

UNITED KINGDOM JOINT SUPPORT UNIT, ITALY

***WELCOME TO ITALY AND
NAPLES***

A NEWCOMER'S GUIDE FOR UK PERSONNEL

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SECTION ONE

INTRODUCTION

0101 WELCOME

You are about to take the first step in enjoying what will be an exciting and challenging assignment to Italy. Naples is a city of surprises and contrasts with a character and life unique even by Italian standards. Its layout is complex and disorderly and it is easy to get lost but it's a fascinating city; the countryside surrounding Naples is also full of variety with lots to see and visit. In many ways Naples is considered the poor relation to the rest of Italy, yet it has much to offer, and the majority of its people are cheerful and welcoming even if their behaviour can be erratic - especially on the road!

This guide aims to paint a picture of life in Italy in general and of life in Naples in particular. But it is just that...a guide, and one which you should use as a basis to explore further. The guide itself is an evolving document, so please feel free to propose changes based on your experiences in writing to the Commanding Officer, UKJSU.

Duty in Italy offers opportunities of a lifetime. This goes for travel, recreation, professional development, education, and a whole lot more. The key to enjoying a successful tour lies in remembering that living in Italy is not like living in the United Kingdom. The customs culture and way of life here are significantly different than what you may be accustomed to. Houses and apartments are constructed differently; utilities are different; shopping, driving and dining are all different. Some people find this adjustment a hard one to make, but embracing the food and the warmth of the people you meet will help you make the transition. The key to a successful posting in Italy lies in your willingness to learn and adapt to the differences you will encounter here.

The Help, Information and Volunteer Exchange (HIVE), situated at Lago Patria, and the American United Services Organisation at the Naval Support Activity, Gricignano, have details on the large number of cultural tours available both in the surrounding area and places further a field. For those with more classical interests, the region offers opera at the magnificent opera house, ballet, classical music and frequent visits by performers ranging from popular music to Heavy Metal. The British community in Naples also enjoys a range of varied British events such as Cricket, Rugby and the annual British Fete. The region abounds in Etruscan, Greek, Roman, Norman and modern remains of all sorts, all within easy reach; there is an International Archaeological Society which organises regular visits to sites of interest.

Any move is filled with stress and distractions, and your move here will be no different. Culture shock, change of surroundings, new challenges and many other things will make for an interesting experience. The UKJSU and your sponsor will help you and your family adjust and get settled. Coming prepared will minimise your worries. Take heed of the notes in this guide and you can smooth out many of the potential wrinkles in your upcoming move.

0102 NATO

The North Atlantic Treaty Organization (NATO) was established in 1949. Today there are 28 permanent representatives to the North Atlantic Council: Albania, Belgium, Bulgaria, Canada, Croatia, the Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Turkey, the United Kingdom and the United States of America. Since the treaty was signed April 4, 1949 in Washington, D. C., the UK has stood by its commitment to its NATO allies. That's why you are here today.

0103 JOINT FORCE COMMAND (JFC)

Joint Force Command (JFC) Naples was activated on 15 March 2004, when its predecessor command, Allied Forces Southern Europe (AFSOUTH), was deactivated after nearly 53 years of successful activity in support of peace and stability in and around its designated area of responsibility.

Background: The activation of the new command is a part of NATO's transformation aimed at adapting the allied military structure to the operational challenges of coalition warfare, to face the emerging threats in the new millennium. The new NATO Command Structure is leaner, more flexible, more efficient, and better able to conduct the full range of Alliance missions. The transition process was set into motion by decisions taken by NATO Heads of State and Government in Prague in 2002, when it was also agreed to create a NATO Response Force (NRF) consisting of a technologically advanced, flexible force including land, sea and air elements ready to move quickly to wherever needed as decided by the North Atlantic Council.

0104 UNITED KINGDOM JOINT SUPPORT UNIT (UKJSU)

Most of the nations with personnel serving in Naples have a national support facility. The UK's is the United Kingdom Joint Support Unit, UKJSU for short, signal title 'UKSUPU NAPLES'. This is a national unit, not a NATO one. The UKJSU is essentially split into 2 sites. One is situated on the main JFC site in Bagnoli where the Command, medical, administrative, education, and BFPO services are located. The other is situated in the appropriately named Villa Britannia at Lago Patria, an area approximately 20 km north of JFC. The majority of the British community is accommodated in Lago Patria and Villa Britannia houses the Families Officer, Community Officer, Facilities Manager, Stores facilities and Furniture Manager. Generally speaking, if it is a UK Service matter the UKJSU deals with it. The UKJSU can answer detailed queries on moving in and out, allowances, where your furniture is, and help with the accommodation. UKJSU Weekly Orders and our website Britannia-in-Italia (see www.britannia-in-italia.co.uk) contains useful information and keeps the community up-to-date with events taking place. There are approximately 650 British people including dependants in Naples, with others located throughout Italy in Milan, Rome, Latina, Poggio, Turin and other satellite units.

SECTION TWO

INTRODUCTION TO ITALIAN LIFE

0201 ITALY



Italy has a total land surface of about 116,000 square miles with the Apennine mountain range serving as a geographic dividing line between east and west coasts. The Alps define Italy's northern border with Europe and spring and fall with heat creeping north from Africa in the summer.

Wine, cheese and wool are agricultural products important to the Italian economy. Tourism is also a key industry to all of Italy, and visitors from around the world come to marvel at its history and architecture and enjoy its culture and its food.

For centuries Naples has served as a centre for the exchange of goods, services, customs and cultures. Traders, travellers and explorers from throughout the Mediterranean region found the climate here enviable. With its central location and fertile soil, this region continually attracts new citizens. The ancient city of Pompeii lies just south of the city, and Cuma, believed to be the earliest Greek settlement in Western Europe, is now a Naples suburb.

0202 HISTORY AND GOVERNMENT



Italy proclaimed its unification in 1861. Under Mussolini, Italy remained a fascist dictatorship between 1922 and 1945. In 1946, Italy became a republic, and in 1948, Italy's government became a democracy with a president, a prime minister and a parliament. Italy's government is run by a coalition of its numerous political parties, and since World War II, Italy has been governed by more than 40 separate coalitions. The leader of each coalition government is selected to serve as prime minister.

Each new government in Italy is faced with numerous and frequent demands for change. These demands manifest in the form of strikes or demonstrations that are generally non-violent. As a UK and NATO representative, you should stay away from involvement in any political demonstration. The Status of Forces Agreement (SOFA) prohibits your involvement in any political demonstration or campaign. During a political campaign, banners and posters are displayed throughout the city, and it is a serious offence to tear down or deface any of this material.

According to legend, the Greek colony Neapolis was founded about 600 B.C. and sprang up around the tomb of the siren Parthenope. Although conquered by the Romans in 327 B.C., the city retained good relations with Athens. The city was considered to be a rich cultural centre and many affluent Romans maintained a winter residence in the area of what is today known as Napoli or Naples.

After the fall of the Roman Empire, the population of Naples was subject to numerous conquerors from throughout Europe. Gothic, Byzantine and Lombard influence was felt in Naples and under the Dukes of Naples (763-1139) the city enjoyed a period of independence. In 1140, Naples fell under the rule of Swabian and Norman Kings that lasted until 1266 which marked the beginning of Angevin and Aragon rule. In 1504 Naples became a province of the Spanish Kingdom. With the exception of the two brief upheavals, (the

Partenopean Republic in 1799 and Giuseppe Bonaparte and Gioacchino Murat for 1806-1815), Naples remained the capital until the liberation of Italy by Garibaldi in 1860. After the subsequent unification of Italy, the people of Naples voted for annexation into the new kingdom of Italy.

0203 NAPLES TODAY



Today, Naples remains a major Mediterranean seaport and has retained much of its ancient beauty and splendour. Medieval castles and classic ruins exist side by side with the industrial elements of the city.

Naples is a large metropolitan area. A high degree of theft exists in and around the Naples area, but common sense and personal safety precautions that you'll be briefed on when you arrive here can help reduce the chances of you becoming a victim.

Naples and its surrounding communities total about six million people and the unemployment rate hovers around 30 percent. About half of the workforce consists of professional services, followed closely by industrial production. Agriculture is also a portion of the workforce; however, its portion is significantly smaller. Despite problems of overcrowding and unemployment, Neapolitans maintain a pleasant, optimistic outlook on life. It is to your advantage to maintain a similar outlook when you arrive and begin to experience their culture.

As a visitor, you have a rare opportunity to experience and adapt to life in Italy. Combine this spirit with the fascinating variety of people and activities and you will begin to understand what makes Naples such a magical place.

0204 CULTURE SHOCK



Culture shock expresses the feeling of not knowing what or how to do things in a new environment and the feeling of culture shock normally sets in after the first few weeks of coming to a new place. It is a normal, predictable phenomenon.

Everything is different: the language, the customs; not knowing how to use the telephone or the bus. It is a great opportunity for leaning and acquiring new perspectives. You may feel sad or lonely. Your sleep habits will be out of synch and you or your family members may feel angry or irritable. You may begin to develop a sense of insecurity or inadequacy. Many of the things you've heard or assumed about your new environment may turn out not to meet your expectations. Don't expect to be immediately connected to a telephone line, this usually takes approx 10 working days, and internet connection could take 3 weeks (that's after your telephone has been connected!). This is just one aspect of Italian bureaucracy which you will experience but not necessarily easily accept. These are normal symptoms associated with the huge change that is taking place in your life and it is important to realize that these feelings are temporary. Soon you will begin to adapt and understand many aspects of the new culture and develop a sense of balance as you settle into your job and your routines. You'll realize that the differences between this culture and your previous one are significant.

Some people deal with the culture differences quickly and easily. Other need more time. Do not worry. Do not try to do too much all at once. Set your own pace and keep an open mind.

The majority of people who visit Italy do so in a rush and see the majority country from the inside of a bus or train. Your experience will offer you a more accurate view of life in Italy, and here you will find friends and experiences that will last a lifetime. You do not have to become an Italian. Italians expect you to be different, and they respect the fact that the British have their own way of doing things. This two-way understanding is only possible if based on mutual respect and understanding.

0205 ITALIAN LANGUAGE



The Italian language is one of your greatest assets in your effort to make this tour fun and rewarding. Without it you are excluding the best avenues to an exhilarating experience. Nothing flatters people more than the knowledge that a foreigner has made an attempt to learn their language. Once you break down the language barrier, you will find a whole new world opens up, ready for your exploration.

You don't need to become a seasoned linguist to be understood. No matter how fractured your Italian, the host will be patient and appreciative of your attempts. You will be more successful in any situation—shopping, travelling, meeting neighbours—if you try to speak Italian. Although you will usually find someone who speaks English in the larger city shops, those who insist on always seeking out someone who speaks English not only will irritate and alienate, but will constantly feel insecure and frustrated.

Language courses are available to those assigned to Naples. Check with the UKJSU Education & Training Coordinator in at the JFC site (situated in the building opposite the main UKJSU building) who can help you choose a course that best fits your needs and circumstances. A pocket dictionary or phrase book can be a valuable tool to acquire before your arrival. A basic familiarity with words and phrases will make your transition into the local community much easier. If you can take a formal course or check out some language cassettes from your local library, you will certainly benefit from this investment in language training.

SECTION THREE

PREPARING FOR YOUR MOVE

0301 YOUR SPONSOR

A sponsor will be allocated to help you prepare for your arrival. In normal circumstances, your sponsor will either be the person you are due to take over from but normally someone from the same department. It is vital that you return the Personal Data Arrival Form (enclosed with your joining letter) as soon as possible to allow a sponsor to be nominated. Your sponsor will maintain contact in the weeks leading up to your move, escort you on arrival and continue to help you in your first weeks in Italy. As far as possible your sponsor's own family situation will equate to yours but this is not always possible. It is most important to communicate with your sponsor regularly. If you do not hear from your sponsor within 6 weeks of joining, contact the Families Officer, a Naval Warrant Officer whose telephone number from UK is 0039 081 3342 110. For married personnel sponsoring is a family affair, and where appropriate the sponsor's wife will help. Your sponsor will have been through the arrival and settling processes and should be receptive and aware of your needs.

0302 BAGGAGE ARRANGEMENTS

Note of caution. This guide is not the authoritative document to move your personal effects, you must seek advice and arrange to move your own effects through your current administrative unit.

