

Rules & regulations and sales contract conditions

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1. Premise

The purchase of tickets assumes complete acceptance of these Regulations.

Failure to respect each and every indication contained in these regulations can result in the ticket holder(s) being refused admission to the Arena Amphitheatre or being turned away, with no later right to reimbursement.

Fondazione Arena di Verona reserves the right to make any changes that may be necessary to the announced schedule's dates, hours and/or production necessary to comply with any new provisions on behalf of the Authorities regarding the health emergency under way. Any such changes do not justify requests for tickets' cancellation/reimbursement.

In the event of changes, the Fondazione will do the utmost to inform ticket holders. Nevertheless, spectators are responsible for keeping themselves informed of any changes by periodically consulting the official Web site: www.arena.it

Spectators undertake to respect all and any health regulations relative to the prevention of the spread of Covid-19 that are effective when they attend the show, of which appropriate indications will be given on the web site and in the Arena amphitheatre.

At the moment of purchasing a ticket, the holder, as a member of the audience, agrees to and authorizes audio/video recordings during the staging of the show and any relative present and future use of said recordings on behalf the Fondazione, without having a right to any compensation whatsoever.

2. Sales contract conditions

2.1. Subject

The following General Conditions of Contract regulate the sale of Tickets (defined ahead) for show events and/or cultural entertainment, carried out by Fondazione Arena di Verona or TicketOne.

2.2. Definitions

The following definitions are applied to the General Conditions of Contract, and it is understood that the definitions in plural form will be applied to the relative singular term and vice versa:

- TicketOne: TicketOne S.p.A., a leading joint-stock company in Italy providing of ticketing, marketing, information and e-commerce services for shows, sport and culture, with registered office in Via Vittor Pisani 19 - 20124 Milan - Italy. TicketOne is the company to which the Fondazione Arena di Verona ticket sales service has been adjudged.
- Client: the subject who purchases Tickets for the shows organized by Fondazione Arena di Verona.
- Contract: the agreement established between the Client and Fondazione Arena di Verona and, if applicable, with TicketOne, regarding a specific purchase of Tickets, to be considered as regulated by these General Conditions of Contract.
- Ticker holder: the person who, legitimately and in compliance with these General Conditions of Contract, holds a Ticket purchased from the Client.
- Event: the event, show or performance for which the Ticket is issued.
- Fondazione Arena di Verona or more briefly indicated as Fondazione: the subject that organizes the Event regarding which the relative Ticket has been issued.
- Tickets: the documents (including those in digital format) issued by Fondazione or TicketOne that give the Ticket Holders the legitimate right to admittance to the Event Venue.
- Event Venue: the buildings and land that form the locations in which a specific Event is held.

3. Sales Channels

Tickets for the Arena Opera Festival shows are on sale exclusively through the following official authorized channels:

- Online at www.arena.it
- Fondazione Arena di Verona ticket offices
- Official call center +39 045 800 5151
- Authorized ticket vendors

4. Tickets

All those who intend entering the event venue must hold a valid Ticket. The regulations that are applicable to the Client are applied to them.

Personal registration (name/surname, address, e-mail, number telephone, date of birth) is necessary (and compulsory) before proceeding with the purchase and must be carried out just once.

All tickets are issued in the purchaser's name, following personal registration.

Tickets cannot be sold by Clients or be subject to intermediation without prior agreement with Fondazione Arena di Verona according to current legal provisions.

Ticket sale (or re-sale) by unauthorized parties is prohibited.

Tickets must be purchased through official Fondazione channels. In the event of Tickets having been purchased by the Client from subjects other than the aforementioned, or if the Tickets have been lost, stolen, copied or obtained in contrast with these General Conditions of Contract, the Ticket Holder may not be authorized admission to the Event Venue by the Fondazione or may be obliged to leave it.

Tickets cannot be re-sold for profit at a higher price than that shown on the ticket and, in particular, in violation of the provisions of paragraphs 545 and 546 of Art. 1 of law 232/2016 and relative implementation legislation on matters of secondary ticketing; the Fondazione reserves the right to proceed with reporting any such facts to the appropriate Authorities.

