assistance and transport by **ambulance** to the nearest hospital or Accident and Emergency facility. A helicopter air ambulance service is also available for the most hard to access locations.

## FOREST RANGERS: 1515

The **State Forestry Corps** is responsible for safeguarding the environmental and landscape heritage. They can be contacted 24 hours a day to report environmental emergencies (in particular forest fires, especially in summer).

## URBAN TRANSPORT: +39 0173.44.02.16

Call this number to get information on **urban and local bus** routes and timetables. The service is available 7.30-12.00 in the morning and 2.30-4.00 in the afternoon from Monday thru Friday, and from 7.30 am to 12 pm on Saturday.

## ITALIAN RAILWAYS: +39 0173.44.02.62

Call this number for information on **train** routes, and on departures and arrivals at Alba Railway Station. Information are also available on: [www.trenitalia.com](http://www.trenitalia.com).

# Welcome to Alba!

Thank you for having chosen to visit our town!

Alba and its surrounding area have always been a popular tourist destination, offering visitors unforgettable experiences of taste, culture and pleasure.

The beautiful scenery and unique local products can take much of the credit for this, but the warm welcome reserved for visitors, and the high standards of the services and facilities are no less important considerations.

Travelling can also be an adventure in itself however, and the unexpected is always just around the corner. This booklet is designed to offer real help in dealing fast and effectively with any uncertainties or emergencies you might have so that you can appreciate your stay in Alba to the full.

Welcome!

## Police forces



### Carabinieri Comando Compagnia Alba

Via Gen. Carlo Alberto dalla Chiesa - 12051 Alba (CN)

tel. +39 0173.22.64.00

Opening hours: Monday thru Sunday, from 8 am to 7 pm



### Corpo di Polizia Municipale

Piazza Risorgimento 1 - 12051 Alba (CN)

tel. +39 0173.33.664

E-mail: [poliziamunicipale@comune.alba.cn.it](mailto:poliziamunicipale@comune.alba.cn.it)

Opening hours: Monday thru Saturday, from 7.30 am to 7.30 pm

Sunday from 8.30 am to 6.30 pm

## Tourist information



### Ente Turismo Alba Bra Langhe Roero

Piazza Risorgimento, 2 - 12051 Alba (CN)

Tel. +39 0173.35.833 - Fax +39 0173 36.38.78

[www.langheroero.it](http://www.langheroero.it) - [info@langheroero.it](mailto:info@langheroero.it)

## Booking service



### Consorzio Turistico Langhe Monferrato Roero

Piazza Risorgimento, 2 - 12051 Alba (CN)

Tel. +39 0173.36.25.62 - Fax +39 0173.22.02.37

[www.tartufoevino.it](http://www.tartufoevino.it) - [info@tartufoevino.it](mailto:info@tartufoevino.it)

[www.comune.alba.cn.it](http://www.comune.alba.cn.it)



# Enjoy your holiday to Alba, the Langhe and Roero

Useful tips for enjoying your stay  
and for coping with the unexpected.



# Accidents or illnesses



In the event of an accident or any kind of health emergency, call **118** from anywhere in Italy.

Medical personnel will be able to provide immediate assistance over the phone, and if necessary despatch rescue services for urgent treatment and transport to Accident & Emergency.

On arrival at hospital, patients are assessed and given a **colour code** according to the urgency of their case:

**RED:** emergency, immediate access.

**YELLOW:** urgent, access within 10 minutes and waiting under the direct supervision of the triage nurse.

**GREEN:** delayable urgency; the patient waits in a dedicated area.

**WHITE:** not urgent.

After this **assessment** and any treatment, the medical personnel will decide whether the patient must be **admitted** to hospital or can be **discharged**.

Discharged **WHITE** code patients have to pay a **fee** of 25 €. Patients who have an acute trauma, are aged under 14, are pregnant, or are exempt for reasons of income or particular medical condition, do not have to pay this charge.

These rules apply to all **Italian citizens, European Union citizens with a European Health Insurance Card (EHIC)**, and all **citizens of extra-EU countries with special arrangements with Italy who have an entitlement certificate**.

Patients **resident in non EU countries** or who do not have an **EHIC** must pay the full cost of the services received as set by the regional health authority.

Holders of private health insurance policies may apply to their insurance company for a refund.



# 118

National number for assistance and emergency medical service.



## Wallet/purse

If you lose your **wallet** or **purse**, or it is stolen, report it to the nearest police station (**Polizia, Carabinieri** or **Polizia Municipale**).

You will be asked for your personal details, a description of the wallet or purse, how much cash and what documents it contained, and how it was lost or stolen.



## Credit cards

The first thing to do when you realize that your wallet/purse is missing is to block your **credit and ATM cards** by phone so as prevent further losses.