The baggage arrangements differs dependant on your marital status

a. Married personnel. These are entitled to one of 2 services. One is the Furniture Movements Scheme (FMS); the other is the Removals Service. Under the FMS scheme, the removals contractor pack and move the contents of your house to Italy up to a maximum allowance (currently 67.92 cubic metres). This scheme proves popular to families because they are surrounded with familiar furniture and effects throughout the duration of their tour. (No furniture is normally provided by the unit under the FMS scheme with the exception of a MOD double wardrobe in each main bedroom. Additionally, families can take advantage of the different types of furniture available in Italy (some competitively priced) and, if still within the max allowance, it can be shipped back to UK at public expense. Note. If FMS is utilised, you are not entitled to store items at public expense in the UK.

Under the Removal Service, the removals contractor packs and move your belongings and place in storage at public expense. A limited volume of effects is moved out to Italy at public expense and this amount varies according to the number of bedrooms in the property they are entitled to and an additional allowance for each child under 18 years. Once again, your admin unit will advise.

b. Single personnel/Married Unaccompanied. These are entitled to the 'Self-Pack Service'. Effects are self-packed and moved out by the removals contractor. Note. Single personnel home-owners can utilise the Removals Service. Full details can be provided by your unit.

Having confirmed a date with removals contractor for collection of your effects, their agents will arrange for a survey of the volume to be moved. They are unable to advise on individual family entitlements, but this will have been recorded on your Form DTMA/OS/Removals/A by your single Service authority from the information provided by you.

On the agreed day, the removals contractor will carry out the move and on completion your effects will be transferred to their London headquarters and then onward shipped to Italy. Your furniture will be delivered to your house in Italy on the date decided by the removals contractor following discussions with the POLogs(SC) at the UKJSU. Note. The removals contractor delivers to Italy approx every 2 weeks. Therefore, it is important to factor this into your planned arrival date. You are strongly encouraged to liaise with your sponsor and FAMO to minimise disruption at the Italy-end of the supply line.

Note. In terms of timelines, the DTMA/OS/Removals Form must be submitted to the removals contractor at least 6 weeks before the furniture collection date.

DTMA/OS/Removals/A requires your address in Naples. The address should be **Villa Britannia, UKJSU, Lago Patria, BFPO 8**. Your actual address here in Italy will be given to the removals contractor by the POLogs(SC) at UKJSU.

0303 THINGS TO BRING

Your sponsor will give you a great deal of useful advice on what to bring with you but also read the whole of this guide before you decide. You may be advised to leave articles behind which are of sentimental or high monetary value, eg family heirlooms, antiques and expensive jewellery. Make sure that the items that you do bring are covered by adequate Insurance. Several companies offer comprehensive policies including USMIA Global and Warrior (NAAFI) Service Guard or Forces Financial. It is less complicated for you if you opt for a policy which covers articles left at your UK home, if it is being let, articles in transit, and articles in your home in Naples. The **Electricity supply** is normally 220 volts and UK appliances work locally; however, there are a multitude of different types of plug in use and you will be obliged to make great use of trailing leads and adapters. The AA sells a cheap and efficient adapter that seems to cope with most situations. Multi system VCRs and TVs are available at good prices on base in the Save Centre at JFC Naples and in the US Naval Exchange (NEX). Most products are available on the local economy but obviously not all UK brands.

If you are not planning to utilise the FMS scheme, you need an indication of what to bring out under the Removal or Normal schemes. The Families Officer will advise on what items of what furniture is provided in the property allocated to you but, as a guide, the following will be required:

- Winter clothes (*it is cold in Winter – 0°C is not unusual*)
- Kitchen Utensils, Pots and Pans, Crockery and Cutlery
- Small Electrical Appliances (*Toasters, Microwave oven, kettle, etc*)
- Do-it-yourself equipment and tool box
- Radio
- Television
- Cosmetics/Toiletries (if you have favourite brands)
- Some bedding (Italian double beds are usually King size (5 feet) therefore plan accordingly)
- Tumble Dryer
- Towels

0304 MILITARY CLOTHING AND EQUIPMENT

There is no main clothing or equipment accounts in the UKJSU. Therefore, all personnel posted to Naples and Italy are to ensure that they are fully scaled for the duration of their tour. Note that both winter and summer uniform is required. The unit will demand maintenance stock for normal wear and tear. Operational field clothing and equipment is only held for deployable personnel. Helmets and respirators are personal issue items, tropical uniforms are to be issued by the individual's parent unit prior to posting.

0305 HOUSEHOLD EQUIPMENT

The following are some suggestions concerning individual types of household appliances and fixtures. Once again, utilise your sponsor if your individual questions are not answered. Use this list to decide what you will put into storage before coming to Italy. Contact the Families Officer to get more information on the furniture provided by the unit should you decide not to come out on the FMS scheme.

Dehumidifiers: Naples can be very damp, particularly during the winter months. A dehumidifier will help make your home easier to keep warm and avoid mildew problems. They are usually available in the Navy Exchange, or you may want to include one or two in your household goods shipment.

Electrical Clocks: These are not practical because many areas experience brief power outages which will throw the time off. They are not reliable. Wind-up or battery powered clocks are your best bet.

Lawn Mowers: Many British families live in villas with lawns. It is recommended that if you bring your mower and trimmer you bring extra blades, plugs, and "tune-up" kits.

Bicycles: Because of the traffic, it is unsafe for young children to ride bikes in city streets. However, most suburban areas have relatively quiet streets where bicycles can be safely ridden.

0306 INSURANCE

Italian landlords do not carry insurance against fire, theft, or water damage to the building, apartment or household furnishings of the tenant. Unless you as a tenant take out insurance, you could suffer loss or damage which would be difficult to recover, even after long and costly litigation in the Italian courts. Reported cases of housebreaking and theft of personal property (including motor vehicles) are not uncommon. British as well as Italians learn to be "security conscious" and realistically evaluate the precautions taken to safeguard their property. Consideration should be given to storing items of great sentimental value or items of very high value which are unnecessary to have during this posting. You may also wish to take out private insurance or update your current policy.

0307 PETS

Not every landlord is receptive to allowing pets in his/her property. Therefore, if you intend to bring a pet you must make sure this information is included in the PDAF as well as checking with the Families Officer.

There is no quarantine period in Italy but you will be required to have a current rabies immunization record on the animal(s). Your local vet will advise on the requirements for a pet passport. No exotic pets are allowed.

In addition, a veterinary health certificate with the following data is required: Personal identification of the owner and a detailed description of the animal attesting to its good health. This certification is good for only 30 days from the date of examination and must be certified by an official veterinary service.

Once settled in Naples you will find a reliable Italian veterinarian near your home. If your pet is old, requires special treatment or long term medication, it is recommended that you NOT bring it to Naples. No special diagnostic facilities are available. If your pet has a special health problem, have your sponsor contact the veterinary service to determine if adequate care will be available.

For information on how to prepare your pet for travel to Italy or back to the UK under the Pet Travel Scheme (PETS), including documentary requirements and approved routes and carriers, you may wish to:

Check our website <http://www.defra.gov.uk/wildlife-pets/pets/travel/pets/index.htm>

Contact our PETS helpline on 0870 2411710

Or email us on quarantine@animalhealth.gsi.gov.uk

0308 FINANCE

PAY, ALLOWANCES

The Unit Admin Office within the UKJSU at JFC, Bagnoli manages all aspects of pay, records and allowances. As part of the joining routine, all new joiners receive a pay and administration brief. It is important to note the following:

CEA. All claimants must ensure that upon joining they complete a CEA Mobility Certificate. This is imperative as without this CEA payments may be delayed.

Get You Home (Overseas). The GYH(O) scheme is designed to assist towards one return journey to the UK per service person and accompanied family member. This allowance is available each assignment year. The entitlement incorporates the cost of flight tickets/ferry/eurotunnel in addition to terminal travel costs to the UK. Refunds will be made upon production of all relevant receipts with the maximum refund capped at the Italy rate published in the MOD Flight Allowance letter. This is issued monthly and personnel should check with their relevant admin desk before they undertake a journey to check current rate and confirm entitlement. JSP752 Chapter 6 Section 7 refers.

Privately Arranged Passage (PAP). When planning your assignment to Naples, you may wish to consider whether to bring your own vehicle or fly out from the UK. Should you wish to drive out, you must obtain approval in advance from your

current administrative unit. This method of travel is known as Privately Arranged Passage (PAP). A request for PAP should be applied for at least 6 weeks prior to your intended journey. JSP 752 Chapter 4 Section 10 refers with associated Annexes for completion. It is possible for service personnel to utilise PAP whilst the family utilise Service-arranged flights. But, once again, confirm entitlement with your current unit.

On receipt of your PAP application, your Admin Office will request a quote from the Defence Passenger Reservation Centre (DPRC) for the cost of an appropriate flight ticket to Naples for each eligible member of the family. Additionally, your Admin Office should provide a quote on the motor mileage allowance from your location to the airport of departure (usually Gatwick). PAP travel costs are quoted for a specific date, by the most economical airline, with additional terminal travel costs.

The PAP quote calculation should be based on the following:

Terminal Travel (In UK). The cost of travel from either the Place of Work or Residence address to the nearest airhead (one of 3 airports, Gatwick, Heathrow or Birmingham) and/or the cost of an internal flight if appropriate (e.g. Scotland)..

Air Travel. A single fare, non-transferable ticket, on a specific date provided by the 'most economical' airline with entitled baggage allowance. A quote will be obtained for each person entitled to travel.

Terminal Travel (In Italy). Subject to UKJSU MT availability the cost of a taxi fare from nearest airhead (Naples, Rome, Milan airport depending on your residential location in Italy). To the Place of Residence address or Hotel address.

The PAP quote will give a hypothetical overall cost for the family/individual, had the official means of transport (commercial air) been used on posting. This will be used as the upper maximum limit permitted to be claimed by travelling back to the UK by own means.

Claims. On submission of your claim, you must provide the authorised PAP form, quote from the DPRC and all receipts. It is stressed that the PAP is not intended to fund you to bring your car to Italy.

Please note that there are certain restrictions on the PAP entitlement:

- All family members should travel in the same vehicle unless, for Service reasons, a separate PAP journey has been pre-authorised.
- **When travelling together, only the driver is entitled to a refund of mileage at the PCR plus any tolls incurred.**
- All costs are refunded retrospectively, no advance is admissible.
- You are responsible for your own private travel and subsistence arrangements.

Local Overseas Allowance/Special Messing Allowance. Local Overseas Allowance (LOA) is a supplement to UK rates of pay, which is designed to enable you to meet the higher costs of living when overseas. Rates are calculated assuming the pattern of living overseas will be similar to that of UK. Married unaccompanied and Single personnel living in off-base accommodation receive the Living Out Supplemented rates of LOA. Married accompanied personnel receive the Married Accompanied rate of LOA plus an addition for the number of children who are continuously resident in Naples. Personnel with children at Boarding School in UK will receive additional LOA for the periods when the children are in Naples on main school holidays.

Accommodation Associated Charges. Accommodation associated charges are levied in line with those expected to be paid by individuals occupying single and married service accommodation in the UK. These charges may vary slightly dependent on Service but are as follows:

- Married Accompanied: Family Quarters Charge, Garage/Carport Charge if appropriate, Fuel and Light Charges, Contribution in lieu of Council Tax.
- Married Unaccompanied: Married Unaccompanied Food Charges
- Single Personnel: Food and Accommodation charges, contribution in lieu of Council Tax.

Fuel and Light Scheme. The cost of the main forms of fuel and light in Italy are expensive compared to the UK, but individuals are not expected to meet the additional cost themselves and a Fuel and Light scheme operates. A daily charge (the 'UK norm') is deducted from the pay of married accompanied personnel. This charge equates to the estimated average liability of a householder in UK and is based on UK Family Quarter entitlement – those entitled to a four bed roomed FQ pay more than those entitled to a two bed roomed one. In return, the actual cost is paid by the UKJSU.

The unit of currency is the EURO. Since many of the allowances and entitlements are particular to Naples, a thorough brief is given to all newcomers on arrival. However, single Service pay organisations can give general information on Passenger Assisted Passage (PAP), LOA and all aspects of Insurance cover prior to your departure for Italy.

Cheque Cashing – The UKJSU Cashier does not routinely cash personal cheques. Personnel who wish to take advantage of the Forces Fixed Rate (FFR) should open an Italian Bank Account and withdraw money in Euros at the bank. Advice on how to open an account will be offered when joining.

Recognising that opening and closing a bank account takes time, Service personnel are permitted to cash cheques with the UKJSU for the first and the last 2 months of their tour. Eight sterling cheques equivalent to your net monthly rate of pay, including allowances, may be cashed per month for these periods at the FFR of exchange. This facility is not available to spouses except during their husband's absence on temporary duty - this is a MOD imposed restriction.

