

Information on Coronavirus in Tuscany

Answers to the most important questions for anyone travelling or planning to travel in Tuscany

Is it a risk to take a vacation in Tuscany?

Tuscany is not currently classified as an area at risk.

Tuscany and Italy have one of the most efficient healthcare systems in the world.

The exceptional controls and measures that Italy adopted at the start of the outbreak in China now means that we are able to trace all cases extremely quickly, more efficiently and precisely than is possible in other parts of the world.

What is the situation at the moment in Tuscany?

There are no contagion hotspots in Tuscany.

At the moment, the number of cases verified and in the process of being verified by the Istituto Superiore di Sanità (National Institute of Health) are very few.

All the patients are in good health, a stable condition and have been isolated according to procedure. All of them can be linked, directly or indirectly, to high-risk zones.

Is the region accessible?

Ports, airports, stations and motorways are open and operational as normal. Transit into and out of Tuscany is as normal.

Up until the present, airports have operated as standard and no flights have been registered as being cancelled or suspended. On advice from the Ministry of Health, a policy of body temperature checks on all arriving passengers has been in force since 7 February.

Arrival and departure of public transport

Public transport is currently running as normal. For up-to-date information we recommend that you get in direct contact with airlines, maritime, bus and train companies.

Are Tuscany's museums and attractions closed?

No. All tourist attractions are open as normal.

What precautions has the Tuscany health system taken to protect residents and visitors?

Tuscany Region guarantees its constant collaboration with the national health authorities and with the regional health offices, who are on the alert and continuously kept informed with regards to operational updates and guidelines codified at national level.

The situation is being constantly monitored by the local health authorities, who can guarantee the sanitary control of Tuscany via the adoption of actions and measures specifically geared towards prevention. Daily disinfection of regional trains and all local public transport has been intensified. In Tuscany's airports, public spaces are being sanitised on a regular basis and handwash dispensers are available across the terminals.

Will I have any problems in Tuscany if I'm coming from Lombardy or Veneto?

No, none. Any restrictions will be posted on the informational websites of the regions in question.

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Should I cancel a trip?

As Tuscany is not currently classed as a risk area, there is no reason to cancel your holiday. In the event that cancellation is necessary, the general cancellation policy of the companies in question will apply. For detailed information, we recommend that you contact the hotel or accommodation that you have booked, and possibly your insurance company, if you have stipulated a cancellation policy for the trip.

If, however, you do decide to cancel your trip to Tuscany, we still suggest that you check with the accommodation or tour operator if it is possible to change the booking to another date.

Once I'm in Tuscany, who can I contact in case of emergency?

In Tuscany you can get in contact with the health agencies by calling **1500**, 24/7 public freephone number set up by the Ministry of Health. Please use correct information on Covid-19: the region has made a freephone number available to citizens at the regional helplines, which will be answered by highly-informed operators. The service is designed to provide clarification and advice about the measures and initiatives taken by the Tuscany Region on Coronavirus. The freephone number that you can call is (+39)**800556060**, option 1, open from Monday to Friday, 9am to 6pm.

For those who have come into close contact with confirmed cases of Covid-19, and for anyone who in the last 14 days has returned to Italy from parts of China most affected by the virus or from the quarantine zones in Lombardy and Veneto, the following numbers have been made available by the health agencies:

- Asl central Tuscany (Florence, Prato, Pistoia, Empoli): 055.5454777 rientrocina@uslcentro.toscana.it
- Asl north-west Tuscany (Pisa, Livorno, Lucca, Massa Carrara, Viareggio): 050.954444 rientrocina@uslnordovest.toscana.it
- Asl south-east Tuscany (Arezzo, Grosseto, Siena): 800.579579 rientrocina@uslsudest.toscana.it

If you are a Tour Operator and would like to receive information and contacts for a particular destination, write to contact@toscanapromozione.it

What should I do to ensure I have a safe trip?

Protecting yourself against the new Coronavirus is easy: just follow some simple but effective rules.

1. Wash your hands frequently.
2. Avoid close contact with people suffering from acute respiratory infections.
3. Do not touch your mouth, eyes or nose with your hands.
4. Cover your mouth and nose if you sneeze or cough.
5. Do not take antiviral or antibiotic medicines unless they have been prescribed by a doctor.
6. Clean surfaces with chlorine- or alcohol-based disinfectants.
7. Use a mask only if you think you might be ill or if you assist ill people.
8. MADE IN CHINA products and packages from China are not dangerous.
9. Pets do not spread the new coronavirus.
10. Call the freephone number 1500 for more information.

How can I stay updated as the situation develops?

Tuscany Region has activated a special section on its website where you can find all information and updates, from health ordinances to logistical changes:

<https://www.regione.toscana.it/-/coronavirus>