

WORLD FEDERATION OF
TOURIST GUIDE ASSOCIATIONS

www.wftga.org



20TH CONVENTION
WFTGA
2024
SIRACUSA - ITALY
19-29 JANUARY 2024



WORLD FEDERATION OF **TOURIST GUIDE ASSOCIATIONS**

GENERAL INFORMATION BOOKLET



Teatro Massimo

Via del Teatro

Palazzo Vermexio

Piazza Duomo 4

Siracusa

Ortigia Island



Regione Siciliana
Assessorato Turismo
Sport e Spettacolo



Regione Siciliana
Assessorato
Beni Culturali
Identità Siciliana



CITTÀ DI SIRACUSA



Comune di Ferla



Comune di Noto



Comune di
Sartino



Comune di Giardini Naxos



Città di Avola

Chair:
Carlo Castello

Co-Chairs: Andrea Ogunbisi
Michela Ceccarini

convention.wftga.org

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General information booklet



OFFICIAL CONVENTION LANGUAGE

The official language of the WFTGA Siracusa 2024 Convention is English.

REGISTRATION DESK

The registration desk is situated **on the ground floor of the Teatro Massimo Città di Siracusa** (Via del Teatro).
The opening days and hours are as follows:

- Saturday, January 20th: 16:00 - 19:00
- Sunday, January 21st: 10:00 - 19:00
- Monday, September 22nd: 08:00 - 19:30

A cashier service is available next to the registration desk (with the same opening hours) for payments, refunds and/or purchase of Gala Dinner tickets and events. Please note that only a limited number of tickets for additional events may be available.

- *In order to avoid crowds, we kindly recommend participants to obtain their accreditation from the earliest opening hours of the registration desk on January 21st.*
- *Pre-Tour registrations will be directly at the hotels. In here, you will receive the Convention badge and the audio guides necessary for the Pre-tour. Please, note that each participant will be held responsible for their own audio guide and will be expected to return it at the end of the congress (so please keep them with you). On January 21st please reach the registration desk in the venue (Teatro Massimo Città di Siracusa) to receive the congress kit.*

VOLUNTEERS

A multilingual team of volunteers will welcome all WFTGA 2024 Convention attendees. They will be available for you at the Convention venue, at the airport and at the bus arrival zone to help and assist you if you have any questions about the event. This team will be identifiable by their uniform and badges.

See paragraph *Information and Hospitality Desks* to see places and timings of the information desks.

You will find a cloakroom to store your luggage or other similar objects in the volunteer room in the Teatro Massimo Città di Siracusa. Please note that the organisers of WFTGA Siracusa 2024 cannot accept any liability for lost items.

INFORMATION AND HOSPITALITY DESKS

Here is a list with all the information desks and the respective timings and dates that we have foreseen for WFTGA Siracusa 2024:

Fontanarossa airport in Catania

- 18/01/2024: 09:30 - 21:00
- 19/01/2024: 09:30 - 21:00
- 20/01/2024: 09:30 - 21:00
- 21/01/2024: 09:30 - 21:00

Molo Sant'Antonio (Bus arrival zone)

- 19/01/2024: 10:00 - 21:00
- 20/01/2024: 10:00 - 21:00
- 21/01/2024: 10:00 - 21:00

Teatro Massimo Città di Siracusa (Conference Venue)

- 21/01/2024: 10:00 - 19:00
- 22/01/2024: 08:00 - 19:30
- 23/01/2024: 08:00 - 19:30
- 25/01/2024: 08:00 - 19:30
- 23/01/2024: 09:00 - 19:30



PRIVATE TRANSFERS

These transfers are available to those who booked a seat during the registration on the registration form

From Catania Airport to Sheraton and Baja Verde Hotels in Catania (only for Pre-Convention Tour participants)

- 18/01/2024 14:00 / 18:00

From Catania to Ortigia (only for the delegates during the Pre-Convention Tour)

- 20/01/2024 14:30 (the shuttle departs from Catania with the Gentle group, arrives in Sortino, picks up the Active group and then continues to Ortigia)

From Catania Airport to Siracusa

- 20/01/2024 18:00
- 21/01/2024 15:30

From Siracusa to Catania Airport (for those who will not participate to the Post-Convention Tour)

- 26/01/2024 14:30

From Palermo city to Palermo Airport (only for the Post-Convention Tour participants)

- 29/01/2024 14:30

CLOAKROOM

A cloakroom to store your luggage or other similar objects will be available at the Teatro Massimo Città di Siracusa.