Advance of 1 months pay, via current unit but can be arranged once you have arrived.

Other options to acquire Euros include cashing cheques at the BFPO which is situated in JFC. This facility is currently free to Alliance and Leicester Girobank account holders but a small charge is levied on other account holders.

NB: Travellers' Cheques and EuroCheques may not be cashed at either the UKJSU or the BFPO.

Child Benefit – If you are in receipt of Child Benefit and remain eligible under current DSS rules, you may continue to claim. Arrangements can be made to have it credited with your pay but the easiest method is to have it paid direct into your UK bank account. Advice is contained in Form FB.5 Social Security – Services Families Going Abroad or by writing direct to DSS, (Child Benefit Centre), Washington, PO Box 1, Newcastle-Upon-Tyne, NE88 1AA. It is important to keep a note of your Benefit reference number in order to quote it on all correspondence.

Jobseekers Allowance. Service spouses may claim Jobseekers Allowance for up to 3 months while looking for work in Italy, provided they meet the following criteria:

- They have been receiving contribution based Jobseekers Allowance in the UK for at least 4 weeks before going overseas (in certain cases this may be waived)
- They are intending actively to seek work in Italy
- They have left their job in the UK with just cause and have given up work no earlier than necessary.

The conditions are set out in Benefits Agency Guide GL26 (Apr 04) and may be viewed on the Internet at the Department for Work & Pensions: <http://www.dwp.gov.uk/index.asp>

If these conditions can be met, the applicant should tell the Pension Service that they are going abroad (International Centre, Tyne View Park, Whitley Road, Newcastle Upon Tyne, NE98 1BA Tel: 0191 218 7777, fax: 0191 218 3836, email: TVP-IPC-customer-care@thepensionsservice.gsi.gov.uk) They will then provide an E303 certificate which is needed to claim JSA in Italy. The applicant must register **within 7 days of arrival** in Italy. The CPO UKJSU will accompany individuals wishing to register to the Job Centre and translate.

The following is a summary of actions needed to register in Italy for JSA:

- Individual given paperwork by UK authorities.
- Required to register with Italian authorities within 7 days of arrival in Italy.
- Before registering must apply for Sojourner's Permit and Codice Fiscale.
- To register, visit 'Job Centre' Ufficio Collocamento, Via degli Inamorati 113, GIUGLIANO¹.
- Take: Passport (and photocopy), UK paperwork (Introductory Letter and Form E303), Receipt for application for Sojourner Permit, Codice Fiscale (and photocopy).
- Ufficio Collocamento prepare paperwork and register the individual who then takes to Ufficio INPS in GIUGLIANO, Via Aniello Palumbo.
- Payment is made by postal order and may be cashed at an Italian Post Office (but not at JFC, Naples).

¹ Opening: Mon-Fri 0900-1200, Tue & Thu 1445 – 1615. Tel: 081 330 6253, Fax: 081 894 6241.

0309 POSTAL MATTERS

BFPO Naples is located on JFC NAPLES adjacent to the UKJSU for the use of British Forces' personnel, their dependants and UK based civilians.

Opening Hours	Sorting Office	Counter
<i>Monday to Friday</i>	<i>0830 -1200</i>	<i>0830 – 1300</i>
<i>Saturday and Sunday</i>	<i>Closed</i>	<i>Closed</i>

Opening hours for Bank Holidays, etc are advertised in *The British Bulletin*. Any changes due to flight timings will be advised immediately they happen.

FACILITIES

Full postal facilities are available at the BFPO Counter for the purchase of Postage Stamps, Postal Orders, Premium Savings Bonds (via TransCash), Vehicle Licence Stamps, and Telephone Savings Stamps. Both Girobank and National Savings Bank Deposit and Withdrawal facilities are available to entitled personnel, but only for Euro cash. Sterling cheque deposits must be sent to Girobank UK by post.

MAIL

Incoming: Mail is normally received daily and is ready for collection by unit post orderlies at 1030 Monday to Friday.

Outgoing: Mail is despatched daily. The latest time of posting is 1200 Monday – Friday.

Postal Address. The following is an example of the form of address which should be used:

Number, Rank, Name, Branch/Division e.g.:
12345678 Cpl Dunit, J3 Division
JFC NAPLES
BFPO 8
Great Britain

Do **not** put the words, *Naples, Italy* under the BFPO address as this may send the post through the Italian postal system which may result in late or non delivery.

Correspondents from outside the UK without access to a BFPO facility should be advised to add 'Great Britain' under BFPO 8 in the address. Check your address is correct with your sponsor before completing re-direct labels from civilian post office. (ie: find out exactly where you will be working.)

Italian Postal Service. (Poste Italiane) The Italian Post Office is located in Building L and provides facilities for posting letters, parcels, payment of telephone bills, etc. Personnel should note the airmail service is slower and more costly than the BFPO service. Items for posting with Italian stamps attached can only be posted through the Italian Post Office. A small charge is made for paying bills through this system.

0310 MEDICAL AND DENTAL

PREPARATION FOR ITALY

Screening. It is particularly important that the medical forms for dependents (as supplied by the Services Booking Centre) are completed by the UK General Practitioner and returned early so that those unsuitable for passage to Naples are identified at the earliest opportunity. This is for your own well-being and safety. Families should advise their GPs of their date of departure so that they can arrange for medical records to be forwarded to NHS Records at Smedley Hydro. **ALL** Service personnel must be fully fit MedCat P2 FE or tri-service equivalent before joining Naples and are to ensure that they are in date for routine immunisations and PULHHEEMS medical examination prior to leaving their last Ship, Establishment or Unit.

SERVICES

The British Forces' Clinic is located in JFC NAPLES and is part of the UKJSU. The Clinic serves all Service personnel, entitled dependents, SCE teachers and UK Civil Servants.

The Clinic is staffed by:

- RN Medical Officer
- QARNNS Nursing Officer
- Social Worker
- RN Petty Officer Medical Assistant (Practice Manager)
- RAF Cpl Medical Assistant who runs the pharmacy and medical store
- Civilian Receptionist
- US Hospital liaison clerk
- Visiting Health Visitor and midwife

The aim of the Clinic is to provide, wherever possible, a primary care service equivalent to that available in the UK. They are, however, a small team and do not have access to the full range of primary care and hospital disciplines; in particular there is no regular ENT, dermatology or urology support. Obstetrical cover is good and uncomplicated pregnancies can be managed locally without difficulty. It is therefore essential that if you have significant existing medical problems you declare these prior to arrival (see Medical Preparation), as personnel with certain medical conditions may be discouraged from coming to Naples. If you are taking any prescribed medication, including the oral contraceptive pill, please ensure that you bring **at least 3 months** supply with you and inform the Clinic early on arrival. It is advisable that dependents are in-date for Polio and Tetanus as a minimum requirement.

The dispensary carries a limited range of medicines and we may have to order your drugs from the UK. A Comprehensive Practice Booklet will be given to you on arrival that will explain the Clinic routines and organisation in detail.

REGISTERING WITH THE CLINIC

On arrival in Naples families **must** register with the clinic. Personnel who do not register with the clinic **will not** be entitled to use the medical facilities of the United States Naval Hospital. Additionally, any costs incurred from local health facilities such as the pronto soccorso (Italian ER) which are not covered will not be reimbursed by the British Forces Clinic. It is important that you know the NHS numbers of all family members who are 16 or over as this will make obtaining your medical records that much easier. For further

information on the process please read

http://www.army.mod.uk/soldierwelfare/supportagencies/aws/awis_index/information_sheets_index_as_at_2006/information_sheet_medical_records.htm. Although this is Army orientated the information is just as relevant to all Service members. A comprehensive practice booklet will be given to you upon registration at the clinic

Your sponsor should ensure that you visit the Clinic soon after your arrival. New joiners registration times are as follows:

Monday	1400-1600
Tuesday	1400-1600
Thursday	1400-1600

You will be given a Practice questionnaire to complete and a copy of the Practice Booklet. The questionnaire provides them with any important medical history pending arrival of your formal medical records.

CLINIC ROUTINES

Details of clinic times are published in our Practice Booklet. Out of hours cover is provided by the British Clinic staff and the US Naval Hospital Emergency Room. Full details of how to access emergency medical care are promulgated in the UKNSU Weekly Orders.

HOSPITAL CARE IN NAPLES

The US Naval Hospital at Gricignano (approx 20 miles from JFCN) provides Secondary Care cover to UK Service personnel and their entitled dependents in Naples. Like the Clinic, this cover cannot be offered to non-entitled visiting friends and relatives. In the event that the US Hospital personnel cannot provide specialist care patients may have to be evacuated to the UK; emergency cover is normally provided through the local hospitals outside Naples, admission to a local Italian hospital is occasionally necessary in an emergency but transfer to the US Naval Hospital or direct to the UK can usually be effected quickly. The Clinic should be informed as soon as possible of any emergency hospital attendance.

MATERNITY CARE

Ante-natal care is shared in conjunction with the US Naval Hospital and is coordinated by the UK Sister who is also a midwife. Patients living outside the Naples area have no access to post natal care and are strongly advised to consider returning to UK for delivery. Women who are already pregnant before leaving UK are advised to contact the UK Sister before departing to discuss maternity care in Naples. Any woman wishing to return to the UK to have her baby may do so but must fly back before the start of her 35th week of pregnancy. This is to comply with Airline regulations.

EUROPEAN INSURANCE HEALTH CARD

ALL personnel should be in possession of a valid European Health Insurance Card before leaving for Naples. This form certifies entitlement to medical care in EEC countries, including Italy, and is valid for the length of your stay in Italy. Application forms are available from any DSS office, most Post Offices and online. The form should be annotated "**HM FORCES**" and the address shown on it should be a UK one. It is free and easy to obtain and could save you a fortune (the UKNSU will not refund any claims which

have not been backed up with an EHIC). In addition, private Medical insurance cover is strongly recommended for those travelling under the "Privately Arranged Passage"

FRIENDS AND RELATIVES VISITING FROM OVERSEAS

All visiting friends and relatives should be in possession of a European Health Insurance Card (EHIC), obtainable from Post Offices in the UK and on line through the Department of Health website (www.ehic.org.uk). Additionally, comprehensive Medical Insurance should be taken out since there is no entitlement to treatment at the British Forces Clinic. An EHIC will not cover the cost of repatriation to the UK in the event of serious injury or illness, hence the need for additional travel insurance.

BOARDING SCHOOL CHILDREN

Children at boarding school should be registered with their school Doctor. The British Forces Clinic will treat them as 'Temporary Residents' when in Naples. If a child is on regular medication at school an adequate supply for school holidays should be brought from the UK.

HOLIDAY MEDICAL CARE

When travelling outside of Naples, personnel and their families **should always** carry an EHIC. This will ensure access to the Italian healthcare system under EU reciprocal rights agreements. The UKNSU will not pay medical expenses for treatment under such circumstances and private insurance companies are unlikely to authorise full repayment of costs unless an EHIC was presented upon receiving care. The form, accompanied by the advisory booklet 'Health advice for travellers', is available from most UK Post Office Counters and you should obtain a stamped and authorised EHIC prior to your arrival in Italy.

Please note that the EHIC will allow you to be treated or admitted to a local State hospital for emergency treatment but **DOES NOT** cover non-emergency aftercare or repatriation to your place of domicile. If you take part in any non-duty recreational activities (e.g. skiing or climbing) you will not be covered by the MOD. It is therefore essential that you have adequate insurance to cover these activities both for any initial rescue costs and for repatriation to your home after emergency treatment. Another benefit of private insurance is that it will often gain you access to private hospitals that are not part of the EHIC scheme.

DENTAL CARE

A Defence Dental Agency team visits Naples for a 2-3 week clinic on a quarterly basis. Access is limited and obtaining complex treatment (e.g. crowns, dentures) in these circumstances is very difficult. In between visits by the Dentist, local arrangements are in place to deal with dental emergencies. You should contact the British Clinic staff who will advise on what action to take.

Dependents will be charged for Dental Treatment at standard NHS rates. Such costs may be recoverable using Dental Insurance such as DenPlan, details of which can be obtained from your dentist in UK.

0311 EDUCATION AND RESETTLEMENT

The Education Centre is located at JFC Naples, inside Building 27 (at the rear of the British Forces Clinic). The Training Development Co-ordinator can be contacted on 0039 081 721 2980, Fax 0039 081 334 2753 or by e-mail at ukeducation@libero.it.

