

ITALY

PLANNING GUIDE

A flight attendant's guide to cuisine, hotels, airports, health, security, and country requirements in Italy.

Your creativity and knowledge make the trip.

As one of the world's leading countries in renewable energy and tourism, Italy is a frequent destination for business aircraft operators, year-round. As such, it's very possible that at least once in your career, you will be a crewmember on a trip to Italy.

You are a vital member of the crew, and your responsibilities are critical for trip success. To help you avoid the unexpected, and exceed the expectations of your stakeholders when traveling to Italy, we have developed this planning guide.

Enclosed, you'll find tips from Universal Weather and Aviation, Inc. to help you plan for visas, airports, hotels, health, and security. In addition, we have included a guide to Italian cuisine from Air Culinaire Worldwide, a Universal® company.

We hope this information helps you to successfully navigate the unique operating requirements and local cultures in Italy.

As always, please know that you are not alone. We are here for you whenever you need us.

"Veni, Vidi, Vici." Latin

A Latin phrase used by Julius Caesar which translates to "I came, I saw, I conquered."



A Universal Weather and Aviation, Inc. company

You navigate a complex world. Avoid the unexpected. Manage expectations.

Below is a list of important operational considerations when planning a trip into, within, or out of Italy.

COUNTRY

Be aware of the following recommendations and requirements before operating to Italy:

- Visa requirements for crew and passengers, and if visas can be obtained on arrival
- Crew documentation needs upon arrival (licenses, IDs, passports, visas, etc.)
- Customs and immigration regulations and clearance process for crew and passengers
- Pet entry regulations and documentation requirements
- Country regulations for de-catering and disposing of trash
- Country health briefing (should be obtained in advance)
- Restricted food items
- Services that may be restricted or unavailable during religious holidays

SECURITY

Research the following information prior to your trip:

- Security considerations for city including tourist destinations, landmarks/monuments and beaches
- Areas in the city that should be avoided
- Public Transportation (widely used across the country, ensure you are knowledgeable about taxi and/or ride sharing laws)
- Currency Exchange
- Purchasing sporting event tickets (counterfeit or bogus tickets are widely sold)
- Vetted transportation methods to use if traveling alone after dusk or before dawn
- Emergency contact numbers
- Embassy location and contact details

HOTELS

Confirm the following with your hotel prior to booking:

- Meets western standard for 4- and 5-star accommodations
- Location
- Grocery stores or markets nearby
- Restaurant options at or near hotel
- Advance booking requirements (critical if stay coincides with major local events)
- Minimum number of stays needed for booking
- Down payment or pre-payment requirements
- Lead time to arrange direct bill for rooms through a 3rd party
- Cancellation policy
- Availability of courtesy transportation
- Rate cap limitations on rooms
- Lead time required by hotel restaurant to order catering
- Room refrigerator requirements
- Rewards program information on file with hotel for elite status qualification and points

AIRPORT

Confirm the following information prior to your trip:

- Airport operating hours
- Ground handler operating hours, meeting point, and phone numbers
- Customs, Immigration, and Quarantine (CIQ) clearance procedures
- Regulations for crew bringing aboard catering for departure
- Fluid limitations if bringing own catering (e.g., from a restaurant) for departure
- Restricted food items (e.g., agricultural restrictions)
- Ability to store food items on aircraft, with ground handler, or with caterer
- In-flight catering delivery time (particularly, how far in advance catering is recommended to be delivered)
- Ramp access availability (when needed during your stay and on day of departure)

This information was provided by Universal Weather and Aviation, Inc. If you have questions or need trip support assistance with any of the above, contact us at: **N. America** +1 (800) 231-5600, ext. 3300 or **Worldwide** +1 (713) 944-1622, ext. 3300.

Italian Cuisine

Italian cuisine has developed through the centuries, stretching all the way back to antiquity. It is characterized as simple with many dishes only having a couple of ingredients, but with a taste that will make any mouth water. With twenty different regions, and each having its own culinary heritage, you will find that Italian heritage and food has something for everyone. In 2016, the restaurant Osteria Francescana was named world's best restaurant, which is an honor and testimony of Italian cuisine.

Below, our chefs have identified some of the most popular local dishes and ingredients in Italy. We recommend that you consult with your caterer about local specialties as well as what's available and in-season.

