

Italy

Business Travel Guide

Compiled by:

Swiss Business Hub Italy

Milano, February 2024

ARRIVAL AND DEPARTURE

Swiss citizens residing in Switzerland can enter Italy with a valid national ID card or passport. A visa is not required to access the country. Please check the interactive website for further details: <https://vistoperitalia.esteri.it/home/en>

Please mind, that posting of workers is subject to registration on the [Ministry of Work Homepage](#).

As a neighboring country, Italy can be reached by car, railway and flight. Please check relevant websites for detailed information:

- AUTO – www.autostrade.it
- RAILWAY – www.sbb.ch www.trenitalia.com
- FLIGHT – Main international airports with permanent connections to Switzerland are:
 - Roma Fiumicino (FCO)
 - Milano Malpensa (MXP)
 - Bologna (BLQ)
 - Firenze (FLR)

This list is not exhaustive as some flight companies may offer seasonal flights and indirect flights (via). Companies with direct flights are: [Swiss Intl. Air Lines](#) and [ITA Airways](#).

HEALTH REQUIREMENTS

Urgent medical treatment is provided everywhere through the European Health Insurance. Further, there are no mandatory vaccinations at this point of time.

Please find extensive and updated information here: [BAG – Bundesamt für Gesundheit](#)

PUBLIC SECURITY / RECOMMENDED PRECAUTIONS

Business permanence in Italy does not require any specific security precautions.

Please check the below link for updated information:

<https://www.eda.admin.ch/eda/en/fdfa/representations-and-travel-advice.html>

Please check national police website for general advice:

<https://www.poliziadistato.it/articolo/view/20909/>

BUSINESS HOURS

Since 2011, shops are free to determine their business hours.

Pharmacies are normally open each day from 8.30 am to 7.30 pm.

Banks are normally open from 8.30 am to 4 pm and closed on Saturdays and Sundays and on public holidays.

Other business hours may vary according to function and may vary from region to region, so it is recommended to check beforehand in case of urgent issues.

PUBLIC HOLIDAYS

Capodanno	01.01.2024
Epiphany	06.01.2024
Easter Sunday	31.03.2024
Easter Monday	01.04.2024
Liberation Day	25.04.2024
Labor Day	01.05.2024
Republic Day	02.06.2024
Ferragosto/Midsummer	15.08.2024
All Saints' Day	01.11.2024
Sant'Ambrogio (Milano only)	07.12.2024
Immaculate Conception	08.12.2024
Christmas Day	25.12.2024
St Stephen's Day	26.12.2024

*Each city celebrates an additional day (“Santo Patrono”) in which businesses are normally closed, for instance:

Milano 7th December

Rome 29th June

NATIONAL TRADE FAIR CALENDAR 2024

A selection of most relevant international trade events are:

SALONE DEL MOBILE Furniture Bathroom Milano www.salonemilano.it

SPS PARMA Electric Automation Parma www.spsitalia.it

CPhi Pharma Industry Milano www.cphi.com

WE MAKE FUTURE Digital Innovation Rimini www.wemakefuture.it

All national events are listed by sector and exhibiting city at the link: www.aefi.it

COMMUNICATION: TELEPHONE AND INTERNET

Italy’s country code is: +39

Main Telecom operators with competitive SIM offers in Italy are: Vodafone, TIM, Wind Tre, Iliad

Important phone numbers:

State Police 113

Fire department 115

Health emergency 118

Carabineers Police Force 112

ELECTRICITY SUPPLY

Electricity plug and socket:



The voltage in Italy is 220 V with a frequency of 50 Hz.

Electrical sockets (C,F,L) comply with European regulations.

METHODS OF PAYMENT

National currency in Italy is the Euro.

Exchange rates can be checked on the official source (European Central Bank)

https://www.ecb.europa.eu/stats/policy_and_exchange_rates/euro_reference_exchange_rates

When entering or leaving the country with EUR 10'000 or more in cash or other monetary instruments, the money must be declared in writing to the custom office.

Tips are not compulsory in Italy and hence less common. However, there are no generally established rules and you can leave a sum amounting to around 10% of the bill if you are satisfied with the service.

Acceptance of methods of payment:

	everywhere	almost everywhere	limited	not accepted
Cash (national currency)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MasterCard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visa	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
American Express	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Diners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apple Pay	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google/Samsung Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Foreign currencies and cash in big banknotes are hardly accepted except for limited range of businesses such as international hotels and similar. It is therefore advisable to convert currencies in Euro or use credit cards.

DOMESTIC TRAVEL, LOCAL TRANSPORT

Public transport is available everywhere in Italy. The whole transport infrastructure is generally well developed in Italy with some differences according to regions.

The rail network is extensive and covers the whole country. Recent years have seen a significant growth of high-speed network (alta velocità AV) with new projects in planning.

Road:

Italy's road network is also widespread, with a total length of about 487'700 km. It comprises both an extensive motorway network (6,400 km), mostly toll roads and national and local roads.

Please mind, that circulation with a foreign license plate is subject to special regulations (ie. limitation in terms of duration and driver's residence). If your car is registered in Switzerland, you may drive up to 60 days in Italy. Italian-residents may not drive the car without a declaration.