The Fondazione declines any and all responsibility that may arise from the characteristics, quality and prices of tickets purchased irregularly through unauthorized sales channels. In the event of it being ascertained that tickets or season tickets have been purchased from subjects or through unauthorized channels or if the tickets or season tickets have been copied or obtained in contrast with these Regulations, admittance will not be authorized to the venue.

4.1. Ticket price and commission

The prices shown on the tickets and published on Fondazione Arena di Verona programs are official prices of sale, including relative taxes and duties.

Any commission and/or advance sales charges must be clearly indicated when tickets are purchased.

Fondazione Arena di Verona has the faculty to establish a maximum number of tickets that can be purchased by any individual person for each show.

All the seats to be allocated will be numbered and the relative numbers shown on the tickets. Fondazione Arena di Verona will not issue unnumbered tickets.

Tickets cannot be copied and are only valid for the date shown on them (except when otherwise indicated on the ticket regarding any possibility of recovery on another date in the event of cancellation due to bad weather).

Tickets purchased cannot be modified, reimbursed or returned, unless in the event of cancellation due to bad weather (according to the procedure indicated at point 6) or in the event of precise laws and governmental provisions having been issued. In the event of shows for which the possibility of recovery on another date is foreseen (explicitly indicated on the ticket) in the event of cancellation due to bad weather, reimbursement will only be due in the event of the second recovery evening being cancelled due to bad weather (according to the procedure indicated at point 6). Spectators accept without reservation and as of now any future regulations that prohibit cash reimbursement in favour of reimbursement by means of the issue of vouchers to be used on another date.

In the event of tickets not being used due to hindrances of a personal nature, reimbursement is not foreseen on behalf of the Fondazione of either the tickets or of any service commission.

Fondazione Arena di Verona reserves the right, for organization or safety reasons, to modify the seats allocated, re-positioning them in the same sector or in another sector of a higher category with the same visibility and acoustic conditions, according to the undisputable and unilateral judgement of Fondazione Arena di Verona (the subject issuing the tickets), hereby accepted by spectators, who anyway will not be damaged by the eventual variation. In the event of seats in the same or in a higher category not being available and replacement being necessary with seats in a sector of a lower category, the difference in the price of the tickets will be reimbursed.

Reduced rate tickets will only be valid if accompanied by an ID document or another document proving the holders' right to the reduction. In the event of ticket holders not having this document with them, they will be required to pay the outstanding sum (the difference between the reduced price and the full price).

Tickets and admission passes must be conserved for the duration of the show and shown on request to Ushers, in the event of any control.

It is compulsory to only occupy the allocated seat and behave correctly and with respect for other spectators during the performance.

Spectators found without tickets will be accompanied out of the theatre.

TicketOne or Fondazione have the faculty to cancel a Ticket even if already issued at any time, should problems arise regarding the effective payment of the Tickets purchased by the Client.

4.2. Loss or theft of tickets

In the event of tickets being lost or stolen, purchasers must complete a self-certification of the loss or theft of the ticket, and hand it in at the Theatre's Ticker Office along with a copy of their ID document within and no later than 2 hours before the start of the show.

The Ticket Office will do everything possible to allow the client admittance to the theatre.

4.3. Prohibitions

Tickets cannot be used for political, commercial, publicity or other promotional reasons (such as, for example, as prizes in competitions) unless previously authorized in writing by the Fondazione.

5. Disabled spectators

Disabled spectators will have the right to a seat for themselves and for an accompanying adult in the area reserved in the stalls as per current regulations until said seats are filled,

purchasing a ticket that will have the lowest full price according to the price list for the evening chosen;

Requests for booking the foresaid tickets can only be made by contacting the Ticket Office Management (biglietteria@arenadiverona.it), indicating the date of the show wanted, the type of disability and sending a copy of the disability certificate along with the appropriate [module](#) provided by Fondazione Arena, completed in its entirety. In the event of it being impossible to use the booking form, the booking request must contain:

- Name and surname of the disabled person
- Indication of the date of the show he/she wishes to attend
- Copy of the documentation certifying the disability
- Consent to the processing of sensitive personal data expressed by undersigning the following statement: "I authorize the processing of my sensitive and personal data included in the booking request for a ticket for the admission of disabled spectators to the abovementioned event as per L.D. 30 June 2003, N° 196 "Law on matters regarding the protection of personal data" and the GDPR".

