



Prefettura di Firenze



Questura di Firenze

Decalogo comportamentale a beneficio dei turisti



Artigiani
Imprenditori
d'Italia

Firenze
Area
Metropolitana



CONFCOMMERCIO
IMPRESE PER L'ITALIA

PROVINCE DI FIRENZE E AREZZO



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Ten behavioural guidelines for the benefit of tourists

1- “3-CARD TRICK”

Do not participate in the three-card trick (also known as “Monte”): it is a scam.

The dealer has a few accomplices who pretend to bet and, as a result, win substantial sums of money, thus attracting the attention of passers-by: the unwary player, lured after a single, small win by way of a simple demonstration, will no longer be a winner due to the dealer's deceptive sleight of hand.

2- SCALPING

Do not purchase entrance tickets to museums and monuments and tickets for means of transport from unauthorised retailers: an undue surcharge is applied to the cost of the ticket.

Do not use unauthorised tourist guides: these are abusive practices that damage the sector as well as the tourist.

Law No. 190 of 13 December 2023 – Regulations governing the tourist guide profession

Art. 12, paragraphs 5-6 – Prohibitions and penalties

Unless the act constitutes a crime, for the infringement of the prohibitions set forth in paragraphs 1, 2, 3, and 4, an administrative fine from €3,000 to €12,000 shall be imposed on persons not registered on the national list, and from €5,000 to €15,000 on persons referred to in paragraph 3 and on persons in charge of institutes and cultural sites open to the public, including those belonging to private entities¹.

In the event of any infringement of the obligations set forth in Article 11, an administrative fine ranging from €500 to €1,500 shall apply.

Art. 640 of the Criminal Code – Fraud

Whoever, by means of artifice or deception, misleads someone and secures for themselves or for others an unjust profit to the detriment of others, shall be punished by imprisonment for a term of six months to three years and a fine ranging from €51 to €1,032.

The punishment shall be imprisonment from one to five years and a fine ranging from €309 to €1,549:

1) If the act is committed to the detriment of the State or other public body or of the European Union or under the pretext of having someone exempted from military service;

2) If the act is committed by creating in the victims the fear of an imaginary danger or the erroneous belief that they must comply with an order of the Authority;

2-bis) If the act is committed in the presence of the circumstance referred to in Article 61, No. 5.

The offence shall be punishable on the complaint of the victim, unless any of the circumstances envisaged in the preceding paragraph apply.

3- ILLEGAL RETAILING

It is prohibited to purchase counterfeit products; the purchaser shall be liable to a fine of between €300 and €7,000.

Do not buy reproductions of works of art/monuments from unauthorised hawkers; doing so facilitates the commission of an illegal activity².

Do not stay in unauthorised accommodation facilities; these are often places that pose dangers to the safety and health of those staying in them, as well as undermining lawful establishments. For this purpose it is recommended to:

- Consult the establishment's website and published reviews;
- Choose secure and traceable payment methods;
- Avoid deals outside reliable platforms;

¹ Paragraph 1 penalises the provision and offer of tourist guide activities in the absence of the appropriate registration on the national list; paragraph 2 penalises the use of badges and other distinctive signs that identify the person without the relevant qualification as a tourist guide; paragraph 3 penalises intermediaries who use individuals as tourist guides without being registered on the relevant list; paragraph 4 prohibits tourist guides from barring and hindering access and conducting their activities in cultural institutions and sites.

² In addition to constituting an infringement of copyright (punishable under civil, administrative and criminal law pursuant to Title III, Chapter III of Law No. 633 of 22 April 1941), the unauthorised reproduction of works of art and monuments adversely affects the person who, having consigned the object, is entitled to the royalties and fees connected with its reproduction (Arts. 107-108, legislative decree No. 42 of 22 January 2004).

- Be wary of overly competitive prices, especially in high season.

Decree-Law No. 35 of 14 March 2005 – Urgent provisions as part of the Action Plan for Economic, Social and Regional Development

Art. 1, paragraph 7 – Strengthening the customs system, action against counterfeiting and support for the internationalisation of the production system

A pecuniary administrative fine of between €300 and €7,000 shall be imposed on the end purchaser who, for any reason, purchases items that, due to their quality, the state of those offering them or the amount of the price, lead one to believe that the regulations on the origin and provenance of products and on industrial property rights have been infringed.

Regional Law No. 62 of 23 November 2018, n. 62 – Commercial Code

Art. 116, paragraph 1 – Fines for trading in public areas

In accordance with Law 689/1981, anyone who trades in public areas without a licence or concession for a stand, or without the requirements set out in Articles 11 and 12, or in the areas prohibited by the municipality, shall be subject to the administrative fine of a sum of between €2,500.00 and €15,000.00, the precautionary seizure of equipment and goods and their subsequent confiscation, along with the vehicles used.