Italy also has relevant sea-ports for freight and passengers such as Trieste, Genova, Livorno and Gioia Tauro.

Useful links may be:

Roads – www.autostrade.it – www.stradeanas.it

Railway – www.trenitalia.it – www.italotreno.it

Main public transport app in Milano – www.atm.it

Main method of payment for taxi and subways: Credit card (Visa, Mastercard), Taxi often accept cash

Car rental:

It is very simple to rent a car or a motorbike, but it is best to check in advance, which are the requirements of the different agencies. Age generally must be 23 or over (sometimes 25), but some agencies allow younger people to rent a vehicle. A credit card is generally necessary, plus a driving license. Nationals of Non-EU countries (except CH) should also possess an International Driving Permit (IDP).

ACCOMMODATION, TEMPORARY OFFICE SPACE

Accommodation of any sort is extremely easy to find all over the country through common channels as hotel chains and online providers.

Long rental for business purposes are available in all the main business and touristic cities (Milan, Rome, Turin, Naples, Florence, Venice etc.)

Co-working spaces are widely available in all major business centers. You may also contact Swiss Business Hub Italy for proposal (ie. Centro Svizzero, Milano).

Useful link: www.italiancoworking.it

LANGUAGES USED FOR BUSINESS

Italian is the language mainly used also for business. However, English is also standard within the business community.

BUSINESS PRACTICES

Tips for initiating business contacts

It is normally good norm to start a business contact formally that is by e-mail or phone call.

It can be very useful to be introduced by somebody who knows you already in order to create a sense of trust. After first contact, a face-to-face relationship is preferred.

Scheduling Meetings:

Appointments are mandatory and can also be done on short-notice.

It can be useful to reconfirm the meeting by telephone a few days before the set date. Avoid organizing meetings in August and during public holiday.

Business attire:

It is advisable to pay attention to the dress code, as it may represent your lifestyle, your status and your skills. Italy has generally elevated standards in dressing.

Depending on the company and business circumstance, a smart-dress code may be accepted without problems.

Introducing yourself:

In business environment introduction always start with hands shaking. Embracing may not be unusual once the relationship is established and there is mutual trust.

Building trust and personal relationships:

A certain formality is common and appreciated.

The use of professional titles is required, especially in writing. Initially, you should address people by their title and last name and wait to be explicitly invited to use other forms (first name or last name coupled with the Italian "tu").

However, depending on the company culture and personal attitudes, the switch to the colloquial forms of address and using the first-names can be adopted quite rapidly.

Offering and accepting gifts and invitations:

Gift giving is not particularly common.

After a personal relationship has been established, it may be more appropriate to give small gifts. In any case, it is better not give a business gift until you receive one first. Also non-material gifts such as small favours are highly appreciated.

BUSINESS RISKS

CRC risk qualification: HI – High Income / OECD. At the same time, Italy has an elevated complexity in its jurisdiction (especially fiscal law).

Swiss Export Risk Insurance SERV insures political and *del credere* risks involved in exporting goods and services.

[Products for exporters](#)

[Product for service providers](#)

[Products for financial institutions](#)

The full range of services and products offered by SERV can be obtained at www.serv-ch.com.

Your contact person in Zurich

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Your contact person in Lausanne

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IMPORT OF SAMPLES AND CATALOGUES

Temporary importation of non-EU goods, for various uses is allowed with total or partial exemption from customs duties (duty and VAT) and without the application of commercial policy measures.

Goods under temporary admission must be re-exported without having undergone any changes apart from the normal depreciation due to use.

Where the goods are not re-exported but have been nationalized, the relative rights (duty and VAT) must be paid, in addition to the compensatory interest accounted for from the date of placing the goods under the temporary admission regime.

Further information at the **National Customs and Monopolies Agency**

www.adm.gov.it

ADDRESSES OF EMBASSY AND CONSULATES OF SWITZERLAND

Ambasciata di Svizzera

Via Barnaba Oriani, 61

00197 Roma

www.eda.admin.ch/roma

Consolato Generale di Svizzera

Via Palestro, 2

20121 Milano

www.eda.admin.ch/milano

Swiss Business Hub Italy

At the Consolato Generale di Svizzera

Via Palestro, 2 (Centro Svizzero)

20121 Milano

<https://www.eda.admin.ch/swiss-business-hub-italy>

ADDRESSES BILATERAL, NATIONAL AND LOCAL CHAMBER OF COMMERCE

SWISS CHAMBER – Camera di Commercio Svizzera in Italia

Via Palestro, 2

20121 Milano

www.swisschamber.it

ADDRESSES OF THE EMBASSY AND CONSULATES OF ITALY IN SWITZERLAND

Embassy of Italy

Elfenstrasse, 14
3006 Bern
Tel.: +41 (0)31 350 07 77

Consulate General in Zurich

Tödisstrasse, 65
8002 Zürich
Tel.: +41 (0) 44 286 61 11

Consulate General in Basel

Schaffhauserrheinweg, 5
4058 Basel
Tel.: +41 (0) 61 689 96 26

Consulate General in Genève

Rue Charles Galland, 14
1206 Genève
Tel.: +41 (0) 22 839 6744

Consulate General in Lugano

Via Ferruccio Pelli, 16
6900 Lugano
Tel.: +41 (0) 91 913 30 50

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