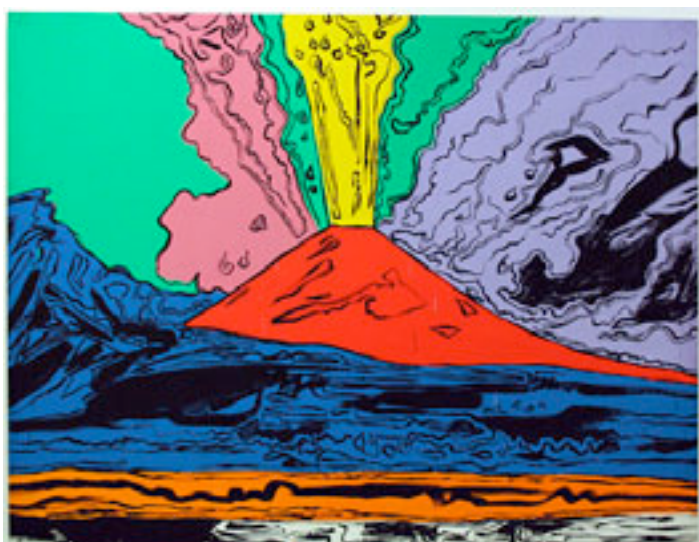


# WELCOME TO NAPLES



## NEW ARRIVALS GUIDE

Produced by the HIVE Naples

# **CONTENTS**

Welcome to Naples	page 2
HIVE opening hours	page 3
HIVE Mission Statement & Disclaimer	page 4
What the HIVE can do for you?	page 5
A –Z of HIVE Information	page 6 – 16
Emergency numbers	page 17
Useful Italian words and phrases	page 18
Clothing Guide	page 19
Customer feedback form	page 20

Last updated: January 2011.



## **Welcome to Naples**

Joint Forces Allied Command (JFC) is located in Bagnoli, Naples which is the largest city in Southern Italy, within one hour's drive of such beauty spots as the Amalfi Coast, Sorrento and Salerno and two and half hours from Rome.

Naples is situated on a magnificent bay and the Naples skyline is dominated by Mount Vesuvius which sits above the city and the famous historical sites of Pompeii and Herculaneum are approximately 45 – 60 minutes drive from the quartering areas.

Naples has a little - and often a lot - of everything on offer. It pulsates with noisy street markets with names such as, Shoe Alley, Music Alley and Christmas Alley and is awash with high fashion and designer goods.

The service accommodation is situated outside of Naples in villages to the north-west called Lago Patria, Varcaturro and Licola. These are around 30 minutes drive from the main base. Service accommodation is in private villas and apartments rented from local landlords and mostly sited on small estates called "parcos" usually rented exclusively to the British, although occasionally with a mixture of Italian and other nationality neighbours.

There are many benefits of living in Naples, not least of all the delicious pizza which was invented here but it should also be noted there are some drawbacks. Naples is an ill-built city and crime, mainly in the form of petty theft can be a problem, however once you have warmed to the cultural differences, Italy offers a wealth of cultural, historical and gastronomical delights which are just waiting to be discovered and it will not be long before you start to see there is real beauty amidst the chaos.



The HIVE is located on the first floor in the British Community Centre on Parco Mazzola in Lago Patria, which is just off the Lago Patria exit of the SS7, next door to the Flag Hotel and the British Forces School.

### **HIVE OPENING HOURS**

(unless otherwise advertised on [www.britannia-in-italia.co.uk](http://www.britannia-in-italia.co.uk))

**Monday – Friday**

**0830-1230**

Telephone: +39 081 509 2628

Email: [naples@hive-europe.co.uk](mailto:naples@hive-europe.co.uk)

Website: [www.hive-europe.co.uk](http://www.hive-europe.co.uk)



**British Community Centre**



On site at the British Community Centre you will find:

The HIVE

Two bars

A self-service coffee shop

Thrift shop

Children's playroom and outdoor play area

An outdoor swimming pool (open summer only)



## **MISSION STATEMENT**

HIVE Information centres support the Chain of Command and Tri-service communities through the provision of up to date and relevant information.

## **CUSTOMER SERVICE STATEMENT**

HIVE Europe is committed to providing impartial and up to date, accurate information with an exceptional level of customer service to all, regardless of age, gender, race, religion, sexual orientation or disability.

## **DISCLAIMER**

The content of any brochures or advertisement displayed in the HIVE does not necessarily reflect the policies or opinions of HM Government, the Ministry of Defence or Tri-Service HIVE.

The accuracy of brochures displayed is not guaranteed.



## WHAT CAN YOUR HIVE DO FOR YOU?

We can provide you with information on the following topics:

New arrival Information	Consumer & Business
Transport and holidays	Legal matters
Local tourism	Postings & Departures
Travel	Communications
Clubs & Societies	Education
Family & Welfare	Theme parks
Employment	Days out
Leisure	Benefits
Health & Safety	Taxes
Confidential Referral Service	Local Customs

# **NAPLES A – Z of useful information**

**The following information is aimed at providing a general guide, which we hope will help you to settle into life in Naples, however for more detailed information on any topic, please contact the HIVE team who will be happy to help.**

## **ACCOMODATION**

Service accommodation is located in the villages of Lago Patria, Varcaturro and Licola, on the north eastern fringes of Naples, approximately a 30 minute drive from the main base at JFC. Accommodation is let privately from Italian Landlords in the form of villas and apartments. Married Quarter houses are allocated to families and single personnel will be billeted in apartments or shared houses, with private bedrooms and shared kitchen, lounge and bathroom facilities.