Urban Police Regulations of the Municipality of Florence (Resolution no. 69 of 24 July 2008 and subsequent amendments and additions)

Art. 16, paragraph 2(a) – Prohibited activities and use of public land

Any activity that degrades or diminishes the decorum of public land and areas of public use or causes discomfort or danger to the community is prohibited, such as:

a) Within the circle of the ring roads and the old city walls referred to in sub-area A2 of the PRG in force, to engage in itinerant trading or to hold articles and goods for sale contained in bags, briefcases or other containers, which, due to their quantity and quality, do not constitute normal personal purchases and are lacking the regular documents and accounting receipts.

Regional Law No. 86 of 20 December 2016 – Consolidated text of the regional tourism system

Art. 74, paragraph 1 – Administrative fines

Whoever manages one of the accommodation facilities regulated by this chapter without having presented the SCIA (Certified Start of Activity Report) is subject to an administrative fine ranging from €1,000.00 to €6,000.00.

4- THEFT AND MUGGING

It is recommended that you always keep an eye on your personal belongings in order to avoid their loss or theft, especially at night.

Art. 624, paragraph 1 of the Criminal Code – Theft

Whoever takes possession of someone else's personal belongings, stealing them from the owner with the intention of profiting for themselves or others, shall be punished by imprisonment from 6 months to 3 years and a fine ranging from €154 to €516.

Art. 624 bis, paragraph 2 of the Criminal Code – Housebreaking and snatch theft

The same punishment as in the preceding paragraph (imprisonment for a term of 4 to 7 years and a fine of €927 to €1,500) shall be imposed on anyone who takes possession of someone else's personal belongings and steals them from the owner by snatching them from the owner's hand or person with the intention of profiting for themselves or others.

Art. 625, nos. 4, 6 and 8 bis of the Criminal Code – Aggravating Circumstances

The punishment for the offence set out in Article 624 shall be imprisonment for a term from 2 to 6 years and a fine ranging from €927 to €1,500:

4. If the act is committed with dexterity;

6. *If the act is committed on the luggage of travellers in any kind of vehicle, stations, airports or platforms, hotels or other establishments where food or drinks are served;*

8-bis. *If the act is committed inside means of public transport.*

5- DEFACEMENT

Do not damage monuments. It is an offence punishable by imprisonment for a term of 2 to 5 years and a fine of €2,500 to €15,000.

Do not deface or soil monuments. It is an offence punishable by imprisonment for a term of 6 months to 3 years and a fine of €1,500 to €10,000.

Art. 518 duodecies of the Criminal Code - Destruction, dispersion, degradation, defacement, defilement and illegal use of cultural or landscape heritage

Anyone who destroys, disperses, degrades or renders cultural or landscape heritage belonging to him or to others wholly or partially useless or, where applicable, unusable shall be punished by imprisonment from two to five years and a fine of between €2,500 and €15,000.

Anyone who, other than in the cases referred to in the first paragraph, defaces or defiles cultural or landscape heritage belonging to him or to others, or uses cultural heritage for a purpose that is incompatible with its historical or artistic character or detrimental to its preservation or intactness, shall be punished by imprisonment from six months to three years and a fine ranging from €1,500 to €10,000.

A suspended sentence is subject to the restoration of the state of the sites or to the elimination of the damaging or dangerous consequences of the offence or to the carrying out of unpaid work for the community for a fixed period. In any case, this period shall not exceed the duration of the suspended sentence, in accordance with the terms indicated by the court in the conviction.

6- WATERWAYS AND FOUNTAINS

It is dangerous and prohibited to bathe in the River Arno and other waterways; the contravention is punishable with a fine of €25 to €500.

It is prohibited to enter pools and fountains, even partially, or to throw or immerse objects in them, except for throwing coins. The infringement is punishable with a fine of €80 to €500.

Urban Police Regulations of the Municipality of Florence (Resolution no. 69 of 24 July 2008 and subsequent amendments and additions)

Art. 21, paragraph 4 – Gardens, parks, green areas and fountains

It is prohibited to bathe, throw things or immerse objects or animals in fountains, pools and, in general, in any water surface, wherever present.

Art. 22, paragraph 1(a) – Waterways

Without prejudice to the provisions of state and regional laws, unless expressly authorised and without prejudice to higher criminal fines, it is prohibited to engage in the following activities in the riverbed of the Arno and other waterways: a) bathe, except as provided for in specific decrees (...)

