**Museums and Monuments**

Many museums are now open all day, although most close on Monday. If you are particularly keen to see a specific monument or museum, make sure it is open before you set out. Many museums don't allow visitors to enter in the last half hour of an hour or so before they close.

There is usually an admission charge for museums and monuments, although some are free on Sundays. Many museums offer a reduced entrance fee for children under 18, ordinary citizens from the European Union, and senior citizens.

Tourist Information

Pick up details of special tours here at the main tourist office (APT). APT will also help with accommodations (see p.205) and many English-speaking staff providing free maps, leaflets and advice. For the Rome City Council, Rome Tourist Information Call Center for information in English. Besides the official tour guides, good travel agents such as CIT, Wagons Livres or the American Express office can also be helpful to visitors. For information on Italian cities and areas outside Rome, contact ENIT (the National Tourist Board), who have offices in all the main cities.

**Guided Tours**

Several companies offer tours with English-speaking guides; these include GIT, Azienda Irap and Green Line Tours, Rome Guides and Through Eternity Tours. Full-day city tours including lunch cost around €75; half-day tours around €30. Alternatively the No. 110 ATAC bus passes through most of the main sights on a 3-hour circuit. The journey costs around €6.50 and leaves from Termini every 30 minutes between 10am and 8pm. Tour guides are hired at many of the major sights, such as the Roman Forum (see p.76-77). Employ only the official guides, and establish the fee in advance; they charge around €50 for a half-day tour.

**Etiquette**

People in Rome are generally courteous and friendly to foreign visitors. Italians are delighted at any effort to speak their language, so it is worth learning a few phrases (see p.34). Italians tend to drink only with meals and are unlikely to be seen drunk - obvious drunkenness is frowned upon. Smoking is common in bars, restaurants and on streets, but banned on public transportation.

**Tipping**

Restaurant staff are expected to tip, although Italians themselves don't always do so. Leave a few coins in bars or cafes; in restaurants when service is included, leave around 10 percent. Keep change handy for taxi drivers, waiters, chambermaids, doormen and porters.

**Rome for the Disabled**

Rome is not particularly well organized for the disabled. Look before crossing at traffic lights and pedestrian crossings - all vehicles stop when you expect. The seriously disabled will need help getting around. Ramp, elevators and modified toilets exist in an increasing number of places, including Termini station and the Colosseum. It may be worth asking before entering restaurants, since some have wheelchair access to the dining area but not to the toilets. If you have no escort, consider a specially designed package tour, or contact an organization for disabled travelers before you set off. The Vatican Museums, Sistine Chapel and St. Peter's are all accessible by wheelchair. The Vatican Museums recently received an EU award for improving accessibility for the disabled and staff offer help if needed.

**Public Toilets**

Public toilets are few and far between. There are clean ones by the Colosseum (with facilities for the disabled), or St. Peter's and in the Giardini Torlonia (see p.222). Most cafés let you use theirs if you ask. Take your own paper.

**Useful Addresses**

**American Express**
Piazza della Repubblica 65, Map 5 C3. 06-663-5711.

**APT**
Via Parigi, Map 5 C3. 06-576-1.

**Carrani Tours**
Via V. E. Orlandi 35, Map 5 C3. 06-448-510.

**CIT**
Piazza della Repubblica 65, Map 5 C3. 06-462-6711. www.epacroup.net

**ENIT**
Via Marenghi 1, Map 6 E3. 06-497 71.

**Green Line Tours**
Via Farno 5A, Map 6 D4. 06-481-236.

**Rome City Council Tourist Information Call Center**
06-360-6359. www.romaout.turismo

**Rome Revealed Tours**
06-601-60167. www.italy/romanrevealed

**Through Eternity Tours**
Via Sforni 12, Map 5 C3. 06-308-702. www.througheternity.com
Personal Security and Health

On the whole, Rome is a safe, unthreatening place for visitors, but petty street crime is a problem. Do not carry more money than you need for the day and leave other valuables or documents in a hotel safe. Cameras are less likely to be snatched if they are in a carrier bag rather than an obvious case. Take particular care in crowded places, such as stations, or on full buses, and steer clear of groups of innocent-looking children—they may be skilful professional pickpockets.