If not confirmed by the Organizer, the sending of the booking application does not give the right to participate in the event.

The purchase of an ordinary ticket using procedure other than the aforementioned will not allow disabled spectators access to the amphitheatre.

In the event of limited mobility, it is necessary to indicate if the disabled spectator uses a wheelchair or other aids for deambulation in order to enable ticket office staff to allocate the most suitable seat.

There are no architectural barriers preventing access to the stalls by disabled spectators on wheelchairs.

For access to the amphitheatre from Piazza Bra, the metal ramp positioned in front of Gate 18 at the Arena can be used. Access to the stalls free from architectural barriers is via Gate N° 4. The stalls are equipped with toilet facilities for disabled spectators.

6. Cancellation/suspension in the event of bad weather of Arena di Verona Opera Festival shows

Since the shows are staged outdoors, the risk of bad weather cannot be excluded and is therefore to be considered as accepted by Spectators. In the event of bad weather (rain, wind, hail and similar atmospheric events that make it impossible to stage a show), shows are never cancelled before the time at which they are scheduled to begin.

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.

In the event of the show being stopped after it has begun, spectators have no right to a refund of their tickets.

Should the show 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. Exceptions to this are any shows in one act, i.e. shows made up by several single acts performed in each part. In fact, when purchasing their tickets, spectators expressly accept the fact that seeing and hearing even just one act of a show made up of several parts constitutes the exhaustive enjoyment of the specific artistic contents of the part of the show that is performed, which therefore does not constitute a whole element from an artistic and musical point of view as per article 1314 of Italian Civil Law, acknowledging article 1316 C.C. as not applicable in this case and Spectators therefore agree that, for the part of the show effectively seen and heard, Fondazione Arena di Verona withholds at least 50% of the price of the entrance ticket purchased, also thus accepting the equal division of the risk of rain between Fondazione Arena di Verona and the Spectator, also according to Article 1464 of Italian Civil Law and as an exception to Article 1463 of Italian Civil Law.

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 said conditions in the course of the evening, i.e. in the event of cancellation of the show being reasonably foreseeable, Fondazione Arena di Verona, 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.

6.1 Procedure for the reimbursement of Arena Opera Festival tickets in the event of bad weather

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. Spectators expressly accept this clause also as an exception

Reimbursements in the event of bad weather can be requested by completing (within 15 days from the cancellation of the show) the online form to be found at the following indirizzo , which will be accessible from the morning after the cancellation.

In any case, for refund requests presented as indicated above, only the nominal purchase price printed on tickets 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 any taxes and charges applied to the tickets.

7. Access to the amphitheatre and rules of behaviour

To ensure correct management of the entrances and to avoid delays, the spectator is required to arrive at the Arena at least one hour before the start of the show. The gates open two hours before the show starts.

Access to seats is forbidden once shows have begun. Spectators who arrive late or leave their seats during the show are required to wait until the first interval to go to the seats allocated;

In the event of a check, spectators occupying a seat other than that indicated on their tickets will be obliged to pay the difference in price or will be accompanied out of the theatre;

For admission with reduced-rate tickets, spectators must produce a document showing their right to the reduction in question;

Admission is forbidden to kiddies under four years of age;

Minors of less than 14 years of age are only admitted if accompanied by an adult.

7.1. Entrances

Entrance gates are shown on the tickets, but may be subject to last-minute variation. The on-site indications above each entrance gate will be valid.

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 to carry out inspections and forbid entrance with items that are prohibited inside the Amphitheatre.

7.2. Dress code

Spectators are invited to choose clothing suited to theatre decorum, as a sign of respect for the Theatre and the other spectators.

