

TICKETING AND HALL REGULATIONS

(Updated March 12, 2026)

By purchasing a ticket, all conditions of these **RULES** are understood to be accepted.

The kind audience is invited to consult the website of the Spoleto Festival of Two Worlds for information and updates on the program

www.festivaldispoleto.com

LEGEND

- Organizer: Fondazione Festival dei Due Mondi Onlus.
- Event: single performance or replica run by the Organizer: events of musical, popular, exhibition genre; or event, review.
- Buyer: individual or legal person who purchases tickets (admission tickets) for the Event, even if subsequently enjoyed by third parties.
- User: understood as the user of the ticket to access and attend the Event.
- Ticket: valid access ticket for the Event.
- Seller: a company that owns one or more Ticket sales systems (certified with the Internal Revenue Service) and online or physical sales circuits, appointed by the Organizer to market the Tickets, at its own responsibility and in accordance with the provisions of the regulations in force in terms of intermediation in electronic sales and commerce.

PURCHASE AND VALIDITY OF TICKETS

- It is the sole responsibility of the purchaser to check, at the time of purchase, any errors in the date, venue, choice of event; in this regard the Organizer disclaims any responsibility. The ticket holder is therefore required to check the accuracy of the data on the ticket at the time of purchase.
- At the entrance, it is obligatory to present the ticket in paper format or in electronic format visible on your smart device; you may be asked by the staff in charge for the document certifying the right to any reduction granted.
- Tickets may not be resold at a price higher than the one indicated on the ticket for profit and, in particular, in violation of the provisions of paragraphs 545 and 546 of art. 1 of Law 232/2016 and its implementing regulations regarding ticket sales on the secondary market (so-called secondary ticketing); the Organizer reserves the right to proceed to report any relevant facts to the competent Authorities.
- Admission tickets may not be used for commercial, advertising or other promotional reasons (e.g., may not be raffled off as prizes in competitions and/or contests) unless prior written authorization is obtained from the Organizer.
- **Tickets cannot be exchanged or refunded unless the performance is cancelled.** Refunds will not be given if the performance has started. Refund arrangements will be detailed on the Festival website www.festivaldispoleto.com.

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- The organizer reserves the right to postpone the start of the performance 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 Organizer reserves the right to make changes in the assigned seats and capacity of the performance venue arising from any technical requirements and to make changes in the program.
- It is the Buyer's responsibility to inquire about the status of the event and the planned reimbursement arrangements by actively consulting the Organizer's websites and information channels.
- The Organizer has full authority, by its own decision or as a result of changes in the current regulations on the enjoyment of Live Events, to:
 - a. change the program, i.e., the performance venue, date and time of the Event;
 - b. change the capacity and seating plan of the Event venue;
 - c. change the location of seats purchased by the Client;
 - d. establish or change the rