



Fondazione
ARENA DI VERONA®

Verona, 20th June 2019

Regulations for spectators

I. Tickets

1. The purchase/use of a ticket assumes complete acceptance of these regulations, which can be consulted on the Web site www.arena.it, or at the main ticket office. The possession of a ticket and the respect of the regulations are conditions for spectators' admission to and stay in the Arena Amphitheatre.
2. Tickets cannot be duplicated and are only valid for the date shown on them.
3. In the event of loss or theft of a ticket:
 - numbered seats: admission is guaranteed on presentation to the *Ticket Office Management* of a copy of the report submitted to the appropriate authorities or self-certification containing the exact details of the ticket;
 - unnumbered seats: for admission, another ticket must be purchased.
4. In the event of non-use due to drawbacks of a personal nature, a ticket cannot be converted to another date or reimbursed.
5. Ticket sale (or re-sale) by unauthorized parties is prohibited.
6. The prices shown on the tickets and published on Fondazione Arena di Verona programs are official sale prices, including relative taxes and duties.
7. Fondazione Arena di Verona has the faculty to establish a maximum limit of tickets that can be purchased by any individual person for each show.
8. Tickets and admission passes cards must be conserved for the duration of the show and shown on request to *Ushers*, for any control.
9. It is compulsory to occupy exclusively the allocated seat and behave correctly and with respect for other spectators during the performance.
10. Spectators found without tickets will be accompanied out of the theatre.
11. It is permitted to remain in the Ticket Office premises only for the time necessary for ticket purchase and withdrawal procedure.



Fondazione
ARENA DI VERONA®

II. Cancellation/suspension in the event of bad weather

1. In the event of bad weather, performances are never cancelled before the time at which they are scheduled to begin.
2. Should weather conditions prevent the show being staged as scheduled, Fondazione Arena di Verona may postpone the beginning of the performance by up to 150 minutes, before announcing the eventual cancellation of the show.
3. In the event of the show being stopped after it has begun, spectators have no right to a refund of the ticket price.
4. Should the opera be definitively stopped before the end of Act 1, spectators will have the right to purchase a ticket of the same category as the original ticket, with a discount of approximately 50% on the full price, for another performance at the current Festival or the following year's Festival.
5. In the event of bad weather before the opening of the Arena gates and in the event of weather forecasts not foreseeing any improvement in the conditions in the course of the evening, i.e. in the event of cancellation of the show being reasonably foreseeable, FAV, in agreement with the head Police Officer on site, may decide to delay (and later cancel) the opening of the gates for public safety and security reasons.

III. Ticket refund procedure

Spectators are informed that Carnet seat number tickets and Open Tickets cannot be refunded, but can be used for successive dates of the current season (subject to the issue of the seat number ticket for the new date). The aforementioned tickets can only be refunded if the cancelled show is the last show of the season in question. Tickets purchased with "Carta del Docente" and "18app" campaigns cannot be refunded but can only be exchanged with tickets for later dates at the same Festival.

Refunds can be requested:

1. directly at the Ticket Office: handing in the tickets at the ticket office of the Fondazione Arena di Verona - Via Dietro Anfiteatro 6b - 37121 Verona - I - immediately after the announcement of the cancellation of the show (subject to the availability of cash) and for the following fifteen days in normal Ticket Office hours; refunds at the ticket office will be made in cash; in the event of the request of a refund of more than 2,999.99 euros, the refund, as per Italian law N° 208 of 28/12/2015 art. 1 sub-section 898, can only be given via bank transfer. The applicant in this case must complete the "Refund request form" at the ticket office, indicating his/her name, address, telephone number, bank name and IBAN code or, for foreign transfers, SWIFT code, as well as a photocopy of a valid ID



Fondazione
ARENA DI VERONA®

document. The refund transfer will be made once the refunds for which the use of cash is allowed are completed.

2. by completing: within 15 days from the date of the cancelled show, the online form at the following URL: <http://bit.ly/refund-form> and attaching the ticket(s).

In any case, for refund requests presented as indicated above, only the nominal sales price printed on the ticket will be refunded. Refund requests for tickets for cancelled performances will also be accepted after the aforementioned deadlines providing they reach Fondazione Arena di Verona within and no later than October 31st of the year in which the Festival is held. In this case, Fondazione Arena di Verona will refund the price of the ticket minus the taxes and charges applied to the tickets.

