

Bellagio Frati Meeting Information



CONTACT INFORMATION

Bellagio Center

Ms. Pilar Palaciá
Managing Director

Frati at Bellagio Center

Ms. Laura Podio
Frati Meetings Coordinator
E-mail: frati@rockfound.org

Rockefeller Foundation Bellagio Center
Villa Serbelloni
Via Garibaldi, 8
22021 Bellagio (Como), ITALY
Phone: +39-031-9551
Fax: +39-031-955-259

Emergency contact number : 800-06-5858
(no charge if calling from Italy)

N.B.: at Milan Central Station and in Milan airports there are phones all around,
both in the luggage area, and out of the customs area.

GENERAL INFORMATION

Accommodations.

Your group will be housed in the Frati, a 17th-century friary that has been fully modernized. The facility includes dining rooms and 18 bedrooms (plus 1 extra with no lock on the door), with private bathrooms, as well as meeting rooms and public informal gathering spaces.

Room assignment is made ahead of time, so changes can not be made once participants get here. If **climbing stairs and walking uphill are difficult**, please check the appropriate box on the "Participants Information Form". Rooms for people with limited mobility are available.

Hospitality: The Rockefeller Foundation provides room and board without charge. However, the Center is not able to offer accommodation before or after the official dates of the meeting.

Should you decide to arrive before or stay after this period, please arrange for **hotel accommodation** accordingly. Information about local hotels can be found on the website <http://www.bellagiolakecomo.com>, in Michelin or other guidebooks to Italy, or through a travel agent.

Spouses and Guests. As a matter of policy and because of space and staffing considerations, the Foundation does not provide meals or lodging for a participant's spouse or other family members or friends.

Arrival. Between 9 a.m. and 8.30 p.m. Participants arriving at the airport after 7.00 p.m. should plan to stay in a hotel and travel to Bellagio the following day.

Departure. Rooms should be left before breakfast of departure day. Departures should be no later than 10.00 a.m. (we suggest not to book late afternoon flights if you do not want to spend the day at the airport). It will be possible to leave immediately after lunch, only in case of a last morning session, but also in this case rooms should be left before breakfast.

Schedules. Because of travel schedules and the amount of time it takes to travel from Milan to Bellagio (1 ½ to 2 hours by car), it is usually impractical to plan sessions on arrival and/or on departure day, but should the organizer want to plan them, participants will have to arrange their travel accordingly, (which may mean people will need to stay overnight in Milan the evening before).

Participants in meetings scheduled over a weekend are expected to remain in continuous residence, with weekends to be used as working time. Please plan overnight side trips before or after the meeting.

Attire. "Business casual" - jacket, but no tie required - is fine. Appropriate national costumes are also suitable. Informal clothing such as shorts, tank tops, jeans, etc. are not appropriate for dinner but are fine during the day.

Mealtimes. The Center provides three meals a day:

Breakfast available: from 08:00 to 09:00

Lunch: served at 13:00 sharp (ending at 14:00)

Cocktails: from 19:00 to 19:30

Dinner: served at 19:30 sharp (ending at 20:30)

If time and space permits, the Managing Director will invite your group to have one dinner with the Residents at the Villa, in order to foster an exchange of ideas across disciplines

We expect you to attend all meals served at the Center. If you will be absent from lunch or dinner, kindly inform the Meetings Coordinator or dial 9. We will be most grateful for the courtesy.

Special diets for medical or religious needs can be arranged. Please inform the Meetings Coordinator with advance notice (see "Participants Information Form") Ad hoc dishes or diets are not available.

Tea, Coffee, Juice and soft drinks are always available in the Hall and in the refrigerator out of the Meeting room.

Time. Daylight saving time is in force from late March to the end of October.

Smoking is not ALLOWED IN ANY SPACE INDOOR.

Charges For Personal Expenses:

Telephone, fax, medical services and other personal charges which a guest may incur at the Center will be summarized by Reception. **Please stop by the Meeting Coordinator the day before departure and settle your account.**

Personal checks, dollars, pounds and other major currencies are accepted at the official exchange rate.

We do not accept Credit Cards.

Gratuities. The Center is not a commercial operation. Tips are not required, nor expected. Guests are under no obligation whatsoever to leave a gratuity. If you wish to leave one nonetheless, please place it in a sealed envelope addressed to the entire staff and hand it in to the Meeting Coordinator. Do not address personal cheques to the Rockefeller Foundation.

Complaints. Please register complaints in person or in writing to Ms. Palacia, not to individual members of the staff.

FACILITIES AND EQUIPMENT

Common rooms: Meeting room, break-out rooms (Living room and Library), comfortable places for informal conversations (Living room, Cocktail room and Tea-room), a PC-room, and a Media room are available.

