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 tourists, 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 may sometimes occur. 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!

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

Enjoy your holiday to Alba, the Langhe and Roero

Police forces

Carabinieri Comando Compagnia Alba
Via Gin. 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: polizia@comune.alba.cn.it
Opening hours: Monday thru Saturday, from 7.30 am to 7 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 0173.36.25.62 - Fax +39 0173 36.38.78
www.langheroero.it - 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 - info@tartufoevino.it

Useful numbers

ITALIAN RAILWAYS: +39 0173.44.02.62

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: 118
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 contacted 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 from 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.comune.alba.cn.it
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 it 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
- MoneyGram
- Valutrans
- Coinstar Money Transfer
- 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.

Driving in Italy

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://www.gp.it/f1460e

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 COSS (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.