## **ACCOMODATION (LOCAL)**

If you have family visiting from UK and need additional accommodation in the local area, the HIVE hold a list of local B&Bs and Hotels, should you need them.

## **ATMs**

There are 2 branches of Banco di Napoli with ATM facilities, located inside building L at JFC and also on the Via Domitiana (the 4-laner) at the bottom of Via Lago Patria, dispensing in Euros. Further Bancomat cash machines can be found in the shopping centres at Auchan and Ipercoop. There are also cash machines at the US Navy Support Site at Gricignano Di Aversa and Capodicino which dispense dollars and euros. In general these machines will accept UK bank cards, but you would be wise to check with your own bank that you will be able to access your account from Italy.

## **BANKS**

There are branches of Banco di Napoli on the Via Domitiana at the bottom of Via Lago Patria (the 4-laner) one on JFC inside building L and one on the base at Capo. It is possible to open an Italian bank account on arrival once you have obtained a codice fiscale (see below). There is also a Barclays Bank branch in Naples City Centre where English is spoken and a Deutschebank, both are a short walk (100m) from the metro station at Piazza Amedeo.

## **BANK ACCOUNTS**

Many people have Italian bank accounts through Banco di Napoli, which can be opened in the JFC Branch on base, where they speak English. You must have a codice fiscale (see below) to open a bank account. You can arrange for a proportion of your pay/LOA to be paid direct to your Italian bank account in euros via the JPA system. It is possible to have 2 bank cards issued on the account, one is required to draw money from ATM machines and the other is a Bancomat card which is a debit card and can be used to make purchase in stores at the till. For joint accounts, it is necessary for both account holders to obtain and codice fiscale.

## **BEACHES**

The beaches in Italy are generally private beaches and during the summer months it is necessary to pay a small fee to gain admission, however once on site, you will find a clean stretch of sand, usually good amenities, including coffee bars, beach furniture, a play area for the children, showers and sometimes a swimming pool. Keep your eyes peeled for the special offers in the British Bulletin which publishes details of season tickets that can be bought at a reduced rate. The beaches are only 5 minutes from Lago Patria and 10 minutes from Licola.

## BENEFITS

The HIVE holds a supply of information leaflets about benefits, including child benefit, Surestart maternity grants and working tax credits. If you have a query regarding benefits then please speak to the HIVE.

## BFPO

See under "Post Office."

## Britannia-in-italia.co.uk

Is a website for the British Military Community based in Italy. It carries weekly orders, information on the UK joint support unit in Naples, news items, current events, community calendar, for sale & wanted, and various forums on all of the topics you need to know. To log on you will need to create an account, so follow the instructions given.

## BRITISH COMMUNITY CENTRE (BCC)

Located on Parco Mazzola, Lago Patria, the BCC is home to 2 bars, a coffee shop, the HIVE, a children's play room and outdoor playground, a thrift shop, medical centre clinic (part-time hours) and a swimming pool (summer time only). Dependent fitness classes take place in the Underground Bar as well as a play and stay toddler group for the little ones.

## CAPODICHINO

Naples International Airport is called Capodichino Airport, referred to locally as "Capo." There is an American base alongside the airport to which the British have access, where you will find administration units, ATMs, a cinema, a small Navy Exchange (NEX), stationary warehouse, snack bars, the Capo Inn and some recreational facilities.

## CARNEY PARK

The US Navy Outdoor Recreation Site is set in a 97 acre volcanic crater only 10 minutes from Lago Patria. Membership is necessary to gain admission to Carney Park and an annual pass needs to be bought from the NOR shop on site. The current costs are \$100 for single membership or \$300 for family membership, and this allows you to sign in visitors for \$5 per day. There is a 9 hole golf course, outdoor swimming pool (open summer only) log cabins and a camping areas, soccer, baseball, tennis, dog walking, jogging track and on site recreation store selling sports gear and clothing. They can also help with ski equipment hire during winter and hold regular events throughout the year, such as Easter Egg hunts and Halloween Spooktacular.

## CHILDCARE & NURSERIES

Teddy Tots is a British Ofsted regulated nursery located near the British Forces School in Lago Patria. It is open term time from 08:45 hrs to 12:15 hrs. Contact Teddy Tots on 081 509 6972 for more information. There are also private Italian nurseries/schools in the area who provide quality childcare, please ask at the HIVE for their details.

## CHURCHES

The Church of England has its own historic Church in Naples, Christ Church where services are held every Sunday at 10am. There is an officiating chaplain in post who can be contacted on (0039) 081 411 842 or email [vicar@christchurchnaples.org](mailto:vicar@christchurchnaples.org). There is also an English Chapel offering services at the US Navy Support Site and services in English at the Evangelical Sure Foundation in Lago Patria (Via Madonna del Pantano) on Sunday at 11am. Catholic Mass is celebrated at Villa Della Rosa, in Italian on Saturday at 5.30pm and on Sunday at 9.30am.