IV. Access

1. **Access to the stalls and numbered step seats is forbidden once the show has begun.** Spectators with seats in the stalls and numbered step seats who arrive late, or leave their seats during the show, will be obliged to wait in the foyer or in the unnumbered step seat sector until the first available interval to return to the seat allocated;
2. For admission with reduced-rate tickets, spectators must produce a document showing their right to the reduction in question;
3. admission is forbidden to kiddies of less than four years of age;
4. minors of less than 14 years of age are only admitted if accompanied by an adult;
5. Fondazione Arena di Verona can refuse admission to those who:
 - arrive in an obvious state of agitation (admission and spectating is prohibited when under the influence of alcohol or drugs)
 - behave aggressively;
 - are not dressed in an elegant manner, suited to the decorum of the theatre (for men the minimum request is for long trousers and a shirt. FOR EXAMPLE, THE FOLLOWING ARE NOT ALLOWED: SHORT TROUSERS, TANK TOPS/VESTS, SLIPPERS, SPORTSWEAR, BEACHWEAR, ETC.);
 - do not allow surveillance staff to control their bags or backpacks.



Fondazione
ARENA DI VERONA®

V. Security controls and limits

For security reasons, Ushers can carry out summary visual inspections at the entrances (Art. 5 lett. C of Min. Decree 06/10/2009). The staff members are also authorized to request inspections and not allow spectators to enter with items that are prohibited inside the Amphitheatre.
Custody is not guaranteed.

Inside the Arena, including the external wall, it is forbidden to introduce:

1. cases, trolleys, bags, backpacks or other bulky containers (over 17 litres circa);
2. weapons, explosives, fireworks, smoke candles, warning rockets, stones, knives or other objects that are pointed or could cut;
3. bicycles, skateboards, roller skates and hoverboards;
4. remote controlled drones or airplanes;
5. video cameras, professional and semi-professional cameras, tripods, musical instruments;
6. drugs, poison, harmful or hazardous substances and inflammable material;
7. plastic bottles larger than 0.5 litres and any other bottle, container or glass/plastic objects and any other blunt instruments that could cause damage to oneself or others (e.g. motorcycle helmets);
8. food or beverage;
9. animals, excluding registered guide dogs.

In the Arena, it is also forbidden to:

1. smoke anywhere in the Amphitheatre, including electronic cigarettes;
2. damage or tamper in any way with structures, infrastructures and services;
3. climb on to balustrades, parapets, partitions and other structures not intended to host the public;
4. linger on access and exit routes and any other emergency exit route, including the normal passageways;
5. photograph shows with or without flash and carry out any type of audio/video recording without authorization;
6. use selfie sticks;
7. use electronic devices such as “Gopro”, tablets or other devices able to record and transmit audio, video and audio-video, collect information or data regarding the show, digitally or using any other media;
8. use laser pointers;
9. display placards, flags, pennants, documents, designs, printed material and banners containing propaganda for political, ideological or religious doctrines,



Fondazione
ARENA DI VERONA®

statements or concepts that incite to racial, ethnic or religious hatred; which can hinder the regular staging of the show or other spectators' sightlines;

10. abandon objects or materials leaving them unattended, blocking the exit routes or causing alarm;
11. act aggressively with Ushers.

Other information on security and on other eventual limitations:

1. in the Arena it is permitted to introduce folding/telescopic or small umbrellas, it is also permitted to introduce long umbrellas providing they do not have sharp points or shapes and/or materials that can endanger event and spectator security; assessment of the dangerousness of these object depends on the undisputable discretionary judgment of the staff responsible for the control of the entrances;
2. in the Arena it is permitted to introduce by the audience and the sale solely by authorized staff of beverages only in ½ litre plastic bottles or draft beverages in light plastic or paper glasses; it is also permitted, solely in the points of sale authorized by the Organizer, distribution to the public in the stalls of glass champagne flutes with the Fondazione Arena di Verona logo for drinking alcoholic beverages for the traditional toast prior to the show and during the pauses;
3. on the occasion of some performances (e.g. inaugural shows, gala evenings or other events at the discretion of the FAV), candles may be distributed to the audience on entering to celebrate the historical rite of the Arena which foresees them being lit by the spectators on the numbered step seats and unnumbered step seats;
4. during operas, for show production purposes, on-stage and in backstage zones, special flame or pyro effects may be used; these effects must be previously authorized by the Bodies responsible for public safety at the event, who may oblige the organizer to inform the public by means of audio announcements before the beginning of the show.

VI. Entrances

The entrances for spectators are as follows:

- **Gate 1**
(Entrance for 1st sector stalls Platinum, Gold, 1st sector stalls);
- **Gate 4**
(Entrance for disabled spectators - see chapter X);
- **Gate 8**
Entrance for 1st sector stalls and 2nd sector stalls - even numbers;



Fondazione
ARENA DI VERONA®

- **Gate 66**
Entrance for 1st sector stalls and 2nd sector stalls - odd numbers;
- **Gate 13**
Entrance for 1st sector VERDI, 2nd sector PUCCINI, 3rd sector ROSSINI - even numbers;
- **Gate 61**
Entrance for 1st sector VERDI, 2nd sector PUCCINI, 3rd sector ROSSINI - odd numbers;
- **Gate 6**
Entrance for 4th and 5th sector - even numbers;
- **Gate 68**
Entrance for 4th and 5th sector - odd numbers;
- **Gate 11, 15, 23 and 27**
Entrance for unnumbered stone step seats RIGHT;
- **Gate 47, 51, 59 and 63**
Entrance for unnumbered stone step seats LEFT;