Key. Please remember to leave the key on your room desk before you depart. We will be obliged to charge you € 100.00 for lost keys, tags and flashlights' replacement.

Voltage. The Center operates on 220 volts, 50/60 cycles. Adapters and plugs (which are not converters) are available. Please remember to return it to the Meeting Coordinator before you depart. Otherwise we will be obliged to charge you € 8.00 for their replacement.

Bedrooms do not have **Radios** or **TV**.

Hairdryer. There is a hairdryer in every room.

Toiletries. Soap and shampoo are provided but, hand cream and other sundries are not.

Water. The water at the Center is tested regularly and is safe for drinking. Bottled water is also supplied.

Laundry and Pressing. An automatic washer and dryer (along with laundry soap) as well as an iron and ironing board are available.

Secretarial services. The Center cannot provide secretarial support and assistance of this kind is not available locally.

Photocopier and Printer. A collating copy machine and a regular printer are available.

Up to 500 copies per meeting are free. Above this quantity the organizer will be charged € 10 per ream.

Color Printer is also available with a charge of € 0.50 per page.

Note Pads, pens and pencils are provided.

Writing boards and flip charts on stands (and **markers**) are available.

Recording equipment must be operated by a member of the group.

Tape recording. Our taping system uses standard cassettes that you may bring along with you or get here at the Center reimbursing us about € 1 each.

Digital recording. Digital recording can be transferred on CDs, DVDs, (€ 1 each), or on the meeting organizer's memory stick or laptop (with no cost).

Equipment available in the meeting room:

- Tri-standard 1/2" VHS video cassette player compatible for both PAL and NTSC systems;
- Kodak carousel slide projector;
- Overhead projector for both transparencies and paper;
- Projector and screen for power point presentation;
- IBM-compatible laptop computer;
- CD, DVD, and cassette players;
- Audiocassette player.

Computers. 1 Macintosh and 2 IBM-compatible desk top computers are at your disposal in the PC-room, but be aware you will have to share them with other participants. If sharing compromises your productivity, please do bring along your own laptop.

Internet access. A dedicated Internet connection (HDSL) provided free of charge, is available in all bedrooms, common rooms and in the meeting room.

This connection is accessible through our local area network. You may only use any browser-based email (Yahoo, AOL, Hotmail, Outlook Web Access, etc.) without any previous set up.

E-mail systems such as Outlook and Outlook Express that rely on POP3 or SMTP servers cannot be used. Our Internet Service Provider does not allow e-mail relaying.

For your laptop. To access our local area network and have access to the Center provided Internet connection, your computer **must have**:

1. Ethernet 10/100 network adapter.
2. MS Internet Explorer or Netscape browsers must have their proxy servers disabled.
3. A working anti-virus program with the latest virus definitions. You will not be allowed to connect to the network unless your computer is in compliance.

The Center has available for your use PCMCIA Ethernet network adapters for IBM-compatible computers. Your computer must have a free PCMCIA slot to use these adapters.

The Center does not have Ethernet network adapters for Macintosh computers.

You may be able to connect to the internet directly or you may need the assistance of our technician, who is available in person on a weekly basis and daily through e-mail/telephone.

We expect users to have had previous experience with computers and own word processing program.

Telephone. Telephones with direct-dial service are available in each room.

Charges are automatically assessed; you will be billed at the end of your stay.

In alternative, we highly recommend the use of calling cards or telephone cards (much cheaper) that can be bought at the airports or in town, at any Tobacconist's.

You can place direct calls from your room by dialling the following sequences:

Local calls (Bellagio area) : **0** for the external line

031 + local number

National calls: **0** for the external line

0 + the area code

 + number

International calls: **0** for the external line

00 + country code

 + number

Other guests within the Center compound and the staff can be dialed directly.

If necessary, dial 9 for the main switchboard operator who can assist you during office hours.

You have the opportunity to have your own personal direct telephone number which is: 955 + the room extension number (i.e. Frati 1's extension is 301 therefore the direct line for that room is = 955-301). If you give this number out to others, when they call they will avoid the switchboard and the phone in your room will ring. If you are not there, the voice mail will start automatically after 6 rings. Naturally, if you prefer not to give out your direct line, callers will ring the switchboard and the Receptionist will ring you in your room.

Fax service. Faxes can be sent during normal office hours; incoming service is available 24 hours daily. You will be billed for outgoing faxes at the end of your stay.

Gym and Tennis court (with the use of tennis racquets and balls) are at your disposal.

There are also several miles of **Trails** and roads in the park and garden that you are free to enjoy. Except for two tours a day during the tourist season for groups accompanied by a guide, the public is excluded from the grounds.