CONVENTION BADGES AND CERTIFICATES OF ATTENDANCE

At the registration desk, you will receive your Convention badge and kit when signing in. Please make sure to **wear your badge at all times** while attending the Convention. You will need it to access the venue, the coffee breaks and lunches and for all social events.

The Participant's Convention fee includes:

- Meet and greet at the airport
- Convention kit and documents
- Early morning leisure activities
- Workshops and lectures
- Field workshops
- 3 convention tours
- 1 regional tour (January 23rd)
- 4 lunches
- Welcome Cocktail (January 21st)
- Dinner at Palazzo Nicolaci (January 23rd - during the Regional Tour)
- Conference Dinner at Castello Maniace (January 25th)
- Coffee breaks



The accompanying person fee includes (separate programme):

- Meet and greet at the airport
- Early morning leisure activities
- Field workshops (dedicated accompanying persons programme)
- 3 convention tours
- 4 lunches
- Welcome Cocktail (January 21st)
- Dinner at Palazzo Nicolaci (January 23rd - during the Regional Tour)
- Conference Dinner at Castello Maniace (January 25th)
- Coffee breaks

The pre-convention tour fee includes:

- Meet and greet at Catania airport
- 3 nights B&B in hotel
- Visit to Catania (only Gentle group)
- Etna Excursion
- Visit to Taormina and Naxos
- Visit to Ferla, Sortino and Pantalica
- 3 lunches
- 2 dinners

The post-convention tour fee includes:

- 3 nights B&B in hotel
- Visit to Piazza Armerina, Valle dei Templi (Agrigento), Archaeological Park of Selinunte, Segesta, Palermo
- 3 lunches
- 3 dinners
- Bus transfer to Palermo airport

The delegate fee includes:

- The full Participant's Convention package
- 1 welcome dinner (Saturday, January 20th, after 2 days pre-convention tour)
- Delegates' meeting (Sunday, January 21st)
- 1 lunch during the Delegates' meeting (Sunday, January 21st)
- Coffee breaks during the Delegates' meeting (Sunday, January 21st)

The Delegate pre-convention tour fee includes:

- English-speaking tour leader
- Sicilian Registered Tourist Guide
- Entrance tickets
- Hotel in Catania for 2 nights
- 1 dinner
- 2 lunches

The virtual fee includes the virtual access to:

- Sunday evening - Welcome Ceremony with Guest speakers
- Monday morning - Opening Ceremony with Keynote speakers
- Tuesday morning - Plenary session
- Friday morning - Closing Ceremony



WI-FI ACCESS

Password: **WFTGAConvention2024**

PHOTOGRAPHY AND RECORDINGS

When registering for the Convention, the organisers were given permission to take photos and/or make recordings during the Convention for uploading on the WFTGA websites, social media channels and the like (digital or printed channels).

If you would prefer not to be recorded or photographed for cultural or personal reasons, please contact the Convention Secretariat before January 12th.

All WFTGA Siracusa 2024 delegates are invited to participate in the **group photoshoot** on January 22nd after the coffee break in the Auditorium of the Teatro Massimo Città di Siracusa. More information will be available at the registration desk.

DRESS CODE

Business casual will be the appropriate attire during WFTGA 2024.

We suggest a more elegant style for the Convention Gala Dinner at Castello Maniace on January 25th at 19:30.

COFFEE BREAKS AND LUNCHESES

Lunches and coffee breaks are included in the registration fee.

WELCOME RECEPTION, GALA DINNER & LIVE AUCTION

On **Sunday, January 21st**, the **Welcome reception** will begin at 19:00 at the *Teatro Massimo Città di Siracusa*.

On **Thursday, January 25th**, at 19:00 we will be hosting the **Gala Dinner** at *Castello Maniace*.

The Gala Dinner will be followed, as usual, by the **Live Auction**: a moment of entertainment and fun to raise funds for the Jane Orde Scholarship.

GENERAL RECOMMENDATIONS

Please set your mobile phones to “silent” mode during all Convention sessions and presentations out of respect for the speakers.

We kindly request all attendees to ask respectful and concise questions during the speakers’ question time. The question time that follows the lectures is intended to give speakers the opportunity to highlight relevant aspects of the topic and discussion in response to the audience’s questions and not a platform for attendees to reply individually.

Smoking is not permitted on the Convention premises.



