Prato Centre

Contact details
Monash University Prato Centre
Palazzo Viti
Via Pugliesi 26
59100 Prato (PO)
Italy

General enquiries: Ph: +39 0574 436991
Fax: +39 0574 436993
info@monash.it

www.monash.it

USEFUL INFORMATION

Prato Tourist Information Centre
Piazza dei Mercanti 1 (Prato), Ph: 0584 244112
www.poloturismo.pr.it

Tuscany Angelinfo
Everything you need to know about Tuscany - local information in English that you can trust. www.tuscany.angelinfo.com

Prato Taxi
Radio taxi Prato Ph: 0584 5656 Official taxi ranks
Piazza Duomo (side of Sdorin Eugenio) option
Piazza Stazione F.S. (Prato main train station)
Ph: 0584 37047

Do not flag taxis down in the street; you must go to a taxi stand where they will be waiting in line. If you phone a taxi, they often charge more for the time it takes to reach you.

Buses (autobus)
CAP Bus Company provides a local and intercity bus service in the province of Prato. There are no ticket machines at bus stops. Some bus services sell tickets on board the bus. The general rule is to purchase tickets beforehand from an a edile (newsagent) or a tobacconist (tabaccaio). Once on the bus, you will need to validate the ticket in the validating machine; this is usually at the back of the bus. For bus routes and times: www.capautobus.it/it/1.html

Glori festivi (Sunday), Glori festiali (weekdays and Saturday), Glori raddoppia (day before a public holiday)

Train stations (stazioni ferroviarie)

Prato has two train stations near to the city centre.
- Prato Centrale is the main station, a 15 minute walk.
- Prato Porto al Serraglio is 5 minutes away. This station has no ticket office, only self-service ticket machines.

Validating train tickets
If you have a regional train ticket (or any ticket without a specific date, time, and seat assignment), just before you board your train, find the green and white box and insert the end of your ticket. This prints the time and date and makes it valid for your journey. Before buying a ticket to travel by train in Italy, consult the www.trenitalia.com official website. Change the language setting to English. Class options: Prima Classe (first class), Seconda Classe (second class).

Caution - Theft on trains
Though not a major issue, theft of luggage on trains does occur. Smaller carry-on bags can be stored overhead but the racks for larger items of luggage are usually near the entrance in each carriage. If travelling on slower trains with many stops, each time the train pulls into a station, glance over to your suitcases and go stand near them.

Tips: Bring a bike lock and attach the cases to the rack.

Car / minibus hire with driver
(telefono auto a minibus con conducente)
Nereo De Lazzari Prato
Via Ghirlandaia 24
Tel: +39 339 6759071
nereodealazzari@gmail.com

Airports / train stations transfers with prices comparable to taxis. Half or whole day trips to tourist destinations can be arranged. Speaks English.

Travel Agency (agenzia di viaggio)
Malaparte Viaggi Via Taccia 7 Prato - Ph: 0574 435100
www.malapartevicaggi.it

Specializing in trains, flights, ferries, accommodation and car hire.

Banks (banche) & Cashpoints / ATM (bancomat)
Banca Popolare di Vicenza - Via degli Alberti 2 Prato
UniCredit Roma - Piazza S. Antonio 1 Prato (angolo Piazza S. Francesco)
MPS - Piazza S. Francesco 21 Prato (via Riccadai)
Intesa Sanpaolo - Piazza S. Francesco 1 Prato (via Riccadai)

Tips: Always use your hand as a shield while entering your PIN to keep it secret.

Bars (bar)
The only time a cappuccino is drunk during a meal is at breakfast; ask first if at brunch time and you will be flourished upon. Many bars pay for things on a day-to-day basis with cash; if you try to pay a small amount with a credit card, do not be surprised if they refuse. In some bars, you pay for your order first and then take the scontrino (receipt) to the counter, whereas at others, you serve and they let you pay afterwards. Better to observe what the other customers are doing and do likewise. If they offer to let you sit down, it may be wise to decline; in some bars it can be very expensive to sit down, especially in cafes and bars in major cities.

Restaurants (ristoranti)
An empty restaurant does not always mean the food is bad and not popular with the locals; it could mean you are early. Most restaurants have specific opening times so you will have to learn when Ribolita is served or when lager is over and you will perforce be stamped.)

Validating train tickets
All trains will have their tickets validated or checked. You will need to use the validation machine at the back of the train to validate your ticket. This machine will validate your ticket on the basis of the date you are traveling and the area you are traveling in. Be sure to have your ticket ready before you board the train to avoid any delays.

Tips: Bring a bike lock and attach the cases to the rack.

Appointments (appuntamenti)
Malaparte Viaggi Via Taccia 7 Prato - Ph: 0574 435100
www.malapartevicaggi.it

Specializing in trains, flights, ferries, accommodation and car hire.