LOCAL INGREDIENTS BY REGION

There are 20 regions of Italy and each region has popular local ingredients that they are known for.

Lombardy: Gorgonzola, Panettone, Tortone di Colomb and Provolone.

Emilia / Romagna: Prosciutto di Parma and Parmigiano Reggiano.

Tuscany: Olive oil and chianti wine.

Lazio: Artichokes and its pasta.

Campania: Buffalo Mozzarella and Lemoncello.

Sicily: Lemons, blood oranges and almonds.

Abruzzo: Truffles, red garlic and grass pea.

Basilicata: Canestrato di Moliterno DOP, salted Cod, and Aglianico wine.

Calabria: Eggplant, swordfish and Liquirizia di Calabria.

Friuli Venezia Giulia: Montasio DOP cheese and Gubana fruit cake.

Liguria: Pesto and pandolce fruit cake.

Marche: Verdicchio white wine, Ciauscolo salami.

Molise: Pecorino.

Piemonte: White truffles, tagliatelli.

Puglia: Burrata cheese, capocollo.

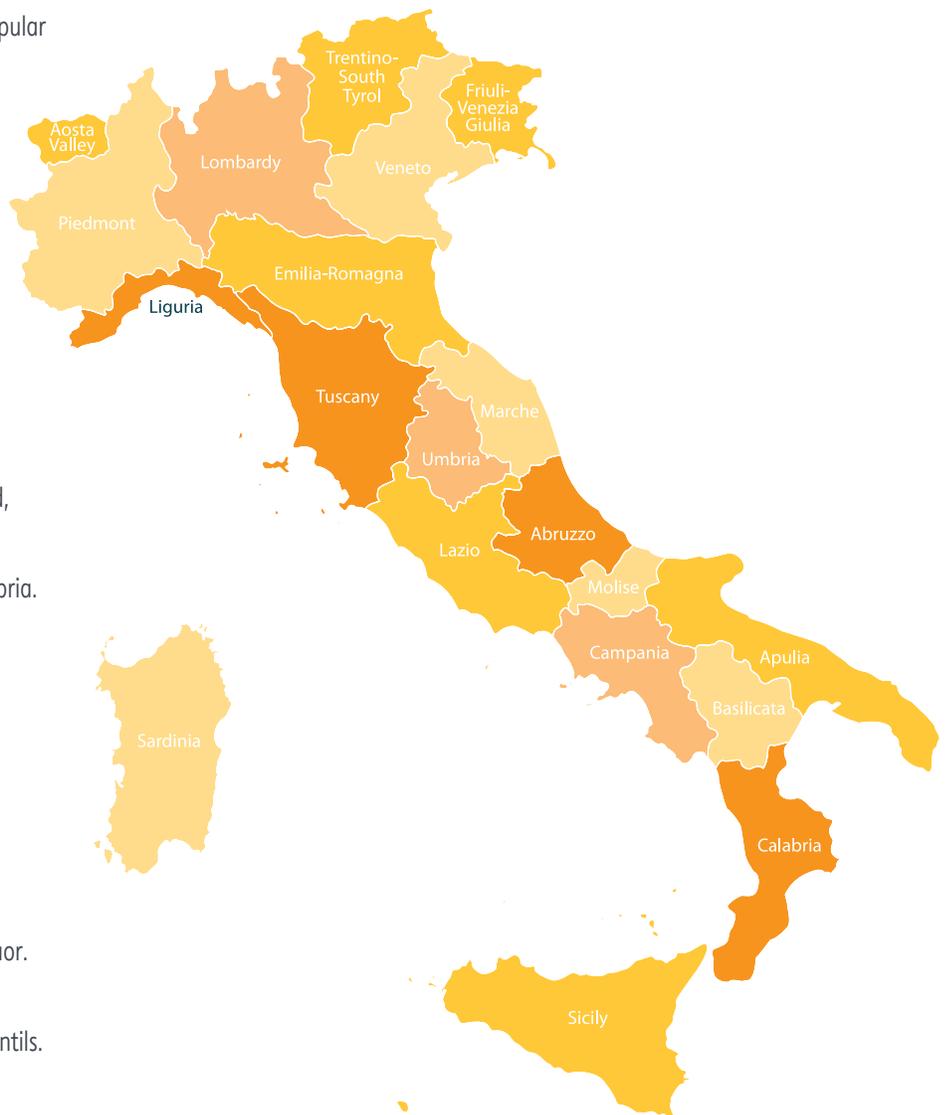
Sardegna: Bottarga a salted fish roe and Mirtu liquor.