Here are some of the phone numbers to contact in order to block cards. These numbers are generally operational **24 hours a day**. A good idea is to store the numbers you might need among your phone contacts so you can call them immediately if necessary.

- **American Express (issued in Italy): 06.729.003.47**
- **American Express (issued abroad): 06.722.803.93**
- **Cartasi: 800.151.616**
- **Diners: 800.393.939 - 06.357.53.33**
- **Mastercard Eurocard: 800.870.866**
- **Visa (issued in Italy): 800.185.48**
- **Visa (issued abroad): 800.877.232**
- **Bancomat: 800.822.056**
- **Postmat: 800.652.653**

When calling these numbers, it is important to make a note of the **date** and **time** of your call, and the **name** of the person taking your call, as well as any **code number** you are given by the operator: these data could be useful later to confirm that the request was made.

If you do not have the numbers to call to block your cards, go to or call your **bank** to report the theft and block the cards

It is very important **not to keep your PIN numbers** in the same place as the cards, for example in your wallet. Your PIN is the secret number that allows you to withdraw cash from an ATM or make payments using your card, and finding it will make it easier for a thief to use the card until it is blocked.



## ID documents

Foreign citizens travelling in Italy whose **passport / ID card** is lost or stolen must immediately report the loss / theft to the **Carabinieri** or **Polizia Municipale** (the local police).

If you have to fly back home, you can apply for a **temporary travel document** (called **E.T.D. - Emergency Travel Document**). This document is issued by your **Consulate**, and is only valid for your return journey (or another destination in exceptional cases).

When you apply for an E.T.D., you must provide the following documentation:

- **The Police Report** of the loss or theft of the passport or other travel document.
- **2 photographs** (identical, frontal, colour, 35 x 40 mm).
- **Proof of travel.**
- **Receipt for payment** of the cost of the document (currently € 1.34) and any delivery charges if it cannot be collected in person.

In any case, it is important to show the Report of the loss or theft to the **local Police** or **Carabinieri** as well. This will make it easier for you to cross the border.

It is a good idea to keep a **photocopy of your documents** in a separate place, especially when travelling. This will make things much easier in the event of their loss or theft.



## Mobile phone

If a **cell phone** is lost or stolen it is important to act fast to have it blocked and make sure no-one can use it improperly.

To block the phone, you must know its **IMEI** (International Mobile Equipment Identity) number.

This 15-digit number is normally to be found **underneath the battery** or in the box, or by accessing the phone's **system setup** or dialling **\*#06#**.

Contact your network provider with this number, and they will blacklist the phone.



## How to send and receive money between countries

The following is a list of the main **money transfer operators** authorized by the Bank of Italy. The full list can be consulted online.

- **Money Express**
- **Western Union**
- **Money Gram**
- **Valutrans**
- **Coinstar Money Transfert**
- **Ria**

Each of these companies has its own regulations and procedures, so it is advisable to check all the services before choosing which one to use.

How it works: to approve the transfer of money, the agency must receive a **copy of the sender's ID document** and a completed form. The person sending the money is then given a code number identifying the operation, and a password to communicate to the person who is to receive the money.



For the **residents of European Union countries** there are no particular restrictions on driving in Italy. They can drive any vehicle, subject to the provisions of their own driving licence. **Residents of countries which are not members of the European Union**, on the other hand, must have an **International Driving Licence**, or a **sworn translation of their own driving licence**.

These documents can be used to drive any vehicle in Italy permitted by the licence for a maximum of one year.

For more information, consult the English language **Italian Automobile Club (ACI)** website: <http://goo.gl/Yt4sQe>

## Roadside Assistance ACI: 803.116

The **Italian Automobile Club (ACI)** can be contacted from anywhere in Italy to request breakdown recovery by calling the **toll-free number (803.116)** or using one of the **motorway SOS phones**. Drivers whose mobile phone has a **foreign network provider** can call the **toll-free number 800.116.800**.

## Removed Vehicles: +39 0173.33.664

If a vehicle has been **removed** because it was parked illegally, for example in an area allocated to **street market stalls**, contact **Alba Police Station (+39 0173.33.664)**. Instructions for collecting the vehicle will be given on payment of a fine and removal charges.

## Information on the roads and traffic: 1518

The **1518 toll-free number** is connected to **CCISS** (the Road Safety Information Coordination Centre). The service is operational **24 hours a day**, 365 days a year, and gives information on **traffic conditions** in Italy. It is completely free of charge, and can also be used to report **accidents and traffic problems**.

## Alcohol and drugs

In Italy the permitted **level of alcohol** in the blood when driving is **0.5 grams per litre**, except for **new licence-holders** (the first three years), **young drivers up to 21 years of age** and **professional drivers**, for whom there is **zero tolerance**. Driving when your mental or physical faculties are impaired by drugs is **strictly forbidden and will be punished by the law**.