Advice for Visitors

Take out adequate property insurance before you travel (it is difficult to arrange once you are in Italy), and guard your belongings all the time once you are in Rome. Some hotels have personal safes in the bedrooms. You can program these with your own number. (Do not use your date of birth; it is on your passport and registration slip.) To be prepared for all eventualities, keep a separate photocopy of all your vital documents, such as your passport, to minimize the problem of replacing them, and take a spare photograph or two. Travellers' checks are the safest way to carry large amounts of cash. Keep the receipts separate from the checks for a refund in case you lose them.

Be wary of bag-snatchers on mopeds who operate on quiet streets. Carry your bag on the side away from the road or use a discreet money belt or a securely fastened.

Thefts from cars are common. Nothing portable like a jacket or bag should be left visible inside a car on Rome's streets, and do not carry luggage on a roof rack. The streets are not as safe as those in the main train station and around the Colosseum, which are well known for prostitution and drug-dealing and are unsavoury at night.

Women traveling alone (even in small groups) may need to take extra care. Italian society is male-dominated, and women who are out without male escorts stand more attention than they do in much of the rest of Europe and North America. Beware of unauthorized minicab drivers, who are probably not insured and frequently overcharge. They operate in particular near the airport, waiting to profit from new arrivals. Avoid unofficial vendors and tour guides; instead stick to the official tourist agencies (see pp. 292 and 295-295).

Policia

The Vigil Urbana, or municipal police, wear blue uniforms in winter and white in summer and can most often be seen regulating traffic. The Carabinieri are the military police, in red striped trousers. They deal with everything from fines for traffic offenses to fighting off the local police wear blue uniforms with white belts and berets. Any of these should be able to help you.

Medical Matters

Non-EU shoulders to take out insurance to cover everything, including emergencies. For insurance claims, make sure you keep all receipts for medical treatment and any medicines prescribed.

Umberto I, Ospedale San Giovanni in Laterano, or Ospedale Farnesina (Farnese) or check the Yellow Pages (Pagine Gialle) for a doctor (medico) or dentist (dentista) for children, the Ospedale Pediatrico Bambino Gesù is renowned.

Custodians of antique statues and works of art and the Vatican itself, the Vatican Pharmacy stocks some American and British pharmaceutical products. Many of the words for minor complaints and remedies are similar in Italian; for example, lassativo (laxative) and aspirina (aspirin).
Communications

In recent years, the telephone system in Rome has undergone a number of major upheavals. Many phone numbers have been changed and a new generation of equipment has been installed alongside the old, which is in the process of being phased out. Since the deregulation of the system, Alcatel and Infostar phones compete with the national "Telecom Italia" service. It is important to note that any telephone number dialled in Italy – even a local number – needs to have the full relevant local code (including the zero) dialled in front of it.

**Telephone Cards**

Telephone cards are available from shops, bars and tobacconists displaying the black-and-white T sign. Break off the marked corner, insert the card arrow first, and the value of the unexpired units will show on a display window. After your call, the card can be reinserted and reused until it expires.

For long-distance calls you can also go to the call center to find a metered public telephone (telefono a mettere) and ask the attendant if you can phone and the call will be metered.

You pay telephone sign afterwards.

**Using a Telecom Italia Card Telephone**

1. Press the receiver and wait for the dial tone.
2. Insert a phone card in the slot.
3. Press the "on" button.
4. Dial the number and wait to be connected.
5. If you still have credit and want to make a second call, press the "follow-on call" button.

To use a card, break off the marked corner and insert, arrow first.

**Electronic Communications**

For those wishing to send faxes and check e-mails there are an increasing number of Internet cafés springing up throughout Rome, where, for a generally modest fee, you can access your account or go online to search the internet. These establishments offer a variety of refreshments ranging from alcoholic coffee to light snacks. Most are close to the center and therefore easily accessible to visitors.

**Sending Letters**

The Italian postal service is not especially efficient and it is said that letters traveled faster in the days of the old Roman Empire than they do today, despite the use of modern technology. For postcards, the service is usually fine but it is particularly slow in August.

**Post Restante**

Letters and parcels which are to be picked up at the post office are sent care of the post office. Mail boxes are red, though some, for foreign destinations (marked extraniero), are blue.

**Poste Restante**

Letters and parcels which are to be picked up at the post office are sent care of the post office. Mail boxes are red, though some, for foreign destinations (marked extraniero), are blue.