Trentino Alto Adige: Apples and berries.

Umbria: Extra virgin olive oil DO, Castelluccio IGP lentils.

Valle d'Aosta: Fontina Cheese, Mocetta salami.

Veneto: Asiago cheese, belini, Soppressa salumi.



This information was provided by Air Culinaire Worldwide. If you have questions or need catering assistance, contact us at: **N. America** +1 (800) 247-2433 or **Worldwide** +1 (813) 449-6000.

MEAL STAGE

Aperitivo: apéritif usually enjoyed as an appetizer before a large meal, may be: Campari, Cinzano, Lucano, Prosecco, Aperol, Spritz, Vermouth.

Antipasto: literally "before (the) meal," hot or cold appetizers.

Primo: "first course," usually consists of a hot dish like pasta, risotto, gnocchi or soup.

Secondo: "second course," the main dish, usually fish or meat. Traditionally veal, pork and chicken are most commonly used, at least in the North, though beef has become more popular since World War II and wild game is found, particularly in Tuscany. Fish is very popular too, especially in the South.

Contorno: "side dish," may be a salad or cooked vegetables. A traditional menu features salad along with the main course.

Formaggio e frutta: "cheese and fruits," the first dessert. Local cheese may be part of the antipasto or contorno, as well.

Dolce: "sweet," such as cakes (like Tiramisu) and cookies.

Caffè: coffee.

Digestivo "digestives," liquors/liqueurs (grappa, amaro, limoncello, sambuca, nocino, sometimes referred to as ammazzacaffè, "coffee killer").

TRADITIONAL DISHES

There are 20 regions of Italy and each region has specialty cuisine that they are known for.

- **Lombardy:** Risotto Milanese - the delicate flavor of saffron is combined with the sweet taste of beef marrow bone. Butter and grated Parmigiano Reggiano blend perfectly.
- **Emilia / Romagna:** Cappellacci - pumpkin ravioli.
- **Tuscany:** Steak alla Fiorentina - steak grilled from the chianina breed of cattle with rosemary, salt and olive oil.
- **Lazio:** Spaghetti - alla carbonara.
- **Campania:** Margherita Pizza - based on simple ingredients of roman tomatoes, fresh mozzarella and basil.
- **Sicily:** Caponata - eggplant with onions, garlic, capers, celery, pine nuts and tomatoes.
- **Abruzzo:** Maccheroni alla chitarra - Maccheroni are squared spaghetti-like noodles made from fresh pasta dough. The pasta is often served with a traditional lamb ragu cooked in a catturo, or copper pan, with onions and diavolillo, the ubiquitous dried chili pepper.
- **Basilicata:** Lagane - made with chickpeas, soft bread, walnuts and beans.
- **Calabria:** Nduja - a spicy spreadable pork sausage.
- **Friuli Venezia Giulia:** Zup - a hearty pumpkin porridge.
- **Liguria:** Ciuppin - a soup made from the little, leftover fish from the market.
- **Marche:** Vincisgrassi - baked lasagna stuffed with chicken liver.
- **Molise:** Scapece de Licette - fried anchovies with vinegar.
- **Piemonte:** la finanziaria - a ragu made with scraps of beef and poultry.
- **Puglia:** Pasticcio di Maccheroni - a baked pie with mushrooms, béchamel and pasta.
- **Sardegna:** Malloreddus - a country-style gnocchi with sausage sauce.
- **Trentino Alto Adige:** Torta Fregolotta - a crumply almond tart.
- **Umbria:** Umbricelli in salsa di Trasimeno - a fish-based sauce made from lake perch filets, shallots, garlic and chilli pepper.
- **Valle d'Aosta:** Seupa de gri - a barley soup made with seasonal vegetables and potatoes, seasoned with onions and salt pork.
- **Veneto:** Bigoli in salsa - a Venetian pasta dish made with whole-wheat bigoli pasta, onion and salt-cured fish.

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