Italian

Italian can be studied at all levels in many different styles.

Italian Survival Training

The UKJSU provides, Italian Survival Training, 20 sessions over 10 weeks, these are free for all Service Personnel and their spouses, who are posted to Naples for more than six months.

Further Italian Language Training

Personnel and spouses, whose posts do not appear on the SOTR, may arrange subsequent **group** language training which may also be subsidised by the UKJSU, subject to budgetary approval. A personal contribution of at least €40 per person, per academic term, will be required, value for money must be demonstrated and personnel must have completed either Survival Language Training or have an appropriate Italian language qualification in order to be eligible for Further Language Training.

If personnel wish to obtain additional language training that leads to a nationally recognised qualification, such as GCSE or AS level, then Service personnel can fund this through the Standard Learning Credit (SLC) scheme; however, civilians and dependants must pay their own costs in their entirety.

GCSE/GCE Italian

GCSE/GCE Italian can be arranged on a private basis, either in groups or on a one to one basis. Private tuition can be arranged with our resident Italian (or other approved language teacher) and then claimed back (for Service personnel) through SLCs. External language centres can also be recommended e.g. Centro Italiano in the centre of Naples.

Maths / English IGCSE Examination

Dependent upon the level of interest and the ability of students it might be possible to arrange for Maths/English IGCSE tuition, dependent on the availability of tutors. The focus is for Service personnel who need the qualifications for professional advancement. In addition, the Education Centre is an authorised examination centre for a wide range of exam boards, if tutors are not available, individuals wish to pursue correspondence course with e.g. NEC.

Open University (OU)

Basic advice can be given about Open University courses. The Education Centre is a recognised OU Exam centre. Service personnel are able to claim a refund of OU Summer School fees if it is an essential element of the course. Course fees can be claimed back using SLCs or ELCs.

Non-OU Residential Degree Courses

Personnel may claim back some accommodation and subsistence expenses if it is an essential part of the course.

Children's Education

Financial

In general, items that are provided free of cost to parents in the UK should normally be admissible for refund. Check with the Education Centre for more specific advice.

British Forces School (BFS)

The BFS provides nursery and primary education for Service children in the Naples area. The Education Office does not deal with this aspect of children's education. For further contact information please contact the school on 0039 081 509 1653 or email sce.naples@scschools.com

Department of Defense (sp) Dependants School/The Anglo Italian School JFC Naples/The International School of Naples. (DoDDS)

UK Service children of secondary school age can attend the American DoDDS School at the Naval Support Activity site at Gricignano if there is space. Before joining, parents should contact the school and, ideally, visit in person to enrol their child at the school. To do this a letter of authorisation must be obtained from the CO UK JSU through the Education Centre.

In addition, funding authority must be gained from the Children's Education Advisory Service (CEAS) in the UK via **Form SCE3041 (Annex A to Chapter 13)**. Before any subsequent bills can be paid by the Education Office, form "Annex A to Chapter 13" will need to have been filled in by the parents, giving full and accurate details of the expenses that are expected to be incurred. This should be sent to the Education Office.

these forms can be available from **JSP 342** or from the Education Centre, UKJSU.

Please note: The American school, both Elementary and High School sections, follow an American syllabus. This is different to the UK and does not prepare children for their GCSEs. Students graduate from the American system aged 17 or 18.

GCSE /GCE Exam years

If the posting spans GCSE years, children may return to the UK having not graduated from the American system but having missed the opportunity to sit GCSE exams. Very careful thought needs to be given to ensure that this outcome is avoided. CEAS advises that if a family is to be in the UK for a child's GCSEs, the child should be in place in a school prior to making their 'options' choices at the end of year 9 and also throughout the two years of their GCSE courses.

Outstations

Isolated detachments, through their nature have fewer Service provided facilities available to them and families should think through possible impacts carefully before accepting these posts. The best advice is often obtained by contacting other families already in place at the location to see what options are available. In many situations it is necessary to make use of local nurseries or primary school, requiring children to be fully immersed in the local language and culture.

For outstation nursery education, children are entitled to 2.5 hours per day, 5 days per week, 11 weeks per term. Parents pay the fees themselves and then claim the fees back retrospectively, up to a current limit of £487 per term. Children are covered by nursery regulations from the beginning of the term after the term in which the child has its 3rd birthday until the term before they have their 5th birthday.

Primary and Secondary fees and expenses may be refunded from the start of the school term during which the child's fifth birthday falls. The following items are normally admissible for refund: school fees, books and stationary, transport. The following items are not admissible for refund: clothing (including sportswear), advance payments to secure entry, the cost of meals, minor charges, e.g. school fund, extra-curricula activities. Parents will need to enrol their child at the selected school themselves. Occasionally, the school may ask for a letter of authority, stating that MoD will pay the costs, from the Education Office. Before any subsequent bills can be paid by the Education Office, form "Annex A to Chapter 13" will need to have been filled in by the parents, giving full and accurate details of the expenses that are expected to be incurred. This should be sent to the Education Centre.

Children's Education Advisory Service

All parents of school age children are recommended to contact CEAS and the Education Centre in Naples for specific case-by-case advice prior to accepting a posting. **It is imperative that you document any special educational needs that your children have as there may not be the services they need available in Italy.**

Boarding

Boarding of school children is not dealt with by the Education Centre and individuals should contact their RAO/Pay Office or Unit HR Offices for further information.

Resettlement

In normal course, Service Personnel are eligible to sign up for resettlement services from up to 2 years before discharge or within one month of submitting notice. Those in their final tour, serving in isolated appointments overseas or appointments overseas where they would have difficulty in accessing resettlement support within the normal timeframe are eligible and recommended to start their resettlement preparation prior to deployment. Service leavers can be eligible for a resettlement grant of £534, up to 7 weeks resettlement time, 7 travel warrants and accommodation and subsistence for attendance on courses. However, the travel warrants do not cover flights back to the UK for courses.

Regional Resettlement Advisor

The Education Centre is able to offer basic information and sign people up for the resettlement service, thus acting as the Service Resettlement Advisor. However, for more involved queries, the Regional Resettlement Advisor visits on a 6 monthly basis. Whilst the

onus remains on the individual to plan their own resettlement programme, the administration of resettlement activities is done by the Education Centre.

Courses

All resettlement activities, once approved, are recorded locally and at the individual's nominated Regional Resettlement Centre, normally in the UK.

Types of resettlement activity available include:

Career Transition Partnership (CTP) course bookings via RRC, RAF Aldergrove
External Training Courses
Civilian Work Attachments
Individual Resettlement Preparation (IRP)

The following activities do not count against an individual's resettlement leave:

Career Transition Workshop (3 days)
Financial Aspects of Resettlement Brief (1 day)
Joint Service Housing Advice Office Brief (1 day)

Travel and Subsistence

All resettlement activities undertaken during resettlement leave (except IRP) may attract subsistence payments where appropriate. This can include the weekends that extended courses may span. Service accommodation should be used wherever possible.

There is normally no entitlement to travel at public expense to the point of entry to the UK, or for the return journey back to the duty unit. Travel allowances are payable to service leavers returning to the UK from overseas to attend resettlement events from the point of entry to destination and return to the point of exit. Individuals based overseas may undertake training locally.

Library

The UKJSU operates a library, located to the rear of the Education Centre. This holds:

5000 books
450 DVDs, including many of the latest titles

The library is staffed entirely by volunteers and is dependent upon contributions from users to purchase new films.

0312 HOUSING

MARRIED ACCOMPANIED PERSONNEL (INCLUDING UK-BASED TEACHERS).

Personnel will be allocated a Government Hiring according to their entitlement from the Naples Housing Stock in the Lago Patria, Varcaturro and Licola areas. The allocation of housing is approved by a local Housing Committee that meets as often as is required to ensure that each person and family is allocated a property to which is within their entitlement and reflects family circumstances.

SINGLE AND MARRIED UNACCOMPANIED OFFICERS, SENIOR RANKS AND UK-BASED TEACHERS.

Single and married unaccompanied officers and UK-based teachers will be allocated accommodation which is drawn from the current housing stock.

UNACCOMPANIED JUNIOR AND SENIOR RANKS/RATINGS

Single or unaccompanied Junior and Seniors Ranks will be accommodated in shared housing in a designated Parco.

LOCATION OF ACCOMMODATION.

As well as the housing, the British Forces' School, the Playgroup, Crèche and the HIVE are all located in Lago Patria. There is a distinct lack of reliable public transport and personnel are required to hold a UK Driving Licence and must be prepared to bring or buy a car. It will also make a tremendous difference to your tour in Naples if your spouse holds a driving licence and is prepared to drive as well as there is little or no local shops within walking distance of the housing. Personnel whose spouses do not drive have struggled to make a success of their assignment to Naples and can easily become isolated. If your spouse does not drive they are strongly recommended to learn before you come to Italy as you cannot learn within the Italian driving system.

TYPES OF HOUSING.

A wide range of housing is available from villas, which may be houses or bungalows, semi-detached or detached, to apartments. Housing is usually grouped on small estates known as parcos. Some parcos are entirely enclosed with a perimeter fence and have controlled entry. The majority of villas are three-bedroomed and four bedroomed. Villas and apartments usually have balconies and many villas but not all, have large basement areas for parking cars and storage. The UKJSU install monitored/response burglar alarm systems into all Government Hirings.

FURNISHINGS

For personnel not arriving under the FMS scheme, the Support Unit will furnish the property to the items scaled in JSP 308. For those who decide to take advantage of the FMS scheme, your property will be furnished only with a kitchen with cooker and a wardrobe per bedroom. **Note. For all married-accompanied personnel – other than a cooker, no white goods are provided, this is irrespective of whether you come out FMS or not.** The furnishings are of a good quality, plain and hard wearing, and similar to the standard associated with UK married quarters, except it has been bought locally. .

CONSTRUCTION.

Italian building standards are not comparable with those in UK. Many houses do not have damp courses, and periods of heavy rain are often followed by mould growing somewhere in the house but this is normally confined to areas around doors and windows. Although it is Italian law that all houses should be earthed it is still possible to find properties using 2-pin plugs. Villas are usually surrounded by moderately high fences and some have external lighting for security and electric security gates for which keys and electronic controls will be provided.

Generally rooms are large by UK standards and have high ceilings. Many houses are open-plan on the ground floor and UK curtains are unlikely to fit tall windows. Floors are usually of ceramic tile or marble, although parquet floors may be found in the more expensive houses. Central heating is available in all modern buildings

GRADING OF PROPERTY.

Housing in Naples does not conform easily to UK standards of Family Quarters (FQs). However, a grading system is applied based on the size of the accommodation. In general, all accommodation in Naples is graded as Grade 3. The grading of other properties in Italy varies between Grade 2 and Grade 3.

RENT

The rent on all hiring's is paid direct by the UKJSU to the Landlords. However, you will be required to pay UK rates of SFA and garage charges relevant to your rank and family circumstances and type of accommodation allocated.

0313 UTILITIES

WATER

The majority of houses are supplied with drinkable 'city' water; however, wells are necessary in some suburban areas where city water is not available. Although it is reported that the water is drinkable it is recommended that bottled water is purchased for drinking. Heavy rain is unusual in Southern Italy after spring and it is common for water to be in short supply during the summer months when there are many tourists. Shortages result in either much reduced water pressure or rationing. For this reason houses in areas which suffer most are frequently equipped with wells or large water tanks in addition to normal mains supply.

ELECTRICITY

Italian electricity is 220V, 50Hz. Whilst this is compatible with UK equipment, take care when buying American items because you will need a transformer to convert the electricity if you buy 110V/60Hz equipment. All Government Hirings already have 6KW power supply. Many houses have no proper earthing arrangements, therefore, extra care is needed to ensure all appliances are in good order and where possible, double insulated. Power cuts and power surges occur quite frequently, especially in winter. Although most power cuts are short lived, every household should be prepared with torches, camping gas lights and candles for the occasional long power cuts.

GAS

Gas is normally provided from large independent gas tanks positioned outside the house, although mains gas is coming in gradually to some areas. Bulk gas is ordered through the UKJSU Customer Services desk; calor gas bottles for gas heaters are purchased privately (suppliers will deliver) and the cost is claimed back through UKJSU.