## CINEMA

There is a two screen cinema at the US Navy support site at Gricignano Di Aversa and a single screen cinema at Capodichino which both screen current release movies in English. Details of current movies and show times are published on [www.cnic.navy.mil/Naples/Recreation/Movies/index.htm](http://www.cnic.navy.mil/Naples/Recreation/Movies/index.htm) or you can collect a flyer from the Mall at Gricignano which are published fortnightly.

## CLUBS

There are various clubs operating out of the Community Centre, at Carney Park or JFC. Currently on offer are Brownies, Rainbows, Football Training, NATO Lions Rugby Club, Youth Club (between ages 9-18), Bumps and Babes, Stay and Play Toddler Group. Details of the timetable are held at the HIVE. If you would like to set up and run a club or could spare some time to help with the ones currently running, please speak to the HIVE who will gladly put you in touch with the club organisers.

## CODICE FISCALE

It is essential to obtain a codice fiscale, which is similar to a UK national insurance number, when you arrive in Italy as it is required to open an Italian bank account, work in the Italian economy or to have telephone/internet services installed. Your sponsor should help you to arrange this.

## CRIME PREVENTION

All of the service accommodations are fitted with security shutters and house alarms with a panic button provided. The alarm connects to Europol, a Private Security Firm who will attend if the alarm is set off. These are provided for your safety, security and peace of mind so for crime prevention reasons you are urged to use them to their full potential to avoid unnecessarily becoming a victim of crime.

## CURRENCY EXCHANGE

You can exchange dollars into euros and vice versa at the customer service desk at the NEX without incurring charges, but you need to present your NATO ID and will sometimes be asked for the last four digits of your US social security number, which is usually the month and day of the head of the family's birthday (mm/dd). Currency exchange is also available at the Banco Di Napoli, at Building L on JFC.

## DENTIST

Periodically throughout the year a visiting military dentist comes to Naples from the UK for around 3 weeks at a time. Priority is given to service personnel but dependants may also be seen if there are appointments available. At all other times, dentistry is available through local Italian Dentists but prior authority for treatment must be obtained from the British Clinic at JFC first.

## DRIVING

The driving in and around Naples is rather erratic and will take some time to get used to however it has calmed down a lot since the introduction of the Tutor Speed Control System on the Tangenziale (i.e. Ring Road) in February 2009. Most of the main auto routes in Italy are toll roads and you pay set fees for the distance travelled. The standard fee from Lago Patria to the base is 80c each way. You may pay in cash but most people opt to have a telepass remote control device (see Telepass below) which allows you to pass through the toll booths without stopping and automatically debits your bank account with the cost of the tolls.

## EATING OUT

There is no shortage of places to eat out in Italy and Pasta and Pizza (which was invented in Naples) are always on the menu. There are few international restaurants in Naples and a Chinese Restaurant in Lago Patria offering a take away service and several rotisserie chicken shops dotted around. The HIVE can help with a list of restaurants that are popular with the British community

but your feedback is also welcomed on any restaurants that you visit that serve good food and offer good service.

### EMERGENCY NUMBERS

In case of emergency, for the carabinieri (police) dial 112, for the ambulance service dial 118 and for the fire brigade dial 115. There is also a list of emergency contact number for the UKJSU appended at annex A. Please also refer to the guidance given in the “Local Knowledge” item within this guide.

### EMPLOYMENT

Jobs for dependents within the UKJSU are advertised on [www.britannia-in-italia.co.uk](http://www.britannia-in-italia.co.uk). If you wish to work in the Italian economy you must have a Codice Fiscale, which your sponsor can help you to arrange.

### FITNESS CLASSES

Details of fitness classes and sports clubs run by the British Community and PTIs are published in Weekly Orders/British Bulletin. On offer currently are yoga, circuits, football, rowing, sailing, badminton, golf and more besides. If you have a particular talent and would like to start a club or run a class, talk to the PTIs after you have settled in.

### FUEL COUPONS

Petrol, diesel and oil coupons are available to entitled NATO personnel only from the office next to the Save Centre at JFC. Duty Free Fuel Coupons are not transferable and will not be sold to you unless you have a Vehicle Registration Card with an up to date roadworthiness certificate. The fuel coupons can be redeemed for fuel at any AGIP or Esso petrol station throughout Italy.

### FURTHER EDUCATION / LEISURE LEARNING CLASSES

Contact the Education Officer on 081 721 2980 for further details of courses run for serving personnel and their entitled dependants, including introductory Italian language classes or speak to the HIVE for details of leisure classes, such as singing, music and cookery lessons.

### GAS

Gas supplies to the service accommodation is via liquid gas with tanks being located in the garden of the property. Keeping a eye on the gas levels is the responsibility of the occupiers and refills are requested through Villa Britannia Helpdesk.

### GOLF

There is a nine hole golf course at Carney Park, which is open from 9am until 5pm in the winter and until 6.30pm in summer. You do not have to be member at Carney Park to use this facility because you can pay and play. For further details contact the Golf course on 0039 081 526 4296. The British Golf Society meet here to play every Wednesday afternoon with a meal afterwards in the Clubhouse. Check the British Bulletin for details of who to contact.

