

Spoleto Festival dei Due Mondi

Regulations for ticket office and inside theater

(Updated on May 4, 2023)

With a ticket purchase, all the conditions of these REGULATIONS are considered accepted.

We kindly invite the public to consult the website of the Festival dei Due Mondi of Spoleto for information and updates on the program.

www.festivaldispoleto.com

VALIDITY OF TICKETS

- At the entrance it is mandatory to present the ticket in paper format or in electronic format visible on your smart device; the document certifying the right to any reduction granted may be requested.
- Tickets cannot be exchanged or refunded unless the show is cancelled. Refunds are not provided in the event where the show has begun. The detailed refund procedure will be posted on the Festival website www.festivaldispoleto.com.
- The Festival dei Due Mondi Foundation reserves the right to postpone the start of the show up to 90 minutes after the scheduled time 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 and to the seating capacity of the theatre due to any technical requirements, and to make program changes.
- If the capacity for the event should be reduced, the Foundation reserves the right to cancel tickets exceeding the authorized capacity by refunding them upon return of the ticket and completion of the form provided by the ticket office staff. The cancellation will be made according to the chronological order of purchase supplied by the ticketing system (beginning with the last tickets purchased).
- The ticket holder is responsible for checking the accuracy of the data written on the ticket at the time of purchase.

INSTRUCTIONS FOR ACCESS TO PERFORMANCE VENUES

- The public must always follow the instructions provided by the theater attendants who will accompany each spectator to his seat.
- We recommend to arrive well in advance of the starting time of the show as access is not guaranteed, for some performances, after the show has begun.

RULES OF CONDUCT INSIDE THE THEATER

- Spectators may not enter the 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 are authorized to confiscate any type of object not allowed inside the theaters.
- Mobile phones must be turned off before the performance starts.
- Smoking is strictly prohibited inside the theaters.
- For lost and found items, please contact the theater attendants



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- For any problem or need, the spectator is asked to contact the theater attendants
- It is forbidden to occupy seats other than those assigned, even if free.
- It is forbidden to consume food and drinks inside the performance venues.
- Pets are not allowed inside the theaters.
- It is absolutely forbidden to take photos, and make audio and video recordings during the show

PRIVACY AND SECURITY RULES

- The Festival dei Due Mondi Foundation ensures the confidentiality of personal data and their exclusive use for notifications related to its activity and the updating of scheduled shows, pursuant to EU Regulation 2016/679 (GDPR).
- The Festival dei Due Mondi 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.

