



The Associazione Arena Sferisterio reserves the right to make alterations to the published programme in terms of dates, times, and/or performances, if necessary. Technical requirements and/or safety reasons may prevent you from occupying the specific seat/area printed on your ticket. By purchasing a ticket, you agree to these Terms and Conditions.

Tickets

1. Only persons holding a valid ticket or season ticket will be admitted to the theatre.
2. The ticket gives you the right to access the event corresponding to that stated on your ticket, which must be shown to our staff at the entrance to the venue.
3. Tickets cannot be duplicated and are valid only on the date indicated. In the event of a loss of ticket, the box office will be able to issue a new unnumbered ticket at a cost of 10 euros. Details of the lost ticket will be added manually by the theatre staff.
4. Reduced ticket holders, upon request by the entry staff, must show an identification document. Anyone who is not entitled to discounts will be required to pay a supplement at the box office, otherwise the ticket itself will be invalidated.
5. You must keep your ticket with you at all times during the event. It must be shown to the staff upon request. Audience members without a valid ticket will be required to pay the total price of the ticket again, otherwise they will be required to leave the theatre (Presidential Decree No. 640 dated 10/26/972, Article 6 and subsequent amendments).
6. Tickets are non-transferable and non-refundable after purchase.
7. Ticket resale by unauthorised parties is prohibited.
8. The prices indicated on the tickets and officially made public are the only authorised sale prices, inclusive of booking fees, related taxes and charges.
9. The Associazione Arena Sferisterio has the right to set a minimum number of tickets that can be purchased per person for each performance.

Entrances

ENTRANCE 1 - Balcony

ENTRANCE 2 - Terraces and boxes- all sectors

ENTRANCE 3 - Platinum sector

ENTRANCE 4 - Stalls area (even numbers), left - Yellow, Red, Green sectors

ENTRANCE 5 - Stalls area - Gold and Platinum sectors

ENTRANCE 6 - Stalls area (odd numbers), right - Green, Yellow and Red sectors

Access

1. Latecomers or audience members who leave the theatre once the performance has started are not admitted to the stalls area and terraces. They will be asked to wait in the foyer or take a seat in the terrace area until the first suitable break.
2. The Associazione Arena Sferisterio reserves the right to refuse entry to any person who
 - is under the influence of drugs or alcohol;
 - displays aggressive behaviour;
 - is not wearing suitable clothing and shoes;



- refuses to allow surveillance staff to screen his or her bags and backpacks.

Cancellation/suspension due to bad weather conditions

In the case of bad weather conditions, the performance is never cancelled in advance. If weather conditions cause delays, the Associazione Arena Sferisterio reserves the right to communicate the delayed start, or its possible cancellation, up to 120 minutes after the scheduled start time.

Once the performance has started, despite a delayed start time, tickets will not be refunded even if weather conditions worsen and make it impossible to continue. Tickets will be refunded only in the event of a cancellation prior to the performance.

To claim a refund, tickets must be returned to the Sferisterio Box Office from the day following the performance, or they can be sent, within 10 days of the cancelled performance, to the Associazione Arena Sferisterio's headquarters at the following address:
Associazione Arena Sferisterio Via Santa Maria della Porta, 65 62100 Macerata

Together with the ticket, a "refund request form" is also required, which is available at the theatre's box office from the evening of the cancellation of the show, and/or can be downloaded from the Sferisterio's website www.sferisterio.it. A photocopy of a valid identity document is also needed.

Ticket refunds will be made by bank transfer by September 30th of the current year.

Requests for refunds for tickets purchased through channels other than the Sferisterio Box Office must not be made to the Associazione Arena Sferisterio but to the relevant box office or sales channel (e.g. Vivaticket for tickets purchased online), according to the instructions provided.

Please note that Open Tickets are non-refundable but can be used on subsequent dates of the same event during the season in progress, subject to the issue of a ticket indicating the new date. The aforementioned tickets are refundable only if the cancelled performance is the last of the season to which it refers.

Variations and refunds

The Associazione Arena Sferisterio reserves the right to make alterations to the programme, if necessary, due to the technical needs of the Theatre and/or artists, or for reasons not attributable to the Theatre (including strikes, abstentions and/or force majeure). In such cases, alternative solutions will be put in place that are compatible with the allocated and available budget and the other planned and/or existing activities. Tickets can be refunded exclusively:

1. in the event of a change of date, up to the originally scheduled performance date;
2. in the case of major alterations (such as the absence of the orchestra and/or the use of a magnetic tape recording and/or the presence of the pianist only) caused by an unforeseeable abstention of workers or due to force majeure, up to the date of the performance originally scheduled;



3. in the case of cancellation of the event, within fifteen days of the originally scheduled performance date, in accordance with "SIAE" legislation (Italian Society of Authors and Publishers) and, therefore, also in the other cases provided for therein.

