

Terms and Conditions

The Arena Sferisterio Association reserves the right to make any changes to the announced programme, including dates, times and performances, should this become necessary.

Technical requirements and/or safety reasons may result in changes to the assigned seat.

The purchase of a ticket implies full acceptance of these Terms and Conditions.

Tickets

1. Admission to the Theatre is reserved for spectators holding a valid ticket or subscription pass.
2. The ticket entitles the holder to attend the performance indicated on it and must be presented to staff upon entry.
3. Tickets cannot be duplicated and are valid only for the date indicated on them. In the event of loss, the Box Office may issue a replacement non-numbered ticket at a cost of €15. The details of the lost ticket will be written by hand on the replacement ticket for the benefit of the Front-of-House Staff.
4. Holders of reduced-price tickets may be required to present valid identification upon entry. Spectators who do not meet the eligibility requirements for the discount must pay the difference at the Box Office; otherwise, the ticket will be considered invalid.
5. Tickets and admission passes must be retained for the entire duration of the performance and shown to Front-of-House Staff upon request. Spectators unable to present a valid ticket may be required to purchase a new one in order to regularise their position under applicable tax regulations. In the absence of a valid admission ticket, and in accordance with Italian legislation governing entertainment tax (Presidential Decree no. 640/1972 and subsequent amendments), spectators will not be permitted to remain inside the Theatre.
6. Tickets cannot be exchanged or refunded if unused.
7. The resale of tickets by unauthorised parties is strictly prohibited.
8. Ticket prices published through official channels and printed on admission tickets include booking fees and taxes when purchased directly from the Box Office. For online purchases made through Vivaticket (the sole official ticketing platform of the Macerata Opera Festival), additional service charges, including VAT, will be applied to cover transaction processing costs.
9. The Arena Sferisterio Association reserves the right to set a minimum number of tickets that may be purchased per person for individual performances.

Entrances

To facilitate audience access, each seating area has a dedicated entrance:

- **Entrance 1** → Gallery
- **Entrance 2** → First and Second Tier Boxes – Grandstand (all colours, even and odd seat numbers)
- **Entrance 4** → Green, Red and Yellow Stalls (even-numbered seats – left-hand side)
- **Entrance 5** → Gold and Platinum Stalls (even and odd seat numbers)
- **Entrance 6** → Green, Red and Yellow Stalls (odd-numbered seats – right-hand side)

We recommend checking your designated entrance before arrival in order to ensure smoother access to the venue.

Admission

1. Access to the Stalls and Grandstand is not permitted once the performance has begun. Spectators seated in the Stalls or Grandstand who arrive after the official starting time, or who leave their seats during the performance, will be asked to wait in the foyer or, subject

to availability, will be accommodated in side boxes until the first suitable interval, when they may return to their assigned seats.

For performances consisting of a single act with no interval, admission to the auditorium may be restricted or denied. In such cases, spectators may be directed to alternative seats identified by the Front-of-House Staff until the end of the performance.

2. The Arena Sferisterio Association reserves the right to refuse admission to anyone who:
 - appears to be under the influence of alcohol or intoxicating substances;
 - displays aggressive or disruptive behaviour;
 - is not dressed in a manner consistent to the decorum of the Theatre;
 - refuses to allow bags or backpacks to be inspected when requested by security personnel (for further information, please refer to the section "**Security Checks, Restrictions and Rules of Conduct**" in these Terms and Conditions).

Cancellation or Suspension Due to Bad Weather

In the event of adverse weather conditions, performances are never cancelled in advance.

Should weather conditions prevent the performance from starting as scheduled, the Arena Sferisterio Association reserves the right to announce either a postponement of the start or the cancellation of the performance up to 120 minutes after the scheduled starting time.

Once a performance has begun, even if it starts later than scheduled, no refunds will be issued, including in cases where the performance cannot be completed due to adverse weather conditions. Refunds will be granted only in the event of a complete cancellation of the performance.