TELEPHONE

Applications for installation or transfer of a phone line are made through the JFC Families Centre or through the US Naval Support Site. A personal "codice fiscale" will be required before application can be made. Your sponsor will take you to the appropriate office in Pozzuoli to obtain this shortly after your arrival. Due to the slowness of Telecom Italia - who have a monopoly in Italy – please be patient as connection can take 10 – 15 working days after application. To this end, ensure that you buy an Italian SIM card for your mobile. These are readily available at JFC or at the NEX once you have your JFC Base pass.

INTERNET CONNECTION

ADSL connection is available in most areas and like the telephone; connection is slow and can take up to 3 weeks or longer after the phone has been connected. You may need an ADSL filter and an ADSL modem but these are readily available in Italy. Further details and hints can be found on the UKJSU website or through your sponsor

0314 VEHICLES

Since the military community is spread out among various locations, a car is a necessity in Naples for both you and your spouse. Unfortunately, shipping time for personal vehicles coming to Naples can be up to three months and rentals are expensive. Being without a car can be stressful on you and your family, but there is a substantial used car market in the Naples area, and cars are advertised in Panorama on a weekly basis. Here is some important information before you hit the road.

A personal car is one of the keys to an enjoyable tour in Italy. As mentioned above, those without a car, particularly those with families, will find themselves at a severe disadvantage. Spouses are strongly recommended to hold a full UK licence. Once again, it is opportune to advise the non-licence holder to **LEARN TO DRIVE**. It is illegal in Naples to drive with only a Provisional Licence.

If you intend to buy a new car to come to Italy, ensure that you are aware of the requirements of the Customs and Excise notices. Because of the driving practices and changes in the Customs Laws, it is more common for people to elect to drive out their current car for use in Italy and buy a new one when they go home. You are legally bound to inform DVLA of a change in permanent address and to forward the Vehicle Registration Document to them before you leave UK. By return you will receive a Certificate of Permanent Export.

Car Roadside Assistance cover can be obtained through the RAC Reflex Europe for the period of transit to and from UK or alternatively you may consider joining the Automobile Club of Italy (ACI); this includes breakdown recovery, which can otherwise be very difficult to arrange. To register your vehicle for fuel privileges then you must have 3 Party Insurance with an Italian Insurance Company and then if necessary take out full

comprehensive insurance with Warrior (Norwich Union) or Locktons (Alexander Forbes) as specialist Expat insurers allowed to operate in Italy and are significantly cheaper than Italian alternatives.

When parking a car and leaving it unattended anywhere in Italy even when booking into a hotel, do make sure the car is empty and that nothing is visible through the windows especially car radio/cassette players. When possible use a "white cap" parking attendant to keep an eye on your car (a small hourly charge is normal), or in areas of the city with blue painted markings purchase a pay and display ticket from a tobacconist. Big fines are imposed for those who fail to do so.

Remember that when you leave the UK you may return your UK tax disc in order to obtain a refund of road tax for the complete calendar months left unexpired. You will need a claim form, obtainable only at main UK post offices.

PRIVATE CAR REGISTRATION

Private cars can be brought into Italy on UK number plates and Green Card Insurance but must be cleared through Customs and registered if they are to remain in Italy. This takes place at the Motor Vehicle Registration Office (MVRO), where you will be required to complete the forms necessary to obtain your Registration Document. This is renewable annually. Your sponsor will have arranged an appointment for you. Your Petrol Ration Card will be issued at the same time as your Italian Licence Plates.

You will be given a list with your Joining Routine detailing what is required when you go to register at MVRO. You will certainly need your Registration Documents, driver's licence with an Italian translation (issued by Pass & ID office JFC), 5 US dollars, €16, your Green Card insurance document together with proof of insurance (Bollo) (with minimum of 6 months cover) and to have had your car inspected for safety by the JFC Motor Pool. One very important requirement is to know the whereabouts on the car of the chassis number. This is the one etched into the frame and not the quick reference metal disc usually found near the engine, which will not suffice.

ITALIAN LICENCE PLATES

All UK cars must be registered and given Italian plates. If you have 2 cars you are advised to register the larger car as a 'white' plated car and the smaller car as a 'black' plated car. Only white plated cars attract duty-free fuel and require no road tax. The number of coupons you receive each month is dependent on the size of the car engine. The black plated cars do not qualify for fuel coupons allowance and require the payment of road tax. The Italian Ministry of Finance (customs) authorizes NATO personnel to possess no more than three privately owned motor vehicles for personal and/or family member's use. However, the second and third vehicles (car, motorcycle, truck or van) when registered, become subject to payment of annual Italian road taxes. The Italian Department of Motorization defines a motor vehicle as either an automobile or a motorcycle with engine power exceeding 1.5 HP and engine size exceeding 50cc.

REGISTRATION

Each service member/MoD civilian must register his/her vehicles through the Motor Vehicle Registration Office (MVRO).

If you register more than one vehicle, the second and/or third vehicles are subject to payment of Italian road tax, based upon the size of the engine or cubic centimetres and base engine horsepower. This tax ranges from E25 - E100 on gasoline engines. For older

diesel engines, the cost is more.

Each year, one month prior to your registration anniversary month (i.e. register in July - revalidate in June) you will be required to revalidate your registration in order to receive your tax-free petroleum products.

Upon receipt of the required fees, MVRO will issue your plates and tax-free petroleum ration card. AFI-plated owners can now request AFI "cover plates." These plates are identical to Italian plates and are available for an additional cost, depending on the type of vehicle. Cover plate inquiries can be made after the vehicle has been properly registered. Cover plates will take approximately three weeks to arrive after the plates are ordered.

DRIVER'S LICENCE

Any person desiring to drive in Naples must have a current European driver's licence or a valid licence from another country. Eligible drivers must obtain an Italian translation of your licence (your sponsor will advise on the process). Young adults under 18 are not allowed to drive in Italy. If you plan trips to other European countries, an international license is not required, but is available through any AA office. Applications are also available at the MVRO.

INSURANCE

Automobile insurance for the Naples area is expensive. Cost depends on make, model, year and the age of the drivers. Third party liability insurance is mandatory in Italy for all autos, trucks, and two-wheeled vehicles over 50cc engine. The policy conditions and premiums are established by law and are standard throughout the country.

Premiums vary according to the horsepower of the vehicle and the location where the vehicle is registered. If a vehicle has been insured with only the minimum coverage under law, liability for death or injuries to passengers in that automobile is not covered. To provide this insurance, the owner must specifically ask his/her insurance agent for the coverage.

Comprehensive and collision coverage are not included in the compulsory insurance. They are completely optional and specifically must be requested. Also, comprehensive and collision coverage is not always available through Italian insurance companies. Please check with your Sponsor.

Check with your insurance company and the nearest government transportation office concerning insurance coverage during shipment overseas. It is a good idea to have new policies become effective "upon arrival of the vehicle in Italy."

0315 DRIVING IN ITALY & NAPLES

If you have to travel to and from work via the Tangenziale, Naples' major toll way, you will have to decide how to pay for the toll at each exit. One way through the toll is 80 Euro cents, paid at one of several manned booths.

However, many commuters opt for the ease and flexibility of either a VIAcard. Purchased at the Navy Exchange (NEX) for E25. The card offers the ability to bypass the face-to-face toll payment booths and the spare change shuffle by using the less-frequently travelled VIAcard lanes.

Another and better option, option is to purchase a TelePass from the NEX. Cost is approx Euro 45 which is refunded upon surrender of the Telepass when you leave Italy. The TelePass should be displayed on your front windshield and as you drive through one of the authorized TelePass lanes, a machine scans your pass and automatically deducts the charge from your account.

RULES OF THE ROAD

The following are some basic rules that govern driving in Italy. While driving you are required to have with you a valid driver's license with Italian translation, a Military Registration and Certificate of Title of Motor Vehicle and proof of insurance. If lost or stolen, report it immediately.



Drunken driving is an extremely serious offence in Italy. A blood alcohol level of 0.08 is positive proof of drunk driving. Refusal to submit to a breathalyzer/BAC test results in immediate loss of the license for six months and a possible fine from Italian Authorities and loss of Base driving privilege for one year. If you have had too much to drink, leave your vehicle and take a taxi.

Do **not** pick up hitchhikers.

Many intersections have no stop lights or traffic control. The vehicle on the right has the right-of-way, unless there is a stop sign.

Low beams are now required by law on main highways or darker roads. Headlights should always be turned on in tunnels. Flashing headlights are also used to signal the approach of stopped traffic at crossroads, or to signal slower vehicles to move right and permit a faster vehicle to pass. When a car behind you flashes its lights, move to the right lane as soon as it is safe to do so.

Although some drivers may take what seem like unnecessary and dangerous chances to gain only a few feet of road space, Italian law requires you to allow overtaking traffic to pass you. While horn blowing is technically illegal in many Italian cities, it is loosely enforced. Most people blow their horn to signal approach to an intersection or intent to pass.

Drivers also commonly use their hazard lights to signal danger, especially slow or stopped traffic.

TRAFFIC TICKETS

During your posting you may receive a traffic ticket. The Italian police usually issue them on the spot, but your plate number could be taken and a ticket mailed to you at a later date. If you receive one in the mail, do not ignore it. The fine you will have to pay triples after 15 days from the day it was mailed.

If an Italian policeman along the side of the road steps your way waving what appears to be a lollipop stick (red circle on white disc), he is saying pull over. Do not speed away because his companion is there with a motorcycle. If you are stopped, do not be disrespectful. If a communication gap exists and he writes you a ticket for a violation you

cannot understand, accept it and bring it to Civilian Personnel Officer in UKJSU for clarification.

Most tickets can be paid on the spot. This is legal in Italy and not a bribe. If you elect to pay, the police officer will give you a receipt. And that is that. You'll hear nothing more about it. Keep the receipt.

For the more serious traffic violations, however, the fine cannot be paid on the spot. These violations may result in a criminal charge. If you receive a notice of this nature, bring it to the attention of the UKJSU for advice and appropriate action.

VEHICLE ACCIDENTS

In the unlikely event you are involved in an accident, certain procedures must be followed. The steps to be taken will depend upon whether the accident is classified as minor (no deaths or injuries in either vehicle) or major (death or injury to passengers in either vehicle).

Minor accidents:

- Exchange license data, name and address, insurance company, policy number and vehicle tag numbers. Insurance data is located on the windshield insurance sticker.
 - Do not leave the scene until information is exchanged.
 - Try to obtain names and address of witnesses.
 - Report the incident to your insurance company within 48 hours.
 - It is necessary that all accidents be reported to RAF Policeman, UKJSU
- Generally, minor accidents are a matter between individuals and their insurance companies.

Major accidents:

- Assist injured if possible, Italian law requires that you render assistance to anyone injured in a traffic accident whether you also were involved in the accident or were just a passerby.
- Under Italian law, you may be required, when possible, to transport the injured. This should be done as rapidly and safely as possible. Your vehicle will be regarded as an emergency vehicle when you turn on your headlights you honk your horn, and display a white cloth or handkerchief from the window.
- Notify Security police immediately and ask for help.
- Try to obtain names and addresses of witnesses.
- Remain on the scene, if able, until the accident has been investigated by the Security police or Italian police.
- In both major and minor accidents, obey the Italian authorities. They have jurisdiction and can arrest you if you do not cooperate fully. Also, red plastic triangles are required by Italian law and should be put on the road to caution other drivers of an accident. These are available at the NEX and on the local economy. They should be carried in your vehicle at all times.
- If you are the driver of a vehicle involved in an accident that injures or kills another person, criminal charges may be initiated automatically by the investigating police, regardless of the ultimate determination of fault. Prompt notification of your commanding officer is important to protect your rights, and to obtain the services of an Italian attorney under contract to the U.K. government to represent you.
- In case of an accident, personnel having automobile liability insurance with an Italian firm are required to notify that company within 48 hours of the accident. Failure to notify the company within the time period can be justification for the

company's refusal to accept liability.

Note to motorcyclists: The above applies to motorcyclists also. Helmets that meet Italian specifications are also required. They may be purchased on the economy. A special motorcycle safety course is required prior to driving your motorcycle on the base.

SECTION FOUR

ARRIVAL IN ITALY

0401 THOSE FIRST FEW DAYS

You will normally be met personally by your sponsor as follows:

By Air: On arrival at Capodichino Airport.

By Car: The 2 main routes to the Naples area are via the main autostrada (A1) or along the coast road (Via Domitiana). Your sponsor should give detailed directions to a pre-arranged location.

The majority of Married Accompanied and Single/Married Unaccompanied Officers and Senior Ranks will move into their allocated accommodation on arrival. On the rare occasion that accommodation is not available on arrival, you and your family will be either accommodated in a local hotel which must be booked via DHRS and you should liaise with FAMO for the period of non-availability. Should this be the case, you will be informed as soon as plans firm up.

