

A faded background image showing two Italian Carabinieri (military police) on horseback in Piazza della Signoria, Florence. In the background, the equestrian statue of Cosimo I de' Medici is visible, along with the historic buildings of the square.

*“More information,
more safety”*

Tourist safety guide



Questura of Florence

Tourist safety guide

Florence is a town rich in art, where you can study, admire monuments and enjoy yourself.

Florence is also a safe town, but like all big towns, crimes are committed.

Protect your safety with some precautionary measures.



The Questura, with you for your safety

What is the Questura?

It's the provincial Police Headquarters, but even more....

From here the Questore - provincial Authority for public order and security – manages the whole public safety and security machine, in order to guarantee people staying in Florence and its province a pleasant and safer stay

Every day an integrated patrolling system - managed by the Public Safety Control Room (113) - works to ensure your safety thanks to the “Volanti” street crime units, the “district policeman” and the specialized police officers

Detectives from DIGOS and Squadra Mobile work professionally to bring to justice convicted people.

All this just to guarantee your quite and safety stay in Florence, without any troubles

Anyway, don't forget that whatever you should need, you will find one more friend: the policeman



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113: Police emergency number

The Police are at the disposal of the citizen and are engaged on a daily basis to guarantee to tourists and students the safety and the opportunities which the town offers.

For this purpose, the 113 service has been strengthened with further operators and labor specialization of the staff, with the assistance of specific experts and teachers of foreign languages.

- You can call 113 from any public, private or mobile phone, free of charge: you do not need any coins or telephone cards.
- Try to speak slowly and clearly.
- Explain at once where you are: the policeman who receives your call will immediately send a patrol car or a civilian car.



Inside your apartment or your hotel room

- Evita di tenere oggetti di valore all'interno del tuo appartamento o della tua stanza d'albergo , conservali in cassaforte o in una cassetta di sicurezza.
- Avoid keeping valuables inside your apartment or your hotel room; they must be kept in the safe or in a security box.
- Make a list of your personal belongings such as credit cards, passport or travelers' checks. Write down the numbers: they could be useful to the Police in order to discover them in case of theft or loss.
- Make sure when you go out or when you come in that the main entrance or the door to the Apartment or the room is closed well.
- Do not leave keys in places accessible to everybody. - Close windows before going out or during the night.
- Do not give your address to people that you do not know or that you do not trust. Do not write the address of your apartment in the key-ring.
- Do not allow anybody to follow you to your apartment. If someone follows you or is next to you when you are close to your apartment, do not enter; try to find a shop or a hotel where someone can help you.
- If you find the door of the apartment open or closed from the inside, do not enter. The thief could have a reaction since he feels exposed.

Call 113 immediately



Thefts

Beware of transit areas and crowded places.

Thefts and pickpockets in particular take place in transit areas and crowded places where tourists pass by such as train stations, means of transport, shopping centers, markets, internet points and generally all crowded places. Often the perpetrators are "professionals" of pick pocketing. They profit from the victim's distraction and from the circumstances which contain his reaction (overloaded bags, children attendance, etc.); usually they act in pairs (one distracts the victim while the other steals). They can use different techniques, all based on skill (by hand, using a razor blade to cut pockets, using supports such as walking-sticks, an umbrella, bags or throwing liquid or yogurt on the victim, asking the time or to change money, bumping into the victim apparently by chance in the street or while getting on or off of public transportation).

- Do not bring a lot of money with you. Do not keep your wallet or folder inside the rucksack or backpack.
- Keep a list of emergency telephone numbers inside your wallet and a copy of your passport.
- Make sure that your bag is always closed. Carry your shoulder bag in front of you and, if possible, with your hand on it. Inside restaurants, bars, theatres or cinemas, do not put your bag on the ground and do not hang it on the back of the seat.
- Do not try to react to an attempt of bag-snatching. You could hurt yourself.
- In case of theft of the credit card, immediately cancel it by calling one of the following numbers and then make a report at the Police station.