### HAIR AND BEAUTY

There is a salon for both men and women at the US Navy Support site at Gricignano Di Aversa where the staff speaks English and appointments are not always necessary. There are also hairdressers local to the accommodation areas in Lago Patria, Licola and Varcaturro, who speak some English and a mobile hairdresser who will come to your home. There are also various beauty practitioners offering beauty and massage treatments within the British Community or locally as well as some on base at JFC. If you would like further information about specific hair and beauty treatments, then please ask the HIVE.

## HIVE

The HIVE maintains a database of useful information as a resource for the community. Whilst we undertake our own research to add to this database, we are also grateful to receive feedback from the community about places or services that you deem worthy of recommendation. If you would like to contribute to this database, you can phone us, come in and see us or email us at [naples@hive-europe.co.uk](mailto:naples@hive-europe.co.uk) with any information you would like to share.

## HOLIDAYS – Sperlonga Chalets, Camp Derby & Sigonella

Sperlonga Chalets are an hour away from Naples at Villagio Camping Nord-Sud in the region of Latium. There are award winning private beaches, sports facilities, mini club, restaurants, bar, pizzeria and supermarket. The British Community have a block booking throughout the summer for two of the chalets. Reservations can be made through the OIC Jamie Edgell on 081 721 2885. Camp Derby, near Pisa and Sigonella in Sicily are U.S. Military Recreational facilities with hotel facilities to which the British have access. Check out the website website at <http://www.livornomwr.com> for Camp Derby and [www.sicily.navy.mil/nassig](http://www.sicily.navy.mil/nassig) for Sigonella.

## HOUSING

For pre-arrival information about housing contact FAMO on 081 334 2110. Post arrival, any problems with your accommodation should be reported to the Villa Britannia Help Desk on 081 334 2111.

## ID CARDS

All military personnel, entitled civilians and dependants aged 10 or over are required to have an ID card to gain admission to the JFC NATO base, which your sponsor should arrange during your first week in Naples. In addition further ID passes are required to access the facilities at the US Naval Support site at Gricignano Di Aversa and at Carney Park which your sponsor can also help you with.

## INTERNET

Unfortunately we currently do not have a working WI-FI facility at the HIVE, although we are hoping to get it soon. There are also internet cafes dotted around the area. To have internet connected to your home speak to the Families Centre at JFC on 081 721 2210 or go to Gricignano Quality of Life Office for help.

## ITALIAN - USEFUL WORDS & PHRASES

Appended to this guide is a short list of useful Italian word and phrases to get you started but it is recommended that you sign up for the free Survival Italian Courses (20 lessons over 10 weeks) that run throughout the year at JFC and Villa Britannia and which can be arranged through the Education Office.

## JFC – Joint Forces Allied Command

The NATO base at Bagnoli is officially titled the Joint Forces Command but is commonly referred to as JFC. JFC is approximately 30 minutes drive from the accommodation areas in Lago Patria and 25 minutes from Varcaturu and Licola. Aside from NATO Operations, the UK National Support Unit is based here as are the Medical and Education Centres. On site there is also a British Post Office, a selection of shops, including a furniture shop, shoe shop and the Save Centre. There are also two coffee bars, a petrol station, a barbers, a dry cleaner, a tailors, a florist, a library, an outdoor swimming pool (open summertime only), a gymnasium, a bowling alley and two international Schools, including the Montessori School.

## LAGO PATRIA, LICOLA AND VARCATURO

Most of the service and families accommodation is located in the areas of Lago Patria, Licola and Varcaturu, approximately 15 miles (or a 30 minute drive) from JFC. Accommodation is in private rented houses or apartments mostly situated on small estates known as parcos.

## LEAFLETS

The HIVE holds leaflets containing a huge variety of information on everything from benefits to bus timetables. We hold core information on a variety of subjects including education, social security, health, housing, communications and welfare to name but a few. We also hold supplies of pamphlets on local attractions and places of interest, as well as things to do further afield. If you're stuck for ideas on what to do or where to go, then pop into the HIVE for some inspiration and if you go out exploring then please bring back a few leaflets to add to our collection.

## LEISURE ACTIVITIES

[www.britannia-in-italia.co.uk](http://www.britannia-in-italia.co.uk) lists the sport and recreation activities timetable and is published every week. The HIVE also holds details of cookery lessons, ceramics classes, music and singing lessons, skiing, tennis, horse-riding and many other activities on offer, so please come on in to the HIVE to find out the details.

## LOCAL KNOWLEDGE

It is very important that you try to learn your home address in Italian and also the proper street names around your local area so that in case of an emergency you will be able to summon help from the Italian Emergency Services. Although some emergency operators speak English, not all of them do and matters can be complicated by the habit within the British Community of giving nicknames to locations, e.g. Via Lago Patria is commonly referred to as the 4-laner and the SS7 dual carriageway is often mistakenly called the Tange which is short for Tangenziale (i.e. ring road) when in fact it is an entirely separate stretch of road/location. Please make an effort to learn the proper names of places as it may make all the difference in a real emergency!