For personnel without spouses or children, the joining routine will take about 2 days. For everyone else, it should take around 3 days. The following week is then allocated for your job handover/takeover.

Your sponsor will put together a programme to speed you through the joining routine. It will start and finish with the appropriate Single Service Pay Clerk in UKJSU. The programme will include:

- UKJSU calls and briefings
- Obtain Security Passes and NATO ID Cards
- Obtain Sojourner's permit for spouse (only if non EU nationality)
- Visit British Forces' School (where appropriate)
- Area orientation and moving into rented accommodation
- Contracts (House /Telephone/Internet)
- Visit NATO shops (Ration cards)
- Importation into Italy of private motor vehicle (where appropriate)
- Obtain your *codice fiscale*

SECTION FIVE

DAY-TO-DAY LIFE IN NAPLES

0501 General Information

Naples is a very cosmopolitan, noisy and bustling city housing extremes of architecture and prosperity. As with big cities all over the world it has its share of crime, poverty and unemployment. Its inhabitants mirror their city and are renowned for their excited talking and expansive gestures. Driving is erratic, roads are generally in a bad state of repair and the rubbish disposal arrangements are inadequate; all this will hit you on arrival but 'this is Naples', a phrase you will hear often and in time you may come to accept it.

Naples and its outlying areas have a population of between 4,500,000 to 5,000,000 most of whom live in the inner city in tenement buildings and 4 or 5 storey blocks of flats. Away from the city centre, houses become more spread out and spacious in style.

In general, Neapolitans are friendly if roguish people; always willing to help and appreciative even if you can only manage a few words of Italian. It is important to appreciate that time is of little importance to the Neapolitans and once you accept their way of life you will start to enjoy living in the Naples community. You will frequently hear the words *domani* and *dopodomani* tomorrow or the day after, both of which are open to further interpretation. Try hard not to lose your temper it will have no effect whatsoever. Plenty of patience and a good sense of humour are all that are required.

Riposo (*afternoon siesta*) Like most Mediterranean countries Italy recognises riposo time and in Naples little can be achieved, fixed or bought during the hours 1300-1600 daily.

Churches: Christ Church, located in Via San Pasquale in the centre of Naples, is an Anglican church within the Diocese of Gibraltar in Europe and available to the British Community, both military and civilian. Times of services are promulgated in Weekly Orders and the Bulletin. The officiating chaplain and can be contacted on Naples 081 411 842.

The Italian Law: All UK personnel in Italy are subject to the laws of Italy, and come under Italian jurisdiction for any offence, except those committed by military personnel while in the performance of official duties. If you are called or summoned to appear before an Italian court in connection with any offence, under our host nation's laws, you must report such facts to the Senior Officer of your Service and the CO UKJSU.

Should you have trouble with local law enforcement officials, the following rules apply?

- DO NOT try to resist arrest.
- DO go with the Italian police willingly.
- DO furnish the police with your name, rank/rate, and organisation and any other information needed to make your identity known to them.
- DO NOT make any statements until you are sure that national authorities have been contacted and informed of your position. The UKNSU will arrange legal assistance, if necessary.
- DO report all incidents to the CO UKNSU as soon as possible or the Duty Orderly Officer out of working hours.
-

Drugs: Under Italian law, smuggling, possession, selling, trading, dealing and the using of drugs all carry the same degree of severity. The penalty may range from a minimum of 3 years to a maximum of 8 years in prison with the additional possibility of a fine ranging from £200-£3000. If this fine cannot be paid, additional time will be added to the jail term.

Drunkeness: Neapolitans manage alcohol sensibly. They drink moderately and *never* without eating. You will never see an Italian drunk in public. Italy has now introduced the

breathalyser, but drink driving offences by an Italian rarely occur, therefore their attitude to others caught driving whilst under the influence of drink is most severe. Accidents caused by drunken driving always come to court and carry heavy fines and prison sentences.

Sojourner's Permit (Applicable only to dependants of non-EU nationality). Non – EU dependants in Italy are required to obtain a sojourner's permit (permission to remain in Italy beyond the 90 days usually granted to tourists). The permit - legal registration - is required in addition to a passport. All dependants, civil service employees and non-Italian employees over 16 years of age should make an application for this permit within 3 days of arrival, at the NATO Provost Marshal's Office Building 'L' on JFC. Any changes of address, arrival or departure of family members, or additions to the family must be reported to these offices in order to keep the Sojourner's Permit current and valid. Obtaining a permit should be part of your joining routine. If for some reason you don't complete the formalities, contact the Civilian Personnel Officer in the UKNSU (081 721 2894). **NB. It is essential that non-EU dependants apply for a Visa before travelling to Italy and this is required to obtain a Sojourner's Permit.**

Car Theft: There is a high incidence of car theft around Naples and few are recovered. When leaving your car anywhere, even outside your house, always ensure that the doors and windows are securely locked. It is worth investing in some sort of visible steering lock or car burglar alarm as a deterrent. Take care where you park, always try and park when there is a 'White Cap' attendant. An approximate, but variable guide is 1-1.5 Euros per hour in the centre of Naples.

Theft from Houses: Even though your chosen house is quite likely to be in an estate, known locally as a 'parco' with security fences, some even with manned or electronically controlled entrances, theft from houses still occurs, but only rarely does it involve violence. Burglaries are often committed by youngsters in search of items easily convertible into cash to buy drugs, etc. Items of sentimental value, or which would be difficult to replace, are best left in UK. You are strongly advised not to bring the family silver and heirlooms! The UKJSU has installed monitored response burglar alarm systems into all rented accommodation.

Security: When leaving your property, even if only for a short time, always ensure that all the doors and windows are shut and locked and that the shutters or persianas are closed. If going out at night leave plenty of lights on and ensure the outside of the building is well lit. Many people own dogs here as they make a highly efficient burglar deterrent.

Thefts from Individuals: The most likely thieves are small boys on crowded shopping streets and young men on mopeds. The following points are stressed:

- Do not wear expensive or bright gold/silver jewellery - even imitation, thieves don't know the difference when snatching it!
- Use a plastic carrier bag for shopping - they split easily when grabbed and the contents fall to the ground.
- If driving with the window open do not leave valuables on the spare seat, or visible in any way.
- Do not put your purse down anywhere when purchasing goods.
- Do not carry a purse or handbag full of possessions - go out only with your ID card and the money you require for that trip (not forgetting your driving licence if going by car!)

House Sitting. If you are going away for any length of time it is advisable not to leave your house empty. It is worth seeing if someone is willing to live in the house during your

absence or even ask a friendly neighbour if they would turn on the lights in the evenings. Advertisements may be placed through The British Bulletin.

Duty Free Allowances: Duty free tobacco, alcohol, petrol and bulk LPG are available. You may be approached to sell your entitlement but resist the temptation - trafficking in such items is both a civil and a Service offence and could result in imprisonment or you being returned to the UK.

Tobacco Ration: Maximum ration for each Serviceman/woman and each dependant over 16 (children with parental permission) is 6 tobacco units per month. A tobacco unit is equivalent to 200 cigarettes or 8oz of tobacco or 25 cigars.

Alcoholic Beverage Ration: Hard liquor is Whisky, Gin, Vodka, Rum, Brandy or any other spirit containing 33% or more alcohol by volume. Imported Heavy Wines or Liqueurs are beverages containing less than 33% alcohol by volume. Local wines or liqueurs are self-explanatory and are not limited. The alcoholic beverage ration allowed to each Serviceman/woman and their spouses aged 18 or over are: 6 bottles of hard liquor and 10 bottles of imported wines or liqueurs.

Duty Free Petroleum Products: This allowance is based on the taxable horsepower of the primary car; second cars do not have an entitlement. Petroleum products are obtained with monthly coupons which may be used for the purchase of petrol, oil and kerosene but NOT heating oil.

Coupons must be signed, dated and the car registration inserted *before* passing them to the attendant. They may not be sold or given to other personnel as they are solely for use of the person to whom they have been issued.

Other concessions: Duty free goods may also be purchased from the SAVE Centre and the International Gift Shop, all located on JFC. UK Service Personnel and their dependants may also purchase items from the US Navy Exchange (NEX) and Commissary at the NSA, Gricignano. Service personnel may use the US military clothing store in the NEX building. Payment is in \$US but credit cards are acceptable (VISA and Mastercard).

Duty Free Goods: All Duty Free goods purchased are for your personal use and that of immediate family. You are NOT permitted to purchase them on behalf of non-entitled personnel and you may not resell them at a profit. Both these actions are illegal and would endanger the continuation of this privilege.

Exemption from IVA(VAT): There is no entitlement to purchase VAT free goods on the local economy. NATO provides an IVA free shop on the base and this is the only outlet authorised to be IVA free the Italian authorities. The only exception is car parts and repairs in addition to the purchase of a tax free vehicle. A maximum of 3 vehicles may be owned in the MVRO system and new tax free vehicles may only be exported out of Italy within 90 days of reassignment otherwise Italian taxes will be imposed and you may be taken to court.

Baby-sitting: Finding a reliable baby-sitter especially when large social events (such as the British Christmas Dance) are held can be a problem as there are few English-speaking teenagers residing in Naples. LOA includes an element for baby-sitting costs, and there are baby-sitting circles. There are also a small number of older school children who baby-

sit during their holiday visits.

Telephones: Public telephones are widely available, usually in bars and tobacconists. Look for a yellow and black sign outside with a pictured telephone dial. The Naples telephone directory is difficult to use since it is broken down by exchange before listing subscribers. The Italian equivalent of British Telecom is Telecom Italia although you will still see the old name SIP around. Most public telephones take a pre-paid-card (*Carta Telefonica*) which can be obtained from a variety of sources, including tobacconists. **NB** - *when using a Carta Telefonica remember to remove the corner before attempting to insert it into the slot!*

Telephone calls to UK. An STD number in the UK can be obtained by dialling 00 44 followed by your British exchange number but omitting the first 0. It is usually possible to dial direct to the UK from a public call box but have plenty of change or a *Carta Telefonica* card handy!

Pests: There are more bugs in Italy than in UK, which can cause a lot of irritation to human beings who unwittingly get in their way. There is no way to avoid being bitten or stung completely, but there are several effective aids that may help. As a preventive measure there are fly-screens and insect repellents. Creams, sprays and tablets may be used should the preventive approach fail. If in any doubt at all - contact the Clinic 081 721 2336.

Mosquitoes: Mosquitoes can be a real problem. Repellent sprays are reasonable effective but personnel with pale skin are advised to keep well covered up if they are out from dusk onwards. When bitten, a cold sponge can give some relief if used early but multiple bites or severe reactions to single bites will generally require application of a cream or ointment. Severe reaction to bites may require some anti-histamine tablets which are obtainable from the clinic. If you know you are a "severe reactor" ask for some in good time! Mosquito Milk is an excellent deterrent and Wasp-Eze available in UK takes away the irritation once the beasts have got through the defences. Other items are available.

Pets: Do not be surprised that other nationalities you come across in Italy do not have the regard for animals that is common to the British. Although not true of everyone, the Italians and Americans tend to keep dogs as yard dogs only and indeed, they are a very effective deterrent. A large number of stray dogs and cats around the *parcos* are those which have been abandoned by previous owners who have returned home. Remember Italy is not considered a Rabies Free Country and stray animals should not be encouraged or touched. You are not legally able to 'put down' a healthy animal in Italy - so strays abound.

Work for Dependants. Since Italy is a member of the EU, dependants seeking work do not require work permits. However, it is very difficult indeed to obtain work in Naples because of the large number of Italians out of work. Jobs are available within the NATO community but they are taken up very quickly. Vacancies for jobs are advertised in the British Bulletin. There are often positions for qualified Teachers and Teachers Assistants available at the International School of Naples at JFC.

Seismic Activity in the Naples Area: The Naples area is well known for its seismic activity. In the past 25 years there have been only 2 emergencies as a result of seismic activity, neither of which resulted in injury to any member of the British Service Community. Should there ever be any emergency in the Naples vicinity, there is an emergency organisation in place to ensure the safety of you and your family.