**Vatican Mail**

The Vatican postal service takes the same as the state post, but faster. Buy cards and stamps at the post office near the Vatican Museums entrance, or in Piazza San Pietro. Letters bearing Vatican stamps can be only posted in blue Vatican post boxes.

**Reaching the Right Number**

- The code for Rome is 06 (obligatory also within the city).
- International directory inquiries is 176.
- International operator assistance is 010. Reverse charge and credit card calls are also accepted.
- Italian directory inquiries is 121.
- You can dial direct using the following codes. To reach the operator in your own country to place a collect or credit card call dial 172 then 0044 for the UK, 1101 for AET, US; 1022 for MCI, US; 1877 for Sprint, 1061 for Telstra, Australia; 1166 for Televerde, Australia; and 1001 for Canada.

**easyEverything**

Piazza Barberini. Map 5 63. 06-4292 3936. Open 24 hours.

**Internet Café**


**The Negate**


**Poste Restante**

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Reaching Rome by Train, Coach or Car

Any overland journey to Rome is fastest by train, though there are coach connections to most major European cities. Within Italy, journeys between large cities are usually best done by train, but when traveling from towns which are not on the main Intercity rail routes, coaches can be quicker. For drivers, the Italian Automobile Club (see p.261) provides free assistance and excellent maps to members of affiliated automobile clubs from all over the world.

The Eurostar – Italy’s fastest train

interest to tourists. They are Ostuni and Trani, for trains to Palmi, Enna, and Viterbo (see p.277); Trapani, for some of the late-night trains on the north-south line through Italy, and Rome Nord for trains to Prima Porta.

TRAVELING BY TRAIN

ITALIAN STATE RAILWAYS (FS) have several levels of service, from the fast and extremely luxurious train, which offers first- and second-class service. The Eurostar runs between Rome and Milan, Turin, Genoa, Naples and Venice. You have to reserve and pay for both first- and second-class carriages. They run from Rome to Venice, Milan, Florence, Naples and other cities. You should book in high season.

The concourse at Stazione Termini

STAZIONE TERMINI, Rome’s main train station, is also the hub of the urban transit system. It is the only interchange between the city’s two Metro lines and outside, on Piazza dei Cinquecento, is the central bus terminus. Though it is one of Rome’s most stunning 20th-century buildings and it recently had a major facelift, it also has unsavory aspects, so don’t linger longer than necessary.

If you arrive late, aim to leave the neighborhood as swiftly as you can. There are usually taxis (go to the official line) even in the small hours, and many of the city’s night buses start at Termini.

In summer the station gets very crowded, and you can expect long lines at ticket booths, bureaux de change and at both the transportation and tourist information offices. There is no left luggage office, a police station where you should report anything lost or stolen on a train or in the station, and a small Gialla office where you can exchange money as well as get travel information. There is an international telephone office (see p.261), a bookstore, a post office and a tobacconist (where you can buy bus and Metro tickets). Other facilities at the station include a bar and restaurant on the mezzanine floor with more eateries and shops on the lower level. The new Multiservice gallery near platform 2 has desks for car rental firms as well as reduced train fare companies. However, note that there are no waiting rooms. Of Rome’s other stations, four are most likely to be of

BINARIO 17 Platform sign

usciita Exit sign

most regional and long-distance coaches are blue

LONG-DISTANCE COACHES

Termini, the heart of Italy’s rail network and Rome’s transport system

An international Eurocity train and on weekends. Booking is obligatory on services which are marked in the timetable by a white background. Tickets for immediate travel can be bought at the station, but allow plenty of time to line up. To book a ticket in advance or make a seat reservation it is often far quicker to go to a travel agent displaying the FS symbol. From Rome you can also take international or Eurocity (ICE) trains to destinations all over Europe.

MACHINES FOR FS RAIL TICKETS

These machines are easy to use, and most have instructions on screen in a choice of six languages. They accept coins, notes and credit cards.

1 Select your destination.

2 The price is shown on the display.

3 Insert coins, notes or a VISA, American Express or Delta Club card.

4 Take your ticket and change.

5 You must insert your ticket here to validate it for your journey.

COACH TRAVEL

Most regional and long-distance coaches are blue

EUROLYNKS

An international Eurocity train

Appian Line


06-6763 81

Lazza Express

Via Pergolesi 27.