Art. 42, paragraphs 1 and 2 – Fines

Whoever infringes the provisions of Art. (...) 22, para. 1(a) (...) of these Regulations shall be subject to the pecuniary administrative fine of a sum of between €25.00 and €500.00.

(...)

Whoever infringes the other provisions of these Regulations or associated decrees is subject to the pecuniary administrative fine of a sum of between €80.00 and €500.00.

7- SCOOTERS

Scooters may be used in compliance with traffic regulations; their contravention is punishable with a fine of between €50 to €250.

Law No. 160 of 27 December 2019 – State budget for the 2020 financial year and multiannual budget for the 2020-2022 three-year period

Art. 1, paragraph 75-quinquies

Scooters predominantly powered by electricity shall, except as provided for in paragraphs 75 to 75-vicies ter, be considered equivalent to bicycles.

Art. 1, paragraph 75-duodevicies

Whoever infringes the provisions set out in paragraphs 75-sexies to 75-quaterdecies shall be subject to an administrative fine of between € 50 and € 250.

8- BIVOUACS

It is prohibited to lie down, as well as to encamp, eat, drink or sleep on public ground, on the steps of monuments and places of worship. The infringement is punishable by a fine of €80 to €500.

Urban Police Regulations of the Municipality of Florence (Resolution No. 69 of 24 July 2008 and subsequent amendments and additions)

Art. 15, paragraph 1(d) – Unhygienic, indecorous and unruly behaviour

Without prejudice to the higher fines of the Criminal Code, the following behaviour is prohibited in a public place or a place open to the public or for public use: (...) d) lying on public ground, on the steps of monuments and places of worship or in remembrance of the dead, except in the cases provided for by individual decrees, on benches, on the doorsteps of buildings facing a public road, or encamping, eating, drinking or sleeping in a clearly indecent manner or occupying public ground with bags or equipment.

Art. 42, paragraph 2 – Fines

Whoever contravenes the other provisions of this Regulation or associated decrees shall be subject to a pecuniary administrative fine of a sum of between €80.00 and €500.00.

9- LITTER

Do not leave litter outside the designated containers. A fine of between €30 to €150 shall be imposed, which shall be doubled in the case of smoking products.

Dumping bulky waste is punishable by a fine of between €1,000 to €10,000.

Legislative Decree No. 152 of 3 April 2006 – Environmental regulations

Art. 255, paragraphs 1 and 1 bis – Dumping of waste

Without prejudice to the provisions of Article 256, paragraph 2, whoever, in violation of the provisions of Articles 192, paragraphs 1 and 2, 226, paragraph 2, and 231, paragraphs 1 and 2, dumps or places waste or introduces it into surface or underground waters shall be punished with a fine ranging from one thousand to ten thousand euros. If the dumping involves hazardous waste, the punishment shall be increased by up to double that amount.

Whoever breaches the prohibition set forth in Article 232-ter³ shall be punished with a fine ranging from thirty to one hundred and fifty euros. If the dumping involves the waste of smoking products referred to in Article 232-bis⁴, the administrative fine shall be increased by up to double that amount.

10- ACTS AGAINST PUBLIC DECENCY AND DRUNKENNESS

Whoever commits acts against public decency, such as urinating in a public place, is liable to a fine of between €51 and €309.

Whoever is caught in a state of manifest drunkenness in a public place or a place open to the public is liable to a fine of between €51 and €309.

Art. 726 of the Criminal Code – Acts against public decency

³ **Art. 232 ter, Legislative Decree 152/2006:** *In order to preserve the urban decorum of built-up areas and to limit the negative impacts resulting from the uncontrolled scattering of very small waste such as receipts, paper tissues and chewing gum in the environment, it is prohibited to leave such waste on the ground, in the waters, in storm drains and in drains.*

⁴ **Art. 232 bis, paragraph 3, Legislative Decree 152/2006:** *It is prohibited to leave cigarette butts from smoking products on the ground, in the waters and in drains.*

Whoever, in a public place or a place open or exposed to the public, performs acts that offend public decency shall be subject to a pecuniary administrative sanction of between €5,000 and €10,000.⁵

Art. 688 of the Criminal Code – Drunkenness

Whoever, in a public place or a place open to the public, is caught in a state of manifest drunkenness shall be punished with a pecuniary administrative fine ranging from €51 to €309.

⁵ With sentence no. 95 of 9 March-14 April 2022, the Constitutional Court declared the constitutional invalidity of this article, as superseded by Art. 2, paragraph 6 of Legislative Decree No. 8 of 15 January 2016, in the part in which it provides for the pecuniary administrative fine "from €5,000 to €10,000" instead of "from €51 to €309".