



## Box Office Regulations Spoleto64

### VALIDITY OF TICKETS

- **The ticket is personalized and non-transferable.** The person accessing the venue must be the ticket holder; it is mandatory to have ID with you at the entry where the document certifying the right to any reduction granted may be requested.
- **Access to the event is allowed only in the time slot indicated on the ticket.** At the entrance it is mandatory to show your ticket in paper format or electronic PDF format visible on your smart device.
- **The name change of the ticket holder** is allowed within 48 hours from the event, through the Call Center +39 0743 222 889 or in writing to [info@ticketitalia.com](mailto:info@ticketitalia.com).
- Tickets cannot be exchanged or refunded unless the show is cancelled. Should cancellation be necessary, a refund will be granted upon return of the ticket and completion of the form provided by the box office personnel within 3 days after the event. A refund is not provided if the show has started. The methods of reimbursement will be indicated in detail on the Festival website at [www.festivaldispoleto.com](http://www.festivaldispoleto.com)
- The Foundation of the Festival of Two Worlds reserves the right to postpone starting the show up to 90 minutes after the time scheduled and to change the program, dates and times in case of technical problems or due to force majeure.
- The management reserves the right to make changes to the seats assigned due to any technical needs, and to make program changes.
- The purchase of the ticket implies full acceptance of the rules listed above. The ticket holder is responsible for checking the accuracy of the data on the ticket at the time of purchase.



Fondazione  
Festival dei Due Mondi

•  
Via Vaita Sant'Andrea, 10  
06049 Spoleto (PG) Italia

tel +39 (0) 743 221689  
[info@festivaldispoleto.com](mailto:info@festivaldispoleto.com)



#### INSTRUCTIONS FOR ACCESS TO PERFORMANCE VENUES

- The spectator is required to follow the appropriate line up reserved for his sector (the specific entrance for the sector and the entry time are indicated on the ticket). It is essential to follow the signpost directions and the theater attendant's instructions.  
At the entrance, body temperature will be measured, and access will not be allowed if body temperature exceeds 37.5° (the detection of the body temperature data is instantaneous and not subject to registration) or if you are a suspected, probable or confirmed case of COVID-19. Access is allowed only in the absence of quarantine provisions by the competent Health Authorities.
- Once the body temperature has been measured, tickets will be checked.
- For events with free admission, the name registration for each participant and seat assignment are required.
- In the theater, each spectator is required to: wear the new FFP2 mask provided at the entrance during the entire time spent at the show; sanitize his hands using the special dispensers; respect the assignment of his seat (it is not allowed to occupy different seats - in person or with clothing - even if free or to exchange seats, even in the case of purchasing seats as a couple); avoid gatherings; maintain a distance of at least 1 meter from other spectators, with the exception of members of the same family or cohabitants or for people who are not subject to interpersonal distancing (the latter aspect relates to individual responsibility). The public must always follow the instructions given by the theater personnel who will accompany each spectator to his seat; no movements are allowed until the end of the show, in case of need, contact the theater attendants. At the end of the performance, remain seated and follow the instructions given by the theater personnel.
- By purchasing the ticket, all the conditions of these TICKET OFFICE REGULATIONS ([www.festivaldispoleto.com](http://www.festivaldispoleto.com)) are considered accepted.

#### RULES OF CONDUCT INSIDE THE THEATER

- Spectators may not enter theaters with bottles and glass objects and any other blunt object that could cause harm to themselves or to others. For safety reasons, the personnel in charge of supervising is authorized to confiscate any type of object not admitted inside theaters.
- For lost and found items, please contact the theater personnel.



Fondazione  
Festival dei Due Mondi

•  
Via Vaita Sant'Andrea, 10  
06049 Spoleto (PG) Italia

tel +39 (0) 743 221689  
[info@festivaldispoleto.com](mailto:info@festivaldispoleto.com)



- For any problem or need, the spectator is asked to contact the theater attendants.
- Mobile phones must be turned off before the performance starts.
- Animals are not allowed inside theaters.
- Smoking is strictly forbidden inside theaters.
- It is absolutely forbidden to take photos, and make audio and video recordings during shows.

#### PROTOCOL OF SECURITY AND PRIVACY GUIDELINES

- The Festival of Two Worlds Foundation has the right to take photos and make video footage during the shows, and the purchasing of a ticket implicitly consents and authorizes any future use of this material.
- The public must always respect the social distancing of at least 1 meter, with the exception of family members, cohabitants and people who, according to current provisions, are not subject to interpersonal distancing (this aspect pertains to individual responsibility).
- The adjacent seats located in the joint sector are intended exclusively for relatives (the declaration of being relatives, which involves individual responsibility, must be specified upon purchasing the ticket).
- The Festival of Two Worlds Foundation ensures the confidentiality of personal data and their exclusive use for notifications related to its activity and the updating of the shows scheduled, pursuant to EU Regulation 2016/679 (GDPR).
- The control operations needed for entry of the audience will take place in full respect of privacy as required under art. 1, no. 7, ltr. d) of the Prime Ministerial Decree dated March 11, 2020 and subsequent amendments.
- In order to respect the artists and the public present and in response to the needs arising from the current health situation, the spectator is exhorted to behave properly and to follow all the instructions provided by the Festival Foundation.



Fondazione  
Festival dei Due Mondi

•  
Via Vaita Sant'Andrea, 10  
06049 Spoleto (PG) Italia

tel +39 (0) 743 221689  
info@festivaldispoleto.com