## MAPS

If you do not already have one, it is recommended that you invest in a satellite navigation device before you set off for Italy as finding your way around can be difficult at first. The HIVE is able to help with directions, street maps and routes for you to get around locally.

## MEDIC – DUTY OFFICER

The 24 hour medical emergency contact number, staffed by a member of the British Medical Centre staff is 348 401 1216 for help and advice with casualty situations.

## MEDICAL CENTRE

The British Forces Clinic is located at JFC and is open Monday to Friday and is staffed by a Doctor, Nurse, Health Visitor, Midwife, 2 Medical Assistants, 2 Receptionists, a Patient Records Officer and a Hospital Liaison Officer. The Clinic is capable of dispensing prescription drugs and if you have any special medical needs you should talk to them as soon as you arrive. **It is very important** that you register with the Med Centre during the first few days of arrival in Naples.

## MOBILE PHONES

There are Vodafone shops at JFC Save Centre and the NEX where the store staff speak English and will advise you as to the best products and contracts available for your purposes, including contract phones, internet keys and pay as you go services.

## NOMINAL ROLL

The nominal roll contains a list of all UKJSU departments and British Government Offices throughout Italy. There is also a list of duty officers and emergency contact numbers, as well as the contact details for all personnel serving in Italy in Naples, Rome, Latina and Milan. The

nominal roll is updated regularly and it is your responsibility to inform the Registry of any changes to your contact details, using the form appended to the Nominal Roll. You can obtain a copy of the Nominal Roll from the UKJSU Registry on 081 334 2732.

### OPENING TIMES

Larger stores, supermarkets and shopping centres usually stay open all day, often from 9am to 9pm, however please note that because these shops stay open late over the weekend, they often do not open until 1pm on Mondays. The smaller local shops, including pharmacies open around 8am, close at lunchtime between 1pm to 4pm and then reopen in the evening until 8pm or 9pm.

### PETS

Some landlords do allow pets to be kept in the rented properties and there are always plenty of strays looking for a good home. If you are bringing your pet with you from the UK, you must arrange a pet passport for each animal and it is essential that you inform the FAMO so that he can ensure suitable accommodation is allocated to you, prior to arrival. For further information about the pet passport scheme go to [www.direct.gov.uk](http://www.direct.gov.uk). The HIVE also holds a list of local vets, boarding kennels and pet sitters should you need them and details for exporting your pets when you leave Italy.

### PHARMACIES

There are pharmacies in Varcaturro and Lago Patria who can help with day to day preparations for mosquito bites, tummy upsets, cough medicines etc. Italian Pharmacies cannot open unless there is a Doctor on site and quite often if you cannot speak Italian, you can point out your problem and they will recommend something for you. If however you have a serious or undiagnosed problem then it is best to seek advice from the Medical Centre or Duty Medical Officer in the first instance.

### POSTED ON FROM NAPLES

The HIVE can obtain Garrison Guides and HIVE Welcome packs from other stations when the time comes for you to move on. Just call in and tell the HIVE what you need to know and let them do the information gathering for you while you get on with the packing.

### POST OFFICE

There is a British Forces Post Office on JFC immediately behind the UKJSU building (Building F). For convenience there are also post boxes at the BCC and Villa Britannia which can be accessed during office hours. There is an Italian Post Office at JFC (Building L) and another in Lago Patria at the bottom of Via Lago Patria.

### PUBLIC TRANSPORT

There is an integrated transport system in operation in Naples and Campania and one ticket is all you need to travel on any form of public transport, as the tickets are transferable. Tickets cost €1.10 for 90 minutes travel and €1.80 for 120 minutes of travel. You need to buy tickets, in advance of travel from newsagents, tobacconists or railway stations and must validate the ticket at the start of each journey in the machines that you will find on the bus or railway platform. Always be sure to validate your ticket as ticket inspectors are known to operate on the transport network and will fine you €30 if you do not have a valid ticket.

Inside Naples the buses are operated by ANM.IT and the buses are fairly frequent and will transport you all round the city to save your legs on the steep streets of Naples. Outside Naples centre, bus services are operated by CTP (Compagnia Trasporti Pubblici Napoli) and run through Lago Patria, Varcaturro and Licola. You can find published timetables on the CTP website - [www.ctpn.it](http://www.ctpn.it), the buses are fairly frequent and usually run to time.

Trains throughout Naples offer a reliable service and there are trains running locally and nationally. The nearest railway stations to the accommodation areas are in Licola and Villa

Literno. There is also a metro line right outside the JFC base running into Naples City and inside the city there are funicular railways operating to get you up the steep volcanic hillsides. Please note that the Metro lines stop running at 10pm but a taxi back to JFC from the City Centre will cost around €8. The HIVE holds details of the train timetables to Rome should you need them.

### QUESTIONS

Your sponsor should help you to settle in when you first arrive in Naples, however the HIVE will help to answer any questions you might have thereafter. If we do not know the answer then we will endeavour to find an answer for you. No matter what the question - just ask. Or if you're feeling a bit lost during your first few months or are struggling to settle in, just come in for a chat; we may be able to help or we can refer you on to someone who can help to put things right.