0502 SIGHTS OF NAPLES

Generally, it is best to take public transportation to the city centre, as the streets are narrow, traffic is heavy and parking is limited. Following are some facilities and sights in Naples:

Archaeological Museum: This museum is, without doubt, one of the most important archaeological museums in Europe. It houses principally the Farnese collection, which Charles of Bourbon inherited from the Farnese family that ruled the Duchy of Parma. The collection includes bronze statues, marble mosaics, paintings, furnishings and other items uncovered from the excavations of Herculaneum and Pompeii, destroyed by the eruption of Vesuvius in 79 A.D. Nearly every important movable item from those excavations can be found here. The museum also contains finds from Coma and other ancient sites in Campania. It also houses the Borgia Collection of Etruscan and Egyptian relics, and the Santangelo Collection of antique coins.

Aquarium: This is also one place where it is possible to drive and have a decent chance of finding a parking spot along the seafront. This is the oldest aquarium in Europe, and contains about 20 large tanks, as well as research laboratories.

Capodimonte Museum and Picture Gallery: This was a hunting lodge and grounds of the Bourbon Kings of Naples. It now houses the National Picture Gallery which includes many paintings by Titian, as well as several other collections. The grounds are extensive and contain many ancient large trees.

San Martino National Museum: The view from the terraced gardens gives a great view of the city. The museum has a section of naval history, a section on the Kingdom of Naples, and a collection of presepe (Nativity scenes).

Duke of Martina Museum: Located in the park called Villa Floridiana. It contains valuable collections of European, Chinese and Japanese china and majolica, as well as a collection of enamels and ivory.

Naval Museum: On show are models of the Italian Navy's ships and nautical instruments from the 1850s on.

Royal Palace: The magnificently decorated halls and rooms contain the original Bourbon furniture, paintings, statues and porcelain. The Palace also houses the National Library (tel. 081-402-842) which has several collections, including approximately 2,000 papyri uncovered at Herculaneum.

Duomo: Naples' cathedral. A fine example of Baroque art, the city of Naples also has many other fine churches to visit.

San Severo Chapel: Contains masterpieces of 18th century sculpture, including the veiled Christ by Sammaritano.

Edenlandia: Located on Viale Kennedy, walking distance from JFC, Open: seasonal and Italian holidays 9 a.m.-9 p.m. (closed 1-3 p.m.). To get there: walk out of JFC main gate and walk straight down the wide boulevard (Via della Liberazione). At the end of the boulevard is an entrance. The main entrance can be reached by turning right, going one block and turning left on Viale Kennedy. This is an amusement park with restaurants, bowling alley, disco, etc.

Zoo: Located next to Edenlandia, tel. 081-239-6090. Open: daily 2-8 p.m. winter, 9 a.m.-2 p.m., 5 p.m.-midnight summer.

Pozzuoli: Pozzuoli is the city adjacent to Naples; parts of NSA and Carney Park are in Pozzuoli. Following are some sights in and around this city:

Tempio di Serapide: Located near the waterfront. Grounds are closed, but the ruins can be seen closely any time. To get there: driving is easiest, take the Via Domitiana to the central Piazza, turn left and down the hill to the temple; or take the Metropolitana to Pozzuoli station and walk. It is not a temple, but was a Roman marketplace. Across the street is the Pozzuoli fish market.

Anfiteatro Flavio: Located on the Via Domitiana. Open: daily 9 a.m.-dusk. To get there: drive, or take the Metropolitana to Pozzuoli station and walk. This is the third largest Roman amphitheatre in Italy.

Pompeii and Herculaneum

These two cities were destroyed when Mt. Vesuvius erupted in 79 A.D. In both towns, you can visit the excavated remains. Entry fees are charged. To get there, drive or take the Circumvesuviana train.

0503 DINING OUT

Dining out in Italy can be a pleasurable experience, although, like everything else, it is not as inexpensive as it once was. This will probably be one of the first aspects of Italian culture that you will encounter, especially if you are accompanied and are living in a hotel for the first few weeks after you arrive. Your sponsor will almost certainly take you to his or her favourite spot. If they don't, ask them to do so.

Although "real" Italian cooking can be found in more and more places in the UK, you will find that what you get here is not what you get in an "Italian" restaurant in the UK. You will also find that there really is no such thing as "Italian food." Instead, there is a great variety of regional styles-cooking in Milan is different, in general, from that of Bologna, or Rome, or Naples, or Sicily. Many British think that Neapolitan cooking is some of the best Italy has to offer, and of course any Neapolitan will swear it is true.

While generalizations are only approximately true, you will find that, in general, the cooking of the Naples and Gaeta region features tomato-based sauces flavoured with basil or oregano and the ever-present garlic, and that, like many other parts of Italy, seafood is a featured part of the cuisine.

And, yes, there are several McDonald's and Burger Kings in Naples.



TYPES OF EATING PLACES

There are several distinct types of places to eat in Naples, but the distinctions are blurring as more Westernised outlets permeate Europe. Following are some terms you may see, and what they mean:

- **Bar:** This is not a UK-style bar. While you can buy beer, brandy or other alcoholic beverages at Italian bars, the central part of the bar is the espresso coffee machine. Bars are frequented throughout the day, but especially in the morning, when they serve pastries to go with the coffee. In bars, you go first to the cashier, tell him or her what you want and pay for it (of course you can look at what is offered before you go to the cashier), then take the receipt to the counter and order, leaving a small tip (usually about E0,10) with your receipt. Most Italians eat and drink standing up at these places. Many places have tables and chairs, but if you sit down, you are in effect saying you want waiter service and are willing to pay the extra charge (as much as double price) for that service. If you do get the waiter service, you should also leave a small tip for the waiter above the cost of food and drink.
- **Pasticceria:** Pastry shop. Many times they are part of a dual bar/pastry shop. Such a sign usually means a wider selection of pastries available. Many also serve other foods besides pastries, such as varieties of sandwiches (“panini” - literally, “little breads”). Some places may even put “panini” on their signs, and have, again, a larger selection. These are excellent places to get a quick, inexpensive snack or lunch. Again, you pay first, then order.
- **Tavola Calda:** Literally, “hot table.” The closest U.S. translation would be “grill.” These are more elaborate than Panini shops, featuring hot dishes. Some are small with only a few choices each day, and you select what you want from a glass enclosed display and the shop attendants dish out for you. Most have a few tables where you can sit. Some have become so elaborate that they are like U.S. self-service cafeterias, although the word cafeteria in Italian literally means a shop that sells coffee, so you won’t see that word often applied to the meaning we have for it.
- **Rosticceria:** A place selling rotisserie-cooked meats, most often whole chickens. In Italian, a “something-eria” usually means a place that sells that “something.” So, a polleria is a place that sells pollo (chicken). These places are great for getting an inexpensive, very tasty if somewhat messy lunch or dinner. In the Naples/Gaeta region, there are many such shops along the streets and highways selling chickens which have been roasted on a spit and basted with oil spiced with sage, marjoram and oregano. Many Americans and Brits like these very much, and call them “road chickens.” Try one!
- **Pizzeria:** The Naples landmark, selling (of course) pizza. Pizza was invented in Naples (ask any Neapolitan if you doubt this), but they are NOT the pizzas you get in Pizza Hut or

Domino's. They are usually individual size, and come with a wide choice of toppings. Most pizzerias also sell other foods, and many other types of eating places also advertise themselves as a pizzeria. For example, a place that calls itself a ristorante-pizzeria is telling you that, in addition to its full restaurant selections, it also has a pizza oven and can cook one if you would prefer that.

- **Trattoria:** A smaller, usually family-run full waiter service restaurant. The menu is more limited, the decor usually less ornate and the prices usually lower than a full ristorante. These places seem to be becoming rarer, but can offer some of the best cooking available.
- **Ristorante:** A restaurant, offering a large-selection menu and full waiter service. These range from small places to very large, ornate (and sometimes expensive) places. The Naples region has some Chinese, Japanese, French, etc. specialty restaurants.

0504 THE ITALIAN MEAL

This section applies more to the sit-down, waiter-service places.

Eating in an Italian restaurant is different than eating in one in the UK. Quite apart from the differences in foods, there are also differences in customs and even in how the meal is arranged. To begin, generally the attitude in an Italian restaurant is that the table you occupy is yours for as long as you want — until closing if you desire. There is no sense of being hurried through a meal so someone else can use the table.

Also, mealtime in Italy is a social time, and diners take their time between courses to converse. To be a waiter in Italy is to be part of a respected profession. So, the waiters take pride in providing good service. However, they also respect the (expected) wishes of their clients and will not intrude on the socializing.

All these things combine to give the impression that the service is bad. The waiters don't hang around your table, asking you six times if everything is okay; you have to catch their eye to tell them you are ready to order another course, or need more bread, or want the cheque; etc. The service usually isn't bad; it's just different, and keyed to the Italian pace of life.

Mealtimes in Italy are later than most British are used to. Lunch rarely starts before 1300 and 1900 is at the very earliest normal operating times for restaurants at dinner time. It is not uncommon for an Italian family in a restaurant to start dining at 2030 and leave the restaurant at 2230 or later.

The meal is also arranged in courses — things don't arrive at once. The basic courses and order they arrive are (you can skip courses, or stop after only a couple): antipasto (appetizer), pasta, secondo (meat or fish - the main dish), vegetables and/or salad, fruit and/or cheese, dolci (dessert) and coffee and/or liqueurs. Wine, water and bread are available throughout the meal if you want them.

Many British order only the antipasto and pasta, and possibly a secondo. A main dish is only that — the food you ordered. If you order veal, for example, you'll get a plate of veal. You won't get a salad or potato or other vegetable; those you have to order separately. In addition to the charges for the food and drinks, your bill (il conto) will usually include a "coperto", which is a cover charge for linen, dishwashing, bread, etc.; as well as the "servizio," which is the charge for service. This usually runs 10-15 percent. If you've received good service, it is also customary to add another few percent as an additional tip for the service. However, some places do NOT include servizio on the bill, so you need to

check. Note. Under the new JPA-related rules, if on duty and entitled to Subsistence, you cannot claim for more than a 10% tip.

RESTAURANTS AND CHILDREN

Restaurants are very willing to have and serve children, and you are likely to see several families eating when you are there. Most restaurants will bring you extra plates so you can share your meal with your small children. Also, if you ask them, most are willing to serve the children "mignon" (small) portions or mezza porzione (half portion).

0405 TRANSPORTATION

PUBLIC TRANSPORTATION

Naples has a highly developed and fairly efficient public transportation system, encompassing buses, trolleys, subway and commuter trains, long-distance trains, cable cars, taxis, ferries and hydrofoils, and airplanes.

There are also suburban and long-distance services, but these generally do not run as often or have such dense concentration. As most British live in the suburbs, public transportation is not usually a viable home-to-work option. Rather, public transportation is most useful for off-duty recreational travel.

BUSES

Most tickets cost E1.10 for 90 minutes. Daily tickets and weekly and monthly tickets are also available. Tickets must be bought in advance, from bus terminal ticket offices, tobacco stores, news stands, etc. Ticket collectors are few; once on the bus (enter from the rear, exit from the middle), validate your ticket by putting it in the ticket-punching machine. Keep your ticket until you get off the bus.

Because of the large number of bus lines and stops, it is easy to get confused. Directions in Naples centre round the piazzas (squares) and main streets. A little study of a map will help you decide which bus to take. For example, you may be at the main train station area (Piazza Garibaldi) and want to get to the New Castle near Piazza Municipio, so you would look for a bus that includes Piazza Municipio on its route.

There are round-cornered rectangular yellow signs at scheduled stops which list buses by number that stop there and also list the main areas which each bus covers. A more complete route listing is on a card in the window of the bus. Bus stops are of two types - obbligatoria (mandatory stop) and facoltativa (request stop). If you are waiting for a bus at a facoltativa stop, you should wave at the bus you want as it appears; otherwise, it will not stop.

If you are still in doubt after reading the bus stop signs, ask someone waiting or the driver of the bus "Piazza Municipio?" At the very least, they will nod or shake their heads to tell you, but Italians are usually very friendly and will probably go out of their way to help you find your stop.



Once on the bus, if you want to get off at a facoltativa stop, ring the bell near the exit doors to let the driver know. He or she will let you off at the next possible stop. There are also many suburban and long-distance routes, such as from Naples to Pinetamare,

or to the Amalfi coast.

SUBWAY AND COMMUTER TRAINS

There are four systems in Naples. They are:

1. METROPOLITANA

This is Naples' subway system and is perhaps the most convenient for NATO personnel in Naples. The main segment runs from Pozzuoli to Gianturco in northeast Naples, with stops at Bagnoli, Cavalleggeri Aosta, Piazza Leopardi, Campi Flegrei, Mergellina, Piazza Amedeo, Montesanto, Piazza Cavour, and Piazza Garibaldi. It easily connects JFC with Naples, three main state train stations, other commuter rail systems, funicolare and ferry and hydrofoil systems.