06-6844 040.

COTRAL

06-57131.

TRAVELING BY CAR

To drive your own car in Italy you need an international Green Card (for insurance purposes) and the vehicle registration document. A translation of your driving licence, available at Italian tourist offices abroad, is also needed. Rome’s ring road.

Blue signs showing a road and green signs showing motorways

useful. Wearing seatbelts is compulsory in Italy. You must also carry a warning triangle (in case of breakdown. Main routes to Rome connect with the Grande Raccordo Anulare (GRA), Rome’s ring road. Tolls are charged on all Italian highways. You can buy magnetic highway toll cards from motor organizations before entering Italy.
GETTING AROUND ROME

Rome is the center of Roman history, culture, and art. It is a city that was built on seven hills and is home to some of the most famous landmarks in the world, including the Colosseum, the Pantheon, the Roman Forum, and the Vatican City. As such, Rome is a popular destination for tourists from all over the world.

GETTING AROUND ROME

Walking

Wandering through Rome's ancient center is one of the most pleasurable aspects of being in the city. You can take in the architectural details while absorbing the street life and history as you walk. You can easily see several of the main tourist sights in a few hours. The Colosseum, for example, is only about 1.5 miles (2.5 km) from the Spanish Steps. Your route could pass by the Forum, Piazza Venezia and several churches; other sights, such as the Trevi Fountain, the Spanish Steps, and the Pantheon, are just a short distance away. Explore the city area by foot, using public transportation when distances are too far.

CROSSING ROADS

Although some parts of the historic center are clogged with cars, this does not stop these streets from being lively with cyclists and scooter riders. There have been many plans to create more traffic-free zones, and even to ban anything on wheels from some parts of the city — but imposing such measures on a population as insubordinate as Rome's is not easily done.

If you find the summer heat too much to bear, remember that the narrow cobblestone streets get little sunlight and remain relatively cool, while walking into an open plaza can be like stepping into a furnace. During the height of summer, you'll have a more enjoyable time if you follow the example of the Italians. Walk slowly on the shady side of the street, have a long lunch followed by a siesta in the hottest part of the day. You can continue exploring in the late afternoon, when churches and shops reopen and the streets are at their liveliest. Wandering at night is worthwhile, for the streets are cool and many façades floodlight.

DRIVING

Driving in central Rome can be an intimidating experience for visitors. The confusing network of narrow streets is notorious; pedestrians should be aware of their surroundings.

Illegal Parking

Rome's traffic police are vigilant. If you've parked illegally, your car may be clamped or towed away. Call 80-67-010 to check before reporting it stolen. No-parking zones should be clearly marked, but look carefully, as the sign is hidden by a tree.

Gasoline

Gas is very expensive. It can be bought from any gas station (benzina senza raffinazione) or petrol station (benzina senza raffinazione), at similar prices.

SEXI UNICO

One-way street

No through road

No stopping

No parking

Piazzale della Libertà

Strada senza uscita

Suggested for a tow-away area (some restrictions)

A tow truck at work

while scooters and Vespas zoom among the lanes of traffic and go the wrong way down one-way streets. One rule to remember is to give way to the right. Unless you are accustomed to driving in Italian cities, leave your car at home — or, failing that, in a guarded parking area.

Car thefts are rare in Rome, so never leave anything of value in your car, even out of sight: areas such as Campo de' Fiori are patrolled by gangs waiting for someone leaving cars, fur coats and other costly items in their trunks. You should also remove your car keys. It wouldn't be the only person carrying one into a bar, restaurant or disco. Take extra care driving at night. We only do traffic lights switch to flashing amber, but many Italians are astonished to see a driver driving under the influence of alcohol or drugs.

Illegal Parking

Rome's traffic police are vigilant. If you've parked illegally, your car may be clamped or towed away. Call 80-67-010 to check before reporting it stolen. No-parking zones should be clearly marked, but look carefully, in case the sign is hidden by a tree.
Traveling by Bus, Tram and Metro

Rome's public transportation system is comparatively cheap, comprehensive and as efficient as the busy streets allow. Priests, nuns, tourists, pilgrims, businesses and pickpockets all pile aboard, transforming the buses and trams into mobile sausages during the summer. Short distances are better covered on foot, because heavy traffic often blocks the roads. Getting off at the right stop can be difficult, but other passengers will usually help if you ask for directions. Always keep a tight hold on your valuables.