### QUI NAPOLI

Is a booklet published by the Naples Tourist Office which contains lots of useful information including a what's on programme, ferry and hydrofoil timetables as well as lots of other useful information. It is published monthly during summer and bi-monthly in the winter. The HIVE tries to hold a supply of the booklets but it also available online at [www.inaples.it/ita/quinapoli.htm](http://www.inaples.it/ita/quinapoli.htm)

### RECYCLING

There are two main recycling depots in the Lago Patria area. One is located on Via Ripuaria, Varcaturò and the other on Via Madonna Del Pantano, Licola. They are open Monday – Friday from 8am until 5pm. They recycle plastic, glass and card but not metal.

### RUBBISH

There is no public refuse collection service to individual houses in Italy, although there are a few private contractors who will do this for you. However you will find large metal bins located on the roadside where you should deposit your rubbish. Periodically there are refuse strikes in the Campania area which can cause the rubbish to pile up and make life a little unpleasant, but this is soon cleared once the strike is over.

### SCHOOLS

There is a British Forces (Primary/Junior) School in Lago Patria, behind the BCC building, which is administered by Service Children's Education (SCE) a defence agency whose headquarters are located at Wegberg, BFPO 40. The Head Teacher at the British School can be contacted on 081 509 2628. There are also two other international primary schools in the area, the Montessori School on base and the International School in Lago Patria.

Secondary Education is provided at the American High School at Gricignano Di Aversa, for children aged 11-18. School Buses are provided to transport the children to school which pick up at approximately 7 am and return around 3pm. The website address for the American High School is [www.dodea.edu/profiles/schoolinfo/data/naples-es.pdf](http://www.dodea.edu/profiles/schoolinfo/data/naples-es.pdf). The HIVE also holds information about UK Boarding Schools, should you prefer your child to be secondary educated in the UK.

### SHOPPING

Please visit the HIVE for information regarding shopping centres, designer stores and markets. We also hold directions to Carrefour, Ikea and other large shopping centres in the region.

### SPONSOR

Before you arrive in Italy you should be allocated a sponsor, who will help you to settle in during your first few weeks. Your sponsor should meet you on arrival and guide you to your house and give you a tour to show you the main shops and sites around the area. They will also organise your ID passes, registrations with the Med Centre and also your vehicles. After your sponsor has gone, the HIVE will be there to help with any further information that you need.

## SUNSHINE

Italy is a Mediterranean country and enjoys tremendous weather during summer, however you are not coming here for a short holiday so you must remember to treat the sun with respect to avoid sunburn or heat exhaustion. It is advisable to use a high factor sun cream, drink lots of water and wear a hat to protect yourself further. Stay out of direct sunlight during the hottest part of the day, between 11am and 3pm. Without proper protection it only takes around 20 minutes of exposure to the sun to sustain severe burns during the height of summer, which can exceed 40° C! And please remember to pay particular attention to the needs of your children if you have them, their skin is far more delicate than and adults.

## TELECOM AND INTERNET CONNECTIONS/DISCONNECTIONS

Phone installation for landlines can be organised via the Families Centre, Building L at JFC or through the Quality of Life Office in the Mall at Gricignano and is usually provided by Telecom Italia, who offer a special package of €10 a month for unlimited calls to the UK. You can also request Broadband internet connections through Telecom Italia but these will not normally be connected until after your phone has been installed. The process can take a couple of months to complete so you will need to be patient. It might be worth buying a pay as you go mobile in the first instance and don't forget wi-fi internet access is available at the BCC until you get connected at home.

## TELEPASS

There are toll roads all over Italy and if you use the main road to reach the base, you will need to pay a toll of 80c each way. However to avoid the queues at the toll booths you can buy a telepass, which is a radio controlled device that allows you to pass through the toll barrier using the automatic lanes rather than having to stop at the cashier. You can register up to 3 cars per device and the telepass is linked to your bank account to pay for your tolls by direct debit. You can apply for a telepass at the Punto Blu office located near to the toll barrier or at the Quality of Life office in the Mall at Gricignano. You will need your ID card, credit/debit card details and the registration numbers of the vehicles you wish to register.

## TELEVISION – BFBS AND SATELLITE SERVICES

You should be provided with a BFBS box in your property by Defence Estates and you may also be able to receive Italian TV.

## TRANSLATOR

There is always a UKJSU duty Italian speaker available to assist with urgent matters requiring translation or involving the authorities. The translators work on a rota basis and their contact details are published on weekly orders each week.

## TUTOR Speed Control System

In February 2009 a new speed control system was launched in Naples to control the traffic and things (believe it or not) have much improved. The speed restrictions on the Tangenziale di Napoli (A56 ring road) are strictly enforced at 80 kms (50 miles) per hour. Tickets, fines and points will be issued against you and if you accrue 21 points your driving licence will be revoked so be warned!

## United Kingdom Joint Support Unit (UKJSU)

The United Kingdom Joint Support Unit is the administrative HQ for British Personnel serving in Italy. UKJSU is split across two sites, one on base at JFC, building F and the other at Villa Britannia in Lago Patria. The CO, Unit Admin Officer, Accounts Department, Cashier, Registry, Cashier, Motor Transport, JPA Suite, Personnel and Education Officers are all based at JFC, whilst the Community Social Worker, Families Officer, Defence Estates and the Housing Helpdesk for

requesting repairs to, services for and reporting faults with housing/accommodation are located at Villa Britannia.