Before reaching the entrance gates of the Amphitheatre, spectators must undergo security checks carried out by the *Ushers* by means of walkthrough metal detector arches and/or handheld metal detectors, or summary visual inspections (Art. 5 lett. C of Min. Decree 06/10/2009) at the pre-filtering entrances. Staff members are also authorized to request inspections and forbid entrance with items that are prohibited inside the Amphitheatre.

VII. Services

For any necessity, contact the *Ushers*.

The Info Service is at the Info Point, on performance days, from 6:30 pm until the end of the show.

Official Fondazione Arena di Verona merchandise is on sale at the Arena Shop (Gate 10), every day during the Arena Festival and on the Web site www.arena-shop.it.

In the Amphitheatre, the following services are available to spectators:

- food service and bar;
- cushion rental;
- sale of librettos, opera programs and official Fondazione Arena di Verona merchandise;



Fondazione
ARENA DI VERONA®

- there is no cloakroom service.

VIII. Lost & Found

Any objects found can be consigned directly to the *Ushers*.

For any lost property: information at the Info Point, on performance days, from 6:30 pm until the end of the show.

e-mail: direzione.sala@arenadiverona.it

Any objects not reclaimed by the end of the Arena Festival will be consigned to Verona Municipality's Lost Property Office, tel. +39 045 8079341.

IX. Other regulations regarding behaviour in the Amphitheatre

In the stalls and numbered step seats:

1. elegant dress is required, suited to the decorum of the theatre (for men the minimum request is for long trousers and a shirt. FOR EXAMPLE, THE FOLLOWING ARE NOT ALLOWED: SHORT TROUSERS, TANK TOPS/VESTS, SLIPPERS, SPORTSWEAR, BEACHWEAR, ETC.);
 2. eating and drinking are only allowed during the intervals and in the Bar areas set up in the Amphitheatre.
1. Throughout the Amphitheatre:
 1. smoking is prohibited throughout the Amphitheatre, including electronic cigarettes;
 2. mobile phones must be switched off before shows begin;
 3. it is prohibited to photograph shows with or without flash and carry out any type of audio/video recording without authorization;
 4. it is strictly forbidden to climb up or over fencing, partitions and other structures of the Arena;
 5. it is forbidden to linger near passages, entrance and exit route, entrances and exits, stairs and any other emergency exit routes;
 6. in the event of an emergency, spectators are requested to stay calm, line up towards the safety exits and follow the instructions of the ushers and audio announcements.



Fondazione
ARENA DI VERONA®

For service announcements intended for all the public in the Amphitheatre, or for handling any emergencies, FAV uses the Public Address system to make audio announcements in Italian, English and German.

Before the beginning of the show, along with the messages welcoming the audience and presenting the show, an announcement is always made which can be heard by all the spectators which is generally speaking along these lines: *“In the event of an emergency, spectators are requested to stay calm, line up towards the safety exits and follow the instructions of the ushers and audio announcements”*.

X. Disabled spectators

1. Spectators with disabilities or limited mobility who are unable to access the stone step seats can purchase reduced rate stone step tickets and have access to stall seats. The persons accompanying them will have the right to purchase a reduced rate stone step seat ticket and will be able to sit in the stalls - if seats are available - or anyway in an area of the stone seats connected with the stalls.
2. For information, purchase and picking up these reduced-rate tickets, spectators must contact the *Ticket Office Management*.
3. There are no architectural barriers preventing access to stall seats by spectators with disabilities or limited mobility who require wheelchairs. There are dedicated places reserved for them in the stalls, indicated by an appropriate metallic identification plaque on the ground;
4. For any assistance, access and accompanying needs, or indication of reserved spaces and info on services for the public, spectators can contact the Ushers or go to Gate 4.

XI. Regulations regarding privacy

1. Fondazione Arena di Verona ensures full respect of regulations on matters regarding the protection of spectators' privacy (Reg. EU 2016/679, Legislative Decree 196/2003 and later amendments) for all the personal data acquired in its relationship with the public (e.g.: issue of personal tickets at special rates or free, handling of some forms of payment).
2. All the information regarding the processing of spectators' personal data is available on the Web site www.arena.it at the URL <https://www.arena.it/arena/en/pages/privacy-legislation.html>
3. For any further information regarding this, it is possible to write to the following e-mail: protocollo@arenadiverona.it. The Data Protection Officer (RPD/DPO) nominated by the Fondazione can be contacted at rpd@arenadiverona.it

Verona, 20th June 2019