Buses and Trams

Rome's public bus and tram company is called ATAC (Azienda Trasporti Autobus del Comune di Roma). Scores of buses and several trams cover most parts of the city. They run from early morning until about midnight. There are also a few night buses. Apart from a few electric minibuses (115, 118, 117, 119), no buses can run through the narrow streets of the historic center. But there are plenty of bus routes to take you within a short walk of the main sights (see map inside back cover).

Bus stops comprehensively list the details of routes taken by all the buses using that stop. Night buses are marked with a blue owl on the bus stop.

J Lines

The J buses, managed by a private company, run on the main tourist routes with fewer and longer stops for getting on and off. Recognizable by their orange-and-blue livery, J buses have wheelchair access and air-conditioning. Single tickets last 75 minutes, but there are also 1-, 2- and 3-day tickets as well as weekly and monthly passes. Tickets may be bought on the buses.

Unfortunately, though, J-line bus stops are difficult to find; the routes are poorly publicized and the company's map is misleading. Ask a J-bus driver for information or call (toll-free) 800 07 62 87.

Using Buses and Trams

The main termini are at Piazza del Circo Massimo, outside Termini station, but there are other major route hubs throughout the city, most usefully those at Piazza San Silvestro, Piazza Venezia and Piazza del Risorgimento. Information on public transport can be obtained from ATAC offices or the ATAC website (see below). Tickets can be purchased from automatic machines found at minor bus stops as well as at metro and train stations, newsstands and tobacconists.

Most day buses have only a driver; night buses usually also have a conductor who issues tickets. (You can't buy tickets on day buses.) In the day, if you have a normal ticket, you should board the bus at the back. There will be an orange machine there to time-stamp your ticket, or a yellow equivalent which automatically cancels the new electronic tickets. Timed tickets, biglietto integrato a tempo (BIT), can be used on all means of transport.

Information

ATAC
Piazza del Circo Massimo
Map D9, G6-46. 06 49-6250.
Open 7am-7am daily.

Weekly travelcard

FEBBRAIO 1999

Metro logo

One of Rome's red and grey ATAC buses

(BIG) ticket. These give you a day's travel on the buses, trams and the Metro. To travel farther afield in Lazio, consider buying a regional BIG ticket. There are also available weekly tickets and monthly (calendar month) passes which are valid for the whole transport system, with discounts for students and people over 65. Fare-dodging is common, but incurs a hefty on-the-spot fine.

Tickets

Tickets for city buses, trams and Metros have to be bought before you travel and stamped in the appropriate machine as soon as you start your journey. You can take one ticket at a time and buy tickets at bus stops, newsstands and tobacconists, as well as at metro stations and bus terminals.

Out of places displaying ATAC (OAS), Metro Firenze (Metro and tram) and FS (train) stickers. There are also automatic ticket machines at main bus stops and train and Metro stations that take coins and bills and distribute change. BIT tickets are valid for 75 minutes, during which time you can take one Metro ride and hop on and off as many buses and trams as you like. If you are going to make more than four or five journeys in one day, it is worth buying a biglietto integrato giornaliero.

Useful Bus and Tram Routes

This map shows some of the buses that go through interesting parts of Rome with good views of major sights. The 40 Express and 64 are always full of tourists, since they go from Termini to St. Peter's (40) and Vatican (64). The other routes are likely to be less crowded. The 3 Train follows a long leisurely route around the southeast of the city, while bus 23 goes along the Tiber.

Metroapolitan

Rome's underground system, the Metropolitana, has two lines (A and B) which cross the city in a rough X-shaped, converging at Termini station (see inside back cover and pages 70-71). Line A (red) leads from Battisti in the west to Anagnina in the southeast of the city, from where buses go to Campo de' Fiori, line B (blue) runs from Rebbia in the northeast, down to EUR in the south west, where buses leave for the coast. Stations are clearly marked by the Metro logo, a large white M on a red background.

The system was designed to ferry commuters in from the suburbs, so is not very useful within the center, but the Metro is a relatively speedy way of crossing the city. Among the most useful stations are Colosseo, Spagna, San Giovanni, Ottaviano-S. Pietro and Piramide (for trains to Fiumicino). Both metro lines run from 7.30am until 11.30pm every day.