### USEFUL TELEPHONE NUMBERS

There is a list of useful contact numbers attached to this guide, please refer to annex A.

### US NAVY SUPPORT SITES

There is a US Naval Support site located at Gricignano Di Aversa and a smaller facility at Capodichino, next to Naples Airport, both of which allow access to British Personnel and their dependants, on production of ID passes. At Gricignano there is a Federal Bank with an ATM dispensing in dollars, Navy Exchange, Commissary, Food Court, Beauty and Hairdressing Salon, Gymnasium, Florist, Dry Cleaners, Wine Shop, Vodafone Shop, Tailors, Jewellers, Watchmakers, Book Store, Cinema, Bowling Alley, Family Assistance Office and a Morale and Welfare Office. The High School for older children and the Hospital are also located here. At Capodichino, there are ATMs, a Cinema, Food Outlets, a small Navy Exchange and depot.

### VEHICLES

All vehicles imported into Italy must be deregistered with the DVLA (if registered in the UK) and notified as being permanently exported on the V5C log book. Vehicles must then be registered with the Motor Vehicle Registration Office (MVRO) at Gricignano or at JFC. You will also need to obtain insurance. There are insurance agents at JFC and Gricignano who can help you. Insurance can be quite expensive and is usually 3<sup>rd</sup> party only but the premium often includes a Europe wide vehicle recovery service. Your sponsor should help you to complete this process but if you need further advice, you can contact the Motor Transport Office at UKJSU or the HIVE. The HIVE holds details of mechanics who can service vehicles, repair tyres and exhausts as well as information about the auto club at the US Navy Support Site.

### VILLA BRITANNIA (aka Villa B)

Part of UKJSU, Villa Britannia houses the Community Social Worker, Families Officer, Defence Estates and the Housing Helpdesk for requesting repairs to, services for and reporting faults with accommodation. The Villa B helpdesk number is 081 334 2111 and is manned from 8am to 4.30pm with an answer phone service out of hours.

### VISITORS

When family are visiting you in Italy, they need travel insurance and a valid European Health Insurance Card which can be obtained free via [www.ehic.org.uk](http://www.ehic.org.uk). Please note that visiting family members are not entitled to the same health care benefits as you and are not entitled to receive medical treatment from the British Medical Centre nor will they be allowed access to the hospital of facilities at the US Navy Support Sites.

### VOLUNTEERS

There are plenty opportunities to engage in voluntary work in and around the Naples area. Volunteering is a great way to meet people, make friends and to get to know your way around. There are several organisations that are always looking for volunteer and we are also happy to have volunteers working in the HIVE if you have time to spare. Come and talk over what you would like to do and the HIVE will point you in the right direction and put you in touch with the right people.

### WEEKLY ORDERS

Published weekly by the UKJSU Registry containing details of operational matter, fitness classes, duty officers, and orders from the CO. Weekly Orders are an essential read for all service personnel

## WHAT'S ON

There is always something happening in the area or in the community. The HIVE tries to keep as much information as possible about local events and activities and there are also regular updates on [www.britannia-in-italia.co.uk](http://www.britannia-in-italia.co.uk). If you are staging an event or spot something that could be of interest to the wider community, please pass the information on to the HIVE or the Registry so that it can be disseminated for the benefit of the whole community. You can also check out the "What's on" page on the HIVE website [www.hive-europe.co.uk](http://www.hive-europe.co.uk) or look at the notice boards in the HIVE.

## X-PLORING - KEY PLACES TO VISIT

Once you have settled in and unpacked, why not take some time out to start exploring the area around Naples. You are spoilt for choice of places to visit as the Campania Region of Italy is jam packed with history and culture. Mount Vesuvius, Herculaneum, Pompeii, Caserta and the Amalfi Coast are all around an hour's drive away and in just over 2 hours you can be in Rome, Roccaraso (the nearest ski resort), the Abruzzo National Park and the islands of Capri and Ischia. These are just a few suggestions for places to visit, for more information and ideas, visit or contact the HIVE.

## NEX

Once you obtain your NATO ID card, you will be eligible to apply for a pass to access the US Navy American Support Site at Gricignano Di Aversa where you can shop for groceries in the Commissary, clothes, furniture and all sorts of goodies in the Navy Exchange. For entertainment, there is a 2 screen Cinema, 10 pin bowling alley and food outlets on site as well as many other amenities. Check out the websites at [www.cnic.navy.mil/Naples/index.htm](http://www.cnic.navy.mil/Naples/index.htm) and [www.nexnet.nexweb.org](http://www.nexnet.nexweb.org)

## YACHTS AND BOATS

There are moorings for private vessels at Nisida and part-shares in boats are often available. Also available to hire is the Agrippa Speedboat so you can visit the local islands including Procida. You will however need to do a boat handling course before you will be allowed to hire the boat but these are advertised at the beginning of summer in the British Bulletin and can be easily arranged.

