

## PRESS RELEASE

### **THE OPENING TIMES FOR THE VISITBERGAMO INFOPOINT AT MILAN BERGAMO AIRPORT HAVE BEEN EXTENDED**

The Infopoint will remain open for two hours more in order to provide the best possible welcome to passengers arriving in the evening at the record-breaking airport operated by SACBO.

In the first four-month period of 2019, 31% more tourists asked for assistance at the VisitBergamo Infopoint compared to the same period in 2018

Milan Bergamo Airport (BGY) is climbing ever higher and with it the Infopoint Gate operated by VisitBergamo in the international airport managed by SACBO.

In order to provide the best possible assistance to the ever-increasing number of tourists arriving at Bergamo airport during the evening, as of the first of June the opening hours for the Infopoint from Monday to Saturday will be extended by two hours, from 8 a.m. to 10 p.m. (in comparison to the current closing time of 8 p.m.).

The opening hours for Sundays, from 10 a.m. to 6 p.m., will remain unchanged.

*“The two additional hours are a further clear indication of the attention paid towards the ever-increasing number of tourists who arrive at Bergamo during the evening - explained **Luigi Trigona**, President of VisitBergamo - and represent a unique case in the field of tourist information offices, as no other Infopoint provides such extensive service. The data from 2018 and those of the first four-month period of this year recorded in our Infopoint confirm a significant increase in international interest in our territory. The office is located in the Arrivals area of the airport, in a strategic position for tourists, who are welcomed in a professional and polite manner by qualified personnel who provide cultural, historical and artistic information in a number of different languages, suggesting itineraries in order to best organise stays in the city, the province and the region. Thanks to this important collaboration with SACBO - claimed Trigona -, VisitBergamo has for many years played an important and essential role in promoting our territory and welcoming tourists. It is an even more significant role, characterised by ever-increasing responsibility, in light of the constant increase in the number of passengers arriving in the city, both for business and for pleasure”.*

*“The extension of the opening hours for the tourist office in the airport responds to the need to offer precise and complete assistance to the passengers who arrive on late-evening flights - stated **Emilio Bellingardi**, Managing Director of SACBO -. The decision confirms VisitBergamo’s typical attention and sensitivity which has accompanied the growth of the airport over the years. It is added value, representing a positive image for the city and the territory, and keeps the level of quality in hospitality high. We consider VisitBergamo to be a fundamental partner in the framework of services offered to passengers who, we are sure, will appreciate the opening hours of the tourist information office and the increasing availability and professionalism of the personnel who work there”.*

The Infopoint is sought out principally by foreigners, on average 78% of the total. Overall, in 2018 there were 81,350 tourists (63,088 foreigners, 18,262 Italians) who relied on the VisitBergamo Infopoint.

In the first four months of this year, the movement recorded shows a further significant increase compared to the same period one year ago: 27,657 tourists, 6,499 more compared to the 21,158 in the first four months of 2018, an increase of 31%. These data confirm the significant interest that foreign visitors have for our territory.

The airport - which connects Bergamo with 135 destinations in 37 foreign countries (Europe, the Mediterranean and North Africa) - in 2018 consolidated its third place in the rankings of national airports, reaching almost 13 million passengers (12 million 938 thousand, to be precise). The data for the first months of 2019 confirm the growing trend over the years, which will allow for a new record to be set at the end of the year, going well beyond the threshold of 13 million passengers.

We should remember that exactly one year ago, the airport Infopoint had the honour of being inaugurated, following important restyling works, as the first Infopoint Gate operative in Lombardy airports provided for by the regional ruling to valorise, innovate and adapt the structures that receive the main tourist flows into the region. As of today, VisitBergamo remains the only Infopoint Gate operational in Lombardy.

The services available to passengers include: Tourist information, personalised itineraries to discover environmental, cultural and historical heritage in the city and the province; information on hotels and other accommodation in the area; the distribution of informational materials, maps, mini-guides, driving directions, public transport, parking; information on events and entertainment, guided tours, restaurants and shopping; information and indications on nearby places in Lombardy. Passengers also have access to 24-hour multimedia totems outside the office providing information and reservations for stays all round the clock. Lastly, thanks to an agreement with Booking.com, a lead player on an international level in Online Travel Agencies (OTA), it is possible to make real-time reservations at the best rates possible.

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