NON-DISCRIMINATION AND SUSTAINABILITY POLICIES FOR WFTGA CONVENTION 2024

WFTGA Siracusa 2024 will adopt the following safe space policy and implement numerous diversity and inclusivity initiatives as part of ongoing efforts to improve diversity and inclusivity at this Convention.

Specific Diversity and Inclusivity Initiatives:

- **WFTGA Siracusa 2024 aims to maintain a gender and geographical balance** and have a safe space policy to foster an environment of respect, which makes all participants feel welcome – particularly those who have been historically marginalised or excluded, whether by religion, ethnicity, sex, gender or sexual orientation. Different opinions and diverse perspectives are crucial to proper discussions. All attendees must ultimately take responsibility for their own words and behaviour – in person and on social media – throughout the entire event and at associated social gatherings.
- **Sustainability:** An event is considered socially sustainable when it is designed, planned and implemented on the basis of a strategy that minimises its negative impact on the environment and leaves a positive legacy for the host community.

Attendees are encouraged to:

- Be mindful of and understand that intersectional and intercultural dialogue shapes our life experience.
- Actively include all attendees in social gatherings (such as post-Convention dinners and social events), particularly those for whom English and Italian are not their first language, juniors and students.

CONVENTION SUSTAINABILITY

Great care will be put into our **green philosophy** that will be applied not only to the catering services but also in the choice of all equipment, materials and gadgets and via our endorsement of the *Food for Good project*.

- **Food waste:** Thanks to collaboration with **Federcongressi & eventi**, the food bank network **Banco Alimentare** and the Fair Event organisation **Equoevento**, we will be collecting any surplus food at the end of Convention meals and delivering it to charitable causes such as family homes, soup kitchens and refugee centres, in accordance with the hygiene regulations in force and in compliance with Italy's Good Samaritan legislation (Law 155/2003).



TRAVEL & LOCAL TRANSPORT

TAXIS

Licensed taxis in Siracusa are white in colour and bear the sign "TAXI" on their roofs. Their license number is shown inside the vehicle on the back left-hand door.

WARNING: Any other vehicles waiting at the airport exit could be driven by unauthorised persons and the fares charged could be higher.

Phone: +39 0931 1844 (Siracusa) / +39 095 330966 (Catania) / +39 095 386794 (Catania, only for night service)

APP: **appTaxi**



TRAIN

You can depart from Firenze Santa Maria Novella, Roma Termini, and Napoli Centrale Stations and take a train directly to Siracusa. We suggest looking up different solutions on [trenitalia.it](https://www.trenitalia.it)

To plan your trip by train, you can also visit these websites (please note that these are external websites and they are not managed by the Organizing Secretariat, nor WFTGA Siracusa 2024 have a partnership with them):

- [eurail.com](https://www.eurail.com)
- [raileurope.com](https://www.raileurope.com)

We also suggest this article for the rail routes to visit the most beautiful cities in Italy: [The Best of Italy by Rail \(eurail.com\)](https://www.eurail.com)

PUBLIC TRANSPORTATION (From Fontanarossa Airport at Catania)

- Take the bus ALIBUS at the end of the line. After 20 minutes get off at Stazione Centrale corsia esterna Palina 1 stop;
- Take the train at Stazione Catania Centrale to the Siracusa Station.

> For more information, visit the airport [website](#).

LOCAL TIME, WEATHER

The local time in Siracusa is CET time. The weather in January is usually a bit cold and sometimes cloudy, but it is usually sunny.

CURRENCY, EXCHANGE, CREDIT CARDS

The official currency is the Euro (€). You will find several exchange offices and banks in the airports and the city centre. Banks are open on workdays, generally between 9.00 and 16.00. Before changing your money, we advise you to enquire about the rate of commission. You can also withdraw cash at ATMs.

ELECTRICITY SUPPLY

Power Connections & Voltage: flat, two or three-pole, round-pin European plugs, 220 V



EMERGENCY NUMBER

With the EMERGENCY 112 service, all emergency or urgent phone calls (police, fire brigade and medical emergencies) are accessible through a single number, namely 112. The service is online via internet and via mobile phones, for those requiring assistance in foreign languages.

LIABILITY

The organisers of WFTGA Siracusa 2024 assume no liability for damage or injury to persons or property in association with the Convention and/or related events.



MAPS

MAP OF SICILY



MAP OF SIRACUSA - ORTIGIA ISLAND