Supermarkets and markets (supermercati & mercati)
Market - Via Galilei, Monday morning open-air market selling fresh fruit, vegetables, clothes, shoes, household items, flowers, Warming Beware of pickpockets,
Coop Supermarket - Via Vittorio Veneto 2 Prato (angolo Piazza San Martino) Open: Mon - Sat 8am - 8pm
PAM Supermarket - Via Francesco Ferrucci 132 Prato Open: Mon - Sat 7am - 23.59

In supermarkets in Italy now charge for each shopping bag you take at the checkout. Always use the sleeves and bags provided. Avoid buying fresh fruit and vegetable. In open-air markets or smaller shops, the stall holder will accept your bag and you will not buy fruit or vegetables you do not need.

Gift ideas (idea regali)
At Tipico - Shop della Strada dei Vini di Carmignano and dei sopori tipicali (Wine of Tuscany) Via Berto Riccardo 13 Prato www.tipicoveronacarmignano.it Offers a range of local food and wine products, made directly from traditional methods, from Prato and the surrounding areas.
Textile Museum - Gift Ideas Via Riccadai 3 Prato - Ph: 0574 615103 shopinfo@monash.it
The Textile Museum has a well-stocked shop with many gift ideas to suit all budgets.

Antonio Mattei Prato - Lace shoe boasted factory Via Riccadai 20 Prato - Ph: 0574 25759 info@antoniomattei.it www.liscintolazzate.it
Opening times: Tue-Fri 8.30am - 7.30pm / Sat 8am - 1pm & 3.30pm - 7.30pm / Sun 8am - 1pm

Pharmacy / Chemist 24-hour (farmacia)
Piazza Meridiana 147/a Prato - Ph: 0574 300327
Via Cavour 91 Prato - Ph: 0574 27396

Post Office (ufficio postale)
Via Arvescoppo Martini 8 Prato (close to San Marco Plaza) Opening hours: Monday to Friday 8.15am - 7pm Saturday 8.15am - 12.15pm

Stationery (cartoleria)
Buttigli Ponte Corolina Via Mangiafuoco 9 Prato 0574 300327

Bicycles (biciclette)
Coppini Sport (biciclette) Via Francini 12 Prato - Ph: 0574 650198 Opening hours: Monday - Friday 9am - 1pm / 4pm - 8pm
Saturdays 9am - 1pm

Adapters / Electrical supplies (adattatori e supporti elettrici)
The local electrical power adapters (adattatore prese elettriche), the voltage in Italy is 220 - 240V

Apparecchi Ferragamo Piazza Meridiana 16 Prato - Ph: 0574 24351 Opening hours: Mon - Fri 9am - 1pm / 4pm - 8pm
Saturdays 9am - 1pm

Queuing
Queues at post offices, bars, banks, bars, etc., are never straight lines. A popular alternative in Italy is the take-a-number system. Look for the bars dispensing these cards and take one number. If this is missing, a mental list of who has arrived before you. even better, take the courage to shout “chi f’utulifumi?” which means “who’s that in the queue”?

Dress Code (dress code)
When entering a church or holy place, cover your knees, shoulders and wear shoes. Churches are often thought as touristic attractions, but they are sacred religious places where proper dress code must be observed. No shorts or flip-flops.

Emergency Telephone Numbers (numeri d’emergenza)
Emergency services: the numbers to call for Poi, Police and Ambulance
Carabinieri
Police (polizia)
Fire brigade (vigili del fuoco)
Car Breakdown (sostegno stradale)
Ambulance / Medical Emergencies (Emergenza sanitaria)
The Pan - European emergency number 113 can be reached to request emergency medical service - fire and police from anywhere in Europe. The number can be called from any telephone (landline, phone or mobile cellular phone). Calls are free.

Emergency Care/Hospitals
For medical emergencies, dial 118 to call ambulance or go to the nearest 24-hour emergency department - Pronto Soccorso (Emergency & Accident (AA) Emergency Room (OR) or Casualty.
Prato hospital - Ospedale Santo Stefano
Cortaccia di Prato 19 - Ph: 0574 436003

GUARDIA MEDICA
For non-emergency care in Prato especially during the weekend, public holidays and weekday nights, contact the Guardia Medica (Emergency Medical Service).
Centro Socio Sanitario Roberto Giovannini - pediatri E. in Via Cavour 118/120 - Prato - Ph: 0574 580302

PERSONAL SAFETY AND SECURITY
Prato is not completely crime-free; pickpockets seem to be active. Please be careful, particularly in dark isolated places, but also (and perhaps even more so) in highly crowded areas like buses or trains or markets. Do not hang handbags over the back of chairs in restaurants or place mobile phones, tablets or laptops on countertops or table in bars, restaurants and shops. Take extra care with money, travel documents and other important items, as lass or theft of said objects can prove very inconvenient and costly. When at the Monash Prato Centre, please keep your personal belongings with you at all times.

WHAT TO DO IN THE EVENT OF THEFT
If you are robbed within Prato, report it to the Carabinieri
Carabinieri
Province of Prato (Tel: 0574 7051)
Questratura di Prato
Via Migliore di Cinco 10 Prato - Ph: 0574 5505
To get the Questura di Prato or to the Carabinieri, take a taxi or bus.