Swimming. Cabins, deck chairs, shower and a private lake front area are at the Sfondrata and freely available to all guests of the Center,

Cars. Center cars are not available for transportation off the grounds.

Please limit driving personal vehicles and keep your car parked at the marked area near the Gate.

SERVICE IN TOWN and other INFO

Banks: The Center is not authorized to carry out foreign exchange transactions. This may be done at either of the two banks located on the lake-shore street in the village. The **Istituto Bancario San Paolo di Torino IMI** and the **Banca Popolare di Lecco - Divisione Deutsche Bank** are open Monday through Friday from 8:20 to 13:20 and from 14:35 to 15:35.

Currency conversion. Travelers checks and foreign currency are readily exchanged upon presentation of a valid passport. Personal checks can also be cashed by the local banks for a limited amount (up to \$500), with Ms. Palaciá's endorsement.

5 AT Machines are available in town.

Church Services: A Protestant church is open for Sunday services in Cadenabbia during the tourist season. Catholic church services are held within walking distance from the Villa. Schedules are posted on the bulletin board at Reception.

Hairdresser and Barber: There are Hair stylists in town, which required appointments made in advance.; while for Barbershops no appointment is necessary. They are all open through Sunday mornings, but closed on Mondays

Laundry and Pressing. 2 laundry services are available in town.

Medical care. Medical services in Bellagio are very limited. There are three general practice doctors in town, none of whom is a specialist. Hospitals are located 45 to 60 minutes from the Villa by car, in Como, Lecco, and Erba. Staff are not equipped to handle more than a passing illness, such as the flu. In the event of serious illness or injury where the person is bed-ridden or has diminished autonomy, the managing director will help the person make plans to return home or to check into a suitable medical facility in the region.

Medical supplies. Some brand-name products you are used to may not be available at the pharmacy in Bellagio so bring enough supplies with you.

Taxi service is available in town. Particularly during the summer season, it is better to make reservations in advance. The Meeting Coordinator will be happy to make them for you.

Film. Film is not available at the Center, but it can be purchased in town.

MAIL and SHIPMENT

In coming Regular Mail and Advance Shipments by International Courier

We suggest you carry rather than send essential materials.

To send books, papers, or materials, address the package as follows:

Mr./Ms. [your name] + Frati bldg. + meeting reference dates

c/o Rockefeller Foundation Bellagio Center

Villa Serbelloni

Via Garibaldi, 8

22021 Bellagio (CO), Italy

Include your name and address on the return label. Affix a label on the package with the following statement:

*Esente da Diritti Doganali ai Sensi della Legge No. 984 del 9 Ottobre 1964
pubblicata sulla Gazzetta Ufficiale N. 264 del 27 Ottobre 1964.*

In accordance with this law, the Center has the right to import duty free materials essential to its operation. The exemption may **not** be claimed for personal items like clothing. It is possible that an Italian Customs Tax may be levied after inspection of your shipment. If so, it will be paid by the Center's representative and you will be billed after you arrive. Do not exaggerate the declared value on packages because if duty is levied the charge will be based on the stated value.

Courier Services. The Foundation has used Federal Express, DHL, UPS, and Skypack to send materials to Italy; currently, the best service is with DHL. Although delivery is usually faster than the options described above, one should allow 2 weeks for packages that must go through customs in Italy. Letters usually reach Bellagio in 2-4 business days.

New procedures require that the Bellagio Center's fax number (+39.031-955-259) be included in the address. Please list the contents as used books and papers or used tapes, etc., and select "**no commercial value**". You will also want to indicate a low value in field required for customs since the material is used.

Please fax to the Bellagio Center the following information (+39.031-955-259) if you plan to send a package by courier: copy of the front page of your passport (name, photo, expiration date); copy of the track document; name and dates of your conference.

Packages without the above documentation and information for customs will not be delivered to the Bellagio Center and the guest will be charged for expenses that are involved in the delay.

Outgoing Regular Mail and Shipments by International Courier

Mail service. Stamped postcards and letters can be mailed by the office; mail is delivered and picked up once daily, except Sunday.

We do not sell stamps: they are available in the village at the tobacconist's or at the post office.

We suggest you carry rather than send essential materials.

To send books, papers, or materials from the Center you need to:

- Ask for box or envelope to the Meetings Coordinator, who will drive you to the Reception at the Villa.
- Prepare your package, and once at the Villa, ask the Receptionist to weigh it and request an estimate of the cost with the courier you prefer (Federal Express, DHL, UPS, and Skypack).
- If you still want to book pick up, fill in all the required forms, pay in cash to the Receptionist, and she will help you make arrangements.
- If you prefer to send your package by mail, fill in all the required forms and take it to the post office. If available, we might arrange for someone to take you to the post office, where you would also have to pay in cash.