To obtain a refund for tickets purchased directly from the Theatre Box Office, tickets must be returned in their original condition to the Sferisterio Box Office from the first available working day following the cancellation, or sent by registered mail within 10 days of the cancelled performance.

The tickets must be accompanied by the **Refund Request Form** and a copy of a valid identity document. The Refund Request Form is attached to these Terms and Conditions and forms an integral part thereof.

Refunds will not be issued at the time of the request but will be processed by bank transfer no later than 30 September of the current year.

For tickets purchased through channels other than the Theatre Box Office (e.g. Vivaticket), refund requests must be submitted directly to the relevant sales outlet or platform, in accordance with its procedures. Refund requests for such tickets cannot be processed by the Arena Sferisterio Association.

Please note that **Open Tickets** are non-refundable. They may, however, be used for subsequent performances within the same season, subject to the prior issue of a seat allocation ticket. Open Tickets are refundable only if the cancelled performance was the final performance of the season.

Changes and Refunds

The Theatre reserves the right to make any changes to dates, programmes and/or organisational arrangements that may become necessary due to technical requirements or circumstances beyond its control, including strikes or force majeure events. In such cases, the Theatre will endeavour to provide alternative solutions compatible with its programming and available resources.

Tickets may be refunded exclusively in the following circumstances:

- **In the event of a date change**, up to and including the date originally scheduled for the performance;

- **In the event of substantial changes to the performance** (for example, an opera performed without orchestra or with piano accompaniment only) resulting from unplanned industrial action or force majeure, up to the day before the performance;
- **In the event of cancellation of the performance**, within fifteen days following the originally scheduled date.

In all cases, refunds shall be subject to the provisions of the applicable SIAE regulations and any other circumstances provided for under relevant legislation.

Security Checks, Restrictions and Rules of Conduct

For security reasons, Front-of-House Staff may carry out visual inspections at the entrances (Article 5(c) of Ministerial Decree 06/10/2009). Staff are also authorised to inspect personal belongings and to refuse entry to anyone carrying prohibited items. The Theatre cannot guarantee the safekeeping of any such items.

Audience members are kindly requested to respect the monument, occupy only their assigned seat, and maintain appropriate behaviour throughout the performance.

Front-of-House Staff may require any person whose behaviour is deemed inappropriate during the performance to leave the Theatre without any right to a refund.

The following are prohibited within the Theatre:

1. Smoking in any area of the Theatre (Law 3/2003). By decision of the Management, this prohibition also applies to electronic cigarettes and heated tobacco devices.
2. The use of mobile phones during the performance.
3. Bringing plastic bottles larger than 0.5 litres, as well as any glass bottle, flask, container or glass object, and any potentially dangerous item (including, but not limited to, motorcycle helmets, ice packs, selfie sticks, scissors and glass perfume bottles).
4. Bringing long umbrellas whose shape and/or materials may pose a risk to the safety of the event or other spectators. The assessment of whether such items constitute a safety risk shall be at the sole discretion of the staff responsible for access control. Foldable umbrellas may be brought into the Theatre provided they are kept inside a non-bulky bag.
5. Bringing large or bulky bags, backpacks or containers.
6. Bringing food or beverages into the Theatre.
7. Bringing video cameras, professional or semi-professional cameras, tripods, musical instruments, high-powered binoculars or birdwatching binoculars. Only small foldable opera glasses are permitted.
8. Photographing the performance, with or without flash, or making any audio or video recording without authorisation, in accordance with Italian Copyright Law No. 248 of 18 August 2000, Article 171.
9. Using electronic devices such as GoPros, tablets or any other equipment capable of recording, transmitting or storing audio, video or audiovisual material, or collecting information related to the performance.
10. Placing coats or other garments on parapets, seat backs or unoccupied seats.
11. Bringing signs, banners, flags or any material that may obstruct the audience's view or distract the performers.