## ZANZARE (aka MOSQUITOES)

The Italian word for mosquito is Zanzare and they are an irritating and unavoidable fact of life in hot climates like Italy. All of the houses are fitted with mosquito nets at the windows and patio doors and you can also buy personal preparations to discourage the mosquitoes from biting you as well as sprays and candles to ward off these evil creatures from terraces and patios. If you are unlucky enough to be bitten and you react to the bite, the local pharmacies can usually provide something to relieve your discomfort. If however the reaction is severe then you should seek medical attention from the British Forces Clinic.

ZZZZZ That's all for the A-Z, so now it's time for you to just settle into life in Naples and make the most of your posting to Italy. Enjoy the pizza and peroni, relax and make time to discover the magic of Italy's secrets. Don't forget that if you have any questions, need help or just fancy a chat, the HIVE is here for you.

Our motto is: Got a question - You ask – we answer!

## **EMERGENCY CONTACT AND OTHER USEFUL NUMBERS**

Ambulance	118
Fire	112 (English) or 115
Police (Carabinieri)	112
Carabinieri Naples Central (English speaking)	081 721 2688
Duty Medical Officer (for medical emergencies or out of hours advice)	348 398 4423
Duty Italian Speaker (for urgent housing matters or emergencies requiring an Italian speaker)	348 281 6561
US Shore Patrol (for traffic accidents - only)	081 568 4911 or 5911
Duty Orderly Officer UKJSU	348 398 4417
US Shore Patrol (Non emergency assistance)	081 568 5414
British Clinic at JFC (during normal office hours)	081 721 2336
RAF Community Policeman	335 661 4893
Community Social Worker	081 334 2500 348 452 2042
Padre	081 411 842
HIVE	081 509 2628
Estates Manager	081 334 2277 348 019 8257
Villa Britannia Helpdesk (during office hours to report housing issues)	081 334 2111

For all other contact numbers – please consult the nominal roll, available from the UKJSU Registry.

## USEFUL ITALIAN WORDS AND PHRASES

Italian is a phonetic language – i.e. every letter in a word needs to be pronounced. This list will get you started but it is strongly suggested that you take full advantage of the survival Italian lessons that are on offer through the UKJSU – for further details contact the Education Officer on 081 721 2980.

Buongiorno		Good morning
Buonasera		Good evening
Salve		Hello
Ciao		Hello / Bye (familiar use)
Arrivederci		Goodbye (to someone you do not know)
Permesso		Excuse me (if someone is in your way)
Mi scuzi		Excuse me (eg if you bump into someone)
Mi dispiace		I'm sorry
Prego		You're welcome / welcome / may I help you
Per favour		Please
Grazie		Thank you
Mi chiamo...		My name is...
Sono inglese		I am English
Non parlo italiano		I do not speak Italian
Parla Inglese?		Do you speak English?
Possa auitaremi...		Can you help me...?
Posso avere...		Can I have...
Ho bisogno di...		I need some...
Vorrei...	Una botteglia di acqua/vino/latte	I would like... a bottle of water / wine / milk
	Una birra	A beer
	Una bicchiera di acqua/vino	A glass of water / wine
	Un café	A coffee
	Un tea caldo	A hot tea
	Una pizza	A pizza
Un etto di...	prosciutto cotto	A 100 grams of cooked ham
	prosciutto crudo	cured ham
	formaggio	cheese
un chilo / mezzo chilo di...	patate	A kilo / half kilo of ... potatoes
	banane	bananas
	mele	apples
	agnello	lamb
	carrotte	carrots
	miale/suino	pork
	cipolla	onions
	tachino	turkey
	cetriolli	cucumbers
	pollo	chicken
	pera	pear
	Vitello	veal
	bovino/manzo	beef
	pomodoro	tomato

## Clothing and shoe size conversion table - American, British, and European Sizes

### Women's Sizes

<b>Dresses, Suits and coats</b>	American	8	10	12	14	16	18	
	British	30	32	34	36	38	40	
	Continental	36	38	40	42	44	46	
<b>Blouses and Sweaters</b>	American	32	34	36	38	40	42	44
	British	34	36	38	40	42	44	46
	Continental	40	42	44	46	48	50	52
<b>Dresses and Coats (Children's and Junior Misses)</b>	American	2	4	6	8	10	13	15
	British and Continental	1	2	5	7	9	10	12
<b>Stockings</b>	American and British	8	8½	9	9½	10	10½	11
	Continental	35	36	37	38	39	40	41
<b>Shoes</b>	American	6	6½	7	7½	8	8½	9
	British	4½	5	5½	6	6½	7	7½
	Continental	36	37	38	38	38½	39	40

### Men's Sizes

<b>Suits, Sweaters and Overcoats</b>	American and British	34	36	38	40	42	44	46
	Continental	44	46	48	50	52	54	56
<b>Shirts</b>	American and British	14	14½	15	15½	16	16½	17
	Continental	36	37	38	39	40	41	42
<b>Socks</b>	American and British	9½	10	10½	11	11½	12	12½
	Continental	39	40	41	42	43	44	45
<b>Shoes</b>	American	8	8½	9	9½	10	10½	11
	British	7½	8	8½	9	9½	10	
	Continental	40	41	42	43	44	45	