Carta Si	800.151.616
Diner's Club	800.864.064
American Express	06.722.82
Mastercard (abroad)	800.870.666
Postamat	800.652.653
Bankamerica	800.864.064
Visa	800.877.323
Mastercard	800.207.167
Bancomat	800.822.056

Swindlers and con artists

- Swindlers work alone or in pairs, women also are reported as swindlers; they are not violent, more often than not they are well dressed, skilled in speaking, apparently educated, normally very kind, they often speak about complicated situations using difficult to understand terms, with the aim of confusing; they try to get some money from the person they are talking to, under various pretexts.
- Do not trust people showing excessive kindness, offering easy earnings, proposing various businesses, "miracle" products, or antiques.
- Do not trust people pretending to belong to agencies, institutions or charities: charity fund raisings are always authorized and certified by a membership identification card or by a declaration of the charity or body that has issued the authorization.
- Do not trust people proposing you the three-card, or three boxes, or three bells trick. You will always lose.

Ill intentioned persons sometimes pretend to be Police Officers, so as to gain tourists' trust: they usually produce a circular plastic card, on which the words "POLICE" or "INTERNATIONAL POLICE" are printed. Insist in seeing the personal Officer's card, as deceivers normally don't carry forged documents.





Unlicensed street trade

Along the streets of the centre you can see unlicensed traders, people who trade without the compulsory municipal authorization, proposing often to sell counterfeited goods, such as clothing, CDs, belts, bags, sunglasses, etc.

Illegal trading is not a possibility of bargain! It is a severely damaging incident for the community:

- It's damage to the State, as it produces tax and social security evasion.
- It's damage to the market: it alters its functioning through an unfair competition, based on lower productive costs, and it causes a decrease in investments.
- It's an economic damage for formal traders and for the companies which hold the counterfeited brands
- It's a damage to society, as it is based on the exploitation of weak individuals (jobless or, mainly, non EU citizens) and on black wages' racket, marked by social security evasion and the absence of insurance coverage)
- It's a damage for the consumers, especially concerning certain kinds of goods, such as: toys (risk for health and safety of children, due to small parts that can come loose and be ingested, to dangerous mechanisms and inflammable and toxic materials); pharmaceutical products (risks for one's health); cars' spare parts (risk of accidents); foodstuff (risks of toxicity);

Such a phenomenon is often handled by criminal groups who launder the "black" money coming from such illegal activity in other criminal activities (drugs, arms, etc.)

Buying items sold without a license and/or counterfeited increases illegality and puts you at stake of fines up to ten thousand Euros, besides the opening of a criminal case for purchase of goods of dubious origin and for resale.

Florence by night

- **Alcohol abuse is extremely dangerous:**
 - It causes a decrease in evaluating and reacting capacities, and enhances the risks of being victim of a crime, namely robberies and sexual assaults.
 - It can give place to your involvement in crimes such as fights, disturbances, damaging, and drunk driving.
- In discos and bars keep an eye on your drink; do not leave it where someone could put something in it without your knowledge. Drinks mixed up with drugs can be a tool to facilitate thefts, robberies, and sexual assaults.
- When leaving discos and bars avoid accepting the company of someone you've only just met.
- At night you better be in a group and try to remain in crowded and well lit places. Avoid dark and isolated places. Take care when you go back home.
- Make sure that someone knows your whereabouts, whom with and where you are, and how long you will stay out. Bring your mobile phone with you and leave your number to a person you trust.
- When on the bus, request your stop only at the last minute. When in the train, sit in compartments already occupied by other travelers. Use only licensed cabs, which you can recognize as they are white cars with the word "taxi" in red on top.
- When in discos, pubs or in the street, if someone harasses you, do not react, just ignore him. If you think you are in danger, call number 113 without hesitating, or shout for help to get the Police called.
- If you feel in danger, ask for help, without shame.



Where you can find us

Whatever you should need, the Florence Questura Headquarters is in 2, Zara Street

Reporting Office 3, Duca d'Aosta Street - Phone +39 055 49771

Public Relation Office 2, Zara Street - Phone +39 055 4977602

Or you can call us...



113 It's the national police emergency phone number



<http://questura.poliziadistato.it/firenze.nsf>

It's the Questura of Florence's web site: here you can find information and on-line services.