12. Standing near passageways, entrances, exits, stairways or emergency escape routes, or obstructing them with prams, pushchairs or personal belongings.

Please also note that:

- Animals are not permitted, with the exception of registered guide dogs and properly trained assistance dogs performing specific tasks in support of certified disabilities, in accordance with Italian legislation and established practice in cultural venues.
- Appropriate attire is required in keeping with the decorum of the Theatre
- Food and beverages may only be consumed during intervals and exclusively in the designated bar areas within the Theatre.

Please be aware that television crews and photographers may be present inside the Theatre during performances and may take photographs or record footage before, during and after the event.

Any images collected may be published in print media, on websites, social media channels or broadcast by television networks.

Services

Official Macerata Opera Festival merchandise is available for purchase at the Sferisterio merchandise point (**Entrance 2**) on performance days, from gate opening until the end of the performance.

A cloakroom service is not available.

For any assistance or special requirements, audience members are kindly requested to contact the Front-of-House Manager or a member of the ushering staff.

Lost and Found

Found items may be handed directly to a member of the Front-of-House Staff.

For enquiries regarding lost property, please contact:

Theatre Box Office

Tel. +39 0733 230735

Email: boxoffice@sferisterio.it

Accessibility

In accordance with current public safety regulations applicable to the Arena Sferisterio during the Macerata Opera Festival, a number of seats within the Stalls have been reserved for audience members with disabilities.

The allocation is as follows:

Wheelchair Users

- 6 wheelchair spaces in the **Red Stalls** (3 on each side);
- 8 wheelchair spaces in the **Green Stalls** (4 on each side).

Companion tickets are available in seats located directly behind the wheelchair spaces at the following rates:

- €25 in the Red Stalls;
- €40 in the Green Stalls.

The dedicated entrance for wheelchair users is **Entrance 5**.

Audience Members with Disabilities (Non-Wheelchair Users)

Audience members with a certified disability assessed at more than 70% are entitled to complimentary admission in the **Red Stalls**, subject to availability and a maximum of 10 complimentary places per performance.

Companion tickets are available at a cost of **€25**.

Should spectators wish to be seated in a different section, tickets may be purchased with a **50% discount** on the applicable ticket price.

Associations, Communities and Organised Groups

Additional concessions may be available for associations, community groups and similar organisations.

Subject to availability and the limits established by these Terms and Conditions, audience members with disabilities may be admitted for **€1**, while companion tickets are available at **€25**, with seating allocated in one of the Theatre Boxes.

Any additional accessibility requirements will be assessed on a case-by-case basis.

The dedicated entrance for wheelchair users is **Entrance 5**.

Privacy Policy

The Arena Sferisterio Association guarantees full compliance with applicable privacy and data protection legislation, including Legislative Decree No. 196/2003 and subsequent amendments, with regard to all personal data collected in its dealings with the public (including, but not limited to, the issue of complimentary or reduced-price named tickets and the management of certain payment methods).

For further information, please visit:

www.sferisterio.it

Contacts

Arena Sferisterio Association

Via Santa Maria della Porta, 65
62100 Macerata (MC), Italy

Tel. +39 0733 261335
(Monday to Friday, 10:00–13:00 and 15:00–17:00)

Email: info@sferisterio.it

Theatre Box Office

Piazza Mazzini, 10
62100 Macerata (MC), Italy

Tel. +39 0733 230735

Email: boxoffice@sferisterio.it

Please note that opening hours are subject to seasonal changes. Visitors are therefore advised to consult the most up-to-date information available in the Box Office section of the official website.

Communications and Marketing

The contact details provided at the time of purchase may be used by the Arena Sferisterio Association for communications relating to the purchased performance, customer service messages, and the sending of information regarding special offers, subscription packages and future performances.

Data subjects may object to such processing at any time, in accordance with applicable data protection legislation.