Extensions of the Metropolitana are being constructed to connect to the Vomero and Capodimonte areas of Naples. An already-existing extension runs from Pozzuoli to Villa Literno (about 15 miles northeast of Naples) with stops at Quarto and Giugliano/Qualiano.

Giranapoli tickets must be used to ride the Metropolitana. Giranapoli tickets may also be used on many means of transportation within the Naples city limits. The Metropolitana runs about every 10 minutes.

Here are most of the central-section stations, and what they connect with:

- **Pozzuoli:** The station is located next to the Anfiteatro Flavio, the third-largest and one of the best-preserved Roman amphitheatres in Italy. Short walks away are the Solfatara volcano and the Pozzuoli port area (where you can catch ferries to Ischia).
- **Bagnoli:** About 100 yds from the JFC main gate. You can park your car on JFC and catch the train easily.
- **Campi Flegrei:** On Piazzale Tecchio, location of the soccer stadium, and connections to the Cumana train system, buses and trolley No.1. Mostra and Edenlandia are short walks away. Campi Flegrei is Naples, third main train station; several trains to Rome and other locations can be caught here.
- **Mergellina:** A hub for other transportation. Naples' second train station, with many long-distance connections. Hydrofoils and ferries to Capri and Ischia can be caught two blocks away (turn right from the station and walk downhill through Piazza Sannazzaro to the waterfront.) The funicolare to Posillipo is three blocks away (go to Piazza Sannazzaro, but stay to the right and head down Via Mergellina; the station is on the right-hand side of the street). Mergellina is also close to the poet Virgil's tomb on the hill behind the station. The Villa Comunale, site of Europe's oldest aquarium and a Sunday antiques market, is a short walk away.
- **Piazza Amedeo:** From here, you can change to Funicolare Vomero (turn left out of the station, walk uphill about 100 meters; the station is on the left). Piazza Amedeo is also close to the shopping area along Via dei Mille. This is also the nearest station to Christ Church on the via San Pasquale.
- **Montesanto:** Change to the Cumana and Circumflegrea train lines (run by the SEPSA company), and the Funicolare Montesanto. As you leave the station, walk across the small square and continue downhill on Via Olivella. Both the SEPSA and funicolare stations are located at the end of this street on Piazza Montesanto. If you continue walking downhill,

and bear left at a small square called Pignasecca, you'll end up at the intersection of Via Toledo (Via Roma) and Spaccanapoli. If you bear right at Piazza Pignasecca, you'll reach Piazza Carita.

- **Piazza Cavour:** The National Archeological Museum is at the west end of this square (turn right along Via Cavour as you exit the station, the museum is on the right). If you turn left when you leave the station, you'll soon reach Via Duomo, where the Naples Cathedral (Duomo) is located; the street is also a main shopping street.
- **Piazza Garibaldi:** The subway is under the main Naples train station. Change here for the Circumvesuviana commuter train (on the level just above the subway platform). At ground level is Stazione Centrale (Central Station), where trains for anywhere in Italy and most destinations in Europe can be caught. Outside at the street level is Piazza Garibaldi, a main bus terminal. Trolley lines also run through the Piazza. Beyond the Piazza is Thieves Alley.

2. CUMANA

This train system runs from the Baia/Bacoli peninsula to Montesanto, with stops in Pozzuoli, Bagnoli (down the hill from the Metropolitana station), Edenlandia, Piazzale Tecchio, and Fuorigrotta (near the market).

3. CIRCUMFLEGREA

This train runs from Montesanto around north of Naples to Licola and Cuma, with stops in Soccavo and Quarto.

4. CIRCUMVESUVIANA

This train runs from via Garibaldi, just down the street from the main train station. It has several lines which go to Ercolano, Pompeii and the resort towns of Vico Equense and Sorrento. You can catch Circumvesuviana trains from Piazza Garibaldi.

LONG-DISTANCE TRAINS

These can be caught at the three main Naples stations (Centrale, Mergellina and Campi Flegrei), as well as from other town stations, like Formia. Tickets can be purchased at the stations, or from travel agents. Train tickets are valid for travel on a particular train, you also may need to make a reservation for that train; some trains can only be ridden with a reservation.

Inter-city and other fast trains charge a supplement. For overnight travel, you can reserve "cucette" which are train cars which convert to sleeping bunks, or a sleeper car, which has beds.

CABLE CAR

These are the world famous Naples funicolare. They are not quite like the ones in San Francisco which travel along city streets. Rather, they have their own dedicated tracks. There are four funicolare in Naples. Three go into the Vomero section, an elegant residential and shopping area; the fourth goes into the elegant residential area of Posillipo. The four are:

1. Centrale: runs from Piazza Duca D'Aosta, a small square off Via Roma across from Galleria Umberto and near the San Carlo Opera House. It ends very close to Piazza Vanvitelli, one of the main piazzas of the Vomero and in the heart of the business district.
2. Di Chiaia: also ends near Piazza Vanvitelli. It starts off the street of Parco Margherita, about 100 meters from Piazza Amedeo.
3. Montesanto: runs from Montesanto to Via Morghen in the Vomero, a couple of blocks from Piazza Vanvitelli.
4. Mergellina: runs from Mergellina to Via Manzoni in Posillipo. This is one of the most traditional rides in an original wooden cable car.

TAXIS

The taxi system is the largest and most versatile part of the public transportation system, but it is very expensive in comparison. If you use a taxi, make sure it is a city-licensed one (it will have a Naples crest on the door and a taxi number) and use one with a meter. Insist on the meter being turned on before you get in the car. If you do use a taxi without running the meter, agree on a price before you get in.

Certain additions to the figure shown on the meter are legal fees (for going at certain times of the day, crossing zones or city limits, carrying extra luggage, etc.)

FERRIES AND HYDROFOILS



Ferries and hydrofoils depart often for the islands of Capri, Ischia and Procida and for the city of Sorrento. Schedules are printed daily in the Naples newspaper Il Mattino

There are three main ferry/hydrofoil landings: Molo Beverello, at the downtown Naples port; Mergellina and Pozzuoli port. Ferries are cheaper, but take longer.

AEROPLANES

The Naples airport is located at Capodichino where flights to other Italian cities and connections for international flights can be made. To book flights ahead of time, make arrangements commercial travel agents.

0506 SHOPPING

ITALIAN STORES

Of course, Italy has many stores and shops. Italy is world-famous for some items like leather goods from Florence or glass from Venice. The Naples region is famous for its porcelain and pottery (Capodimonte and Vietri, for example), inlaid wood (Sorrento), and cameo and coral work (Torre del Greco in particular). Main Naples shopping districts include the Galleria Umberto and Via Roma/Via Toledo downtown, and the Vomero section.

Main department stores include Upim and Standa. Other stores range from the small

corner shop, up to larger supermercatos and centro commerciale (shopping center) outlets. Some, like Panorama in Formia, Euromercato in Casoria and Citta Mercato in Pompeii and especially in Mugnano.

Shopping hours in Italy tend to be Mon. - Sat., from 9 a.m. - 2 p.m. and then from about 4:30 p.m. - 8 p.m.; shops usually close in the afternoon (although the supermercati generally stay open), and few are open on Sundays.

LOCAL SHOPPING

Shopping in Italy is a bit different from shopping in U.K stores and the growing numbers of shopping centres are the same, but street markets can be different. Use them, you need to become familiar with an Italian (and other nations, to be sure) custom: bartering.

Bartering takes British some time to get used to. We are used to going to stores and paying whatever price is marked on the item. While that is true of Italian stores, in the markets-the strings of stalls set out in alleys or back streets- you can buy almost anything for any price you and the seller can agree upon.

The buying and selling of items becomes much more involved, intricate and exciting. You and the vendor have to agree on a price. If you pay the price marked or the one the vendor first mentions, he or she will gladly take your money, but probably would have settled for less. One warning, though, if you offer a certain price and after haggling, the seller agrees to it, you are not legally bound, but by custom you are expected to pay the agreed price and buy the item. If you don't really want it, don't keep bartering.

Also beware, especially in some areas like around the central Naples train station, that when your package is wrapped in paper and handed to you that what you've bought hasn't been replaced by bricks or paper-stuffed boxes. Also, if the deal on such things as VCRs is too good to be true, it probably isn't true. More than one Brit has bought a genuine brick "Cam corder." Caveat emptor-buyer beware!

OPEN AIR MARKETS AND "ALLEYS"

Following is a list of some open-air and similar markets in the area, when they are open and what main items are sold. Many are in side streets, and parking is a problem. The best bet is to take public transportation or parking your car as near as you can and walking. If you can't find it right away, look for people carrying bags and ask "Dov'è il mercatino?" Pointing should then get you there.

- Mercato delle Pulci: Open Sun., 8 a.m. - 2 p.m. Main items: junk, coins, lamps, tables, and a few real antiques. Located on via Poggioreale, near the graveyard, northeast of the central Naples train station. Take the Metropolitana to Piazza Garibaldi (main train station) and then walk or take a bus/trolley.
- Shoe Alley: Open Sun., Mon. and Fri. 7 a.m. - 2 p.m. Main items: shoes, clothing and material. Located on via Marino di Caramanico. Take the Corso Malta Tangenziale exit, go straight until the first stop light, turn left on via Nuova Poggioreale. Via Marino di Caramanico is the second side street off via Nuova Poggioreale.
- Gold Alley: Open: Normal shopping hours. Main items: gold, jewelry. Located on Via San Biagio dei Librai. Take the Metropolitana to Piazza Cavour, walk down the main road east, turn right on Via Duomo, turn right four blocks later, onto Via San Biagio dei Librai.

- **Christmas Alley:** Open: Normal shopping hours until Christmas, extended to later at night and Sundays as Christmas gets closer. Located on a side alley leading off Via San Biagio dei Librai. Main items: Crèches (manger scenes) and figurines; often very elaborate. Naples is famous for these items. Follow directions as to Gold Alley.
- **Thieves Alley (Mercato Duchesca):** Open: Mon. - Sat. 9 a.m. - 7:30 p.m. Main items: Clothing, sportswear and equipment, camping gear, radio and stereo gear, some furniture and furnishings. Located in the many narrow streets due west of the main train station behind the statue of Garibaldi. This is a commercial district and most of tables of items for sale are located just outside small shops.
- **Mercato S. Antonio Abate (Buvero):** Open: Mon. - Sat. 9 a.m. - 7:30 p.m. Main items: food of all sorts; beware of sanitary conditions. Located north of the central Naples train station, on the street Borgo S. Antonio Abate, which runs parallel to Corso Garibaldi. Known locally as "Buvero," so ask for that when asking for directions.
- **Vomero market (Mercato di Antignano):** Open Mon. - Sat. 9 a.m. - 2 p.m. Main items: fruit and vegetables, clothing, household items. Located in the Vomero section of Naples, about six blocks from the Funicolare stations. From Piazza Vanvitelli, follow via Bernini about four blocks to the north. The edge of the market will be on the left.
- **Fuorigrotta market:** Open Mon. - Sat. 9 a.m. - 2 p.m. Main items: fruit, vegetables, fish, cheese and other foods; plus kitchen gadgets, household items and plastic ware. Located directly across the street from the Cumana train station in Fuorigrotta, about six blocks from the soccer stadium (there is a small alley leading to the market). This market is semi-permanent, covered with standing stalls, although some vendors drive up trucks and park them around the outside.
- **Antiques market:** Open Sun. 8 a.m. - 2 p.m. Main items: Antiques. Located in Villa Comunale (city park), which is along the Naples waterfront between Mergellina and the Castel dell'Ovo. Drive, or take the Metropolitana to Mergellina, walk to the water, turn left and walk to the park.
- **Bagnoli market:** Open Mon. - Sat. 8 a.m. - 7:30 p.m. Main items: similar to the Fuorigrotta market. Located in Bagnoli in the side streets just down from the Metropolitana train station, which is about two blocks from the JFC front gate.
- **Pozzuoli fish market:** Open: Tues. - Sun, 7 a.m. - 1 p.m., open earlier Sun., which is the best day to go. Main items: Fresh seafood of all types. Located along the pier in old Pozzuoli, near the Tempio Serapide and the ferry/hydrofoil landings.

There are also smaller suburban markets (in Monterusciello and on Via Staffetta in Lago Patria, for example). Ask your sponsor or neighbours for details.