Spectators wearing tank tops/vests, shorts or thong sandals will not be admitted to stalls seats; in this case, tickets will not be reimbursed.

7.3. Fondazione Arena di Verona can refuse admission to those who:

- arrive in an obviously altered state (admission and spectating is prohibited when under the influence of alcohol or drugs);
- behave aggressively;
- are not dressed in a manner suited to the decorum of the theatre (for men the minimum requirement in the stall seats is for long trousers and a shirt or button-necked sweater. For

example, the following are **not allowed**: shorts, tank tops/vests, slippers, sportswear, beachwear, etc.);

- do not allow surveillance staff to control their bags or backpacks.

7.4. 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). Staff members are also authorized to request to carry out inspections and forbid entrance with items that are prohibited inside the Amphitheatre.

The custody is not guaranteed of any items.

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

- cases, trolley cases, bags, backpacks or other bulky containers (over 17 litres circa);
- weapons, explosives, fireworks, smoke candles, warning rockets, stones, knives or other objects that are pointed or could cut;
- bicycles, skateboards, roller skates and hoverboards;
- remote controlled drones or airplanes;
- video cameras, professional and semi-pro cameras, tripods, musical instruments;
- drugs, poison, harmful or hazardous substances and inflammable material;
- 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);
- food or beverage;
- animals, excluding registered guide dogs.

7.6. In the Arena, it is also forbidden to:

- smoke anywhere in the Amphitheatre, including electronic cigarettes;
- damage or tamper in any way with structures, infrastructures and services;
- climb on to balustrades, parapets, partitions and other structures not intended to host the public;
- linger near passages, entrance and exit routes, entrances and exits, stairs and any other emergency exit routes;
- photograph shows with or without flash and carry out any type of audio/video recording without authorization, even with a cell phone;

- use selfie sticks;
- use electronic devices such as “GoPro” cameras, tablets or other devices able to record and transmit audio, video and audio-video, collect information or data regarding shows (digitally or using any other media);
- use laser pointers;
- display placards, flags, pennants, documents, designs, printed material and banners containing propaganda for political, ideological or religious doctrines, statements or concepts that incite to racial, ethnic or religious hatred, which can hinder the regular staging of the show or obstruct other spectators’ sightlines;
- abandon objects or materials leaving them unattended and/or where they may block exit routes or cause alarm;
- act aggressively.

7.7. Other rules of behaviour

- eating and drinking are only allowed during the intervals and in the Bar areas set up in the Amphitheatre;
- mobile phones must be switched off before shows begin;
- in the event of an emergency, spectators are requested to stay calm, line up towards the emergency exits and follow the instructions of the ushers and audio announcements.

7.8. Communications at the event venue

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

7.9. Other information on security and on other eventual limitations:

- in the Arena it is always 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 events’ and spectators’ security; assessment of the dangerousness of these object depends on the undisputable discretionary judgment of the staff responsible for the control of the entrances;
- in the Arena, it is permitted for spectators to introduce and authorized staff to sell beverages, but 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) to distribute to spectators in the stalls seats 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;

- on the occasion of some performances (e.g. inaugural shows, gala evenings or other events at the discretion of the FAV), small 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 and unnumbered step seats;
- 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.

8. Services

In the amphitheatre, bar and merchandise sales facilities are foreseen.

There is no cloakroom service.

For any necessity, contact the Ushers.

8.1 Lost & found

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

9. 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 arena.it in the section dedicated to privacy.

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 la Fondazione can be contacted at rdp@arenadiverona.it.

10. Competent court

In the event of any of the regulations in these General Conditions of Contract being inapplicable, the others will continue to be fully effective.

The Contract is subject to Italian law. To settle any and every dispute arising from or connected with the Contract and these General Conditions of Contract, the Court of Verona will be considered as competent.

In the event of conflict between the provisions of these General Conditions of Contract, as published in Italian and the corresponding text published in English, as in the event of conflict with the Italian and the English version of any other contents of the Contract, the Italian version will be considered as prevailing.