Security checks, restrictions, and rules of conduct

For security reasons, Theatre staff may carry out basic visual security inspections on entry to the Theatre (art. 5 letter C of the DM 06/10/2009). Staff members are allowed to conduct security searches and refuse entry to those with forbidden objects. All items left behind before entering the Theatre are left at your own risk.

The audience is required to respect the building, to occupy exclusively the assigned seats and to behave reasonably at all times during the performance.

Audience members who do not behave correctly at all times during the event may be ejected from the theatre, without any refund, by the Theatre staff.

1. Pursuant to art. 51 of the law of 16 January 2003 n. 3, smoking is prohibited inside the theatre.
2. Mobile phones must be switched off before the beginning of the show.
3. It is forbidden to introduce bottles, glass objects, and any other sharp object (knives, scissors, motor helmets, etc.) into the premises that could cause damage to yourself or other audience members.
4. Mobile phones must be switched off.
5. It is forbidden to place overcoats on the parapet, the backs of armchairs or vacant seats.
6. Large bags, backpacks, sacks or other bulky containers cannot be taken into the theatre.
7. No food or drink may be brought into the theatre.
8. It is forbidden to stand near passages, access and exit routes, exits and entries, stairs or any other escape route.
9. The use of cameras, with and without flash, and audio/video recording equipment is strictly forbidden without authorisation, as required by law 18.8. 2000, n.248 art. 171, on New rules for the protection of copyright (<http://www.camera.it/parlam/leggi/00248l.htm>).
10. Pets are not allowed, with the exception of registered guide dogs.
11. Clothing must be appropriate to the decorum of the theatre.
12. The consumption of food and drink is only allowed during breaks in the bar areas inside the theatre.

Please note that before, after and during performances, photographs are taken and filming is carried out by authorised TV crews and photographers. Any images collected may be published in the press, on internet sites or via television networks. Footage may be used in any and all media (press, Internet, TV) at any time.



Services

Official merchandising of the Macerata Opera Festival is sold at the entrance to the Sferisterio arena (Entrance 2) on performance days, from the opening of the gates to the end of the event.

Cloakroom service is not provided.

Please immediately inform the staff manager or staff members of any problem or requirement.

Lost and found items policy

Found items can be delivered directly to staff members. For information relating to lost property, please ask our staff at Entrance 2 during performance days, from 7.30 p.m. to the end of the show.

e-mail: info@sferisterio.it

Audience members with disabilities/mobility difficulties

Following the current regulations on the safety of audience members at the Sferisterio Arena during the Macerata Opera Festival, certain seats are reserved for audience members with **disabilities/mobility difficulties**.

Seats are divided as follows:

- 6 seats for audience members with **wheelchairs** (3 per side), Red sector; 8 seats (4 per side), Green sector; accompanying patrons behind wheelchairs, ticket price 25 euros.
- Audience members **without wheelchairs** (and with a disability rating of more than 70%) are entitled to free seats in the Red sector, for a maximum of 10 seats per evening; the cost for accompanying patrons is 25 euros. It is possible to change sector with a 50% reduction on the price of the ticket. If requests are made by **institutions or associations**, it is possible to book a seat in the side boxes in the front row, Yellow sector, for a maximum of 2 boxes per show, free of charge (including accompanying patrons). Additional requests, if any, will be addressed individually. **The entrance for wheelchairs is number 5.**

Privacy legislation

1. The Associazione Arena Sferisterio ensures full compliance with the legislation on privacy protection (Legislative Decree 196/2003 and related regulations) regarding personal information acquired in the process of dealing with the public (e.g. issuing free nominative tickets or at a preferential rate, and the management of some forms of payment).



2. For further information: www.sferisterio.it
Associazione Arena Sferisterio: via Santa Maria della porta, 65 Macerata (MC, Italy). Telephone number: 0039 0733 261335 (from Monday to Friday, from 10 a.m. to 1 p.m. and from 3 p.m. to 5 p.m.). Email: info@sferisterio.it

Theatre Box Office : Piazza Mazzini, 10 Macerata (MC, Italy)

WINTER OPENING TIMES

From Tuesday to Saturday, from 10:00am to 13:00am | from 5.00p.m. to 8.00p.m.

SUMMER OPENING TIMES

From Tuesday to Saturday, from 10:00am to 13:00am | from 5.00p.m. to 8.00p.m.
Monday and Sunday from 5.00p.m. to 8.00p.m.

3. The contact details provided at the time of purchase may be used by the Arena Sferisterio Association for communications concerning the ticket purchased, for sending promotional material and/or information related to particular offers, subscriptions, or programmes. The interested party has the right to object to the aforementioned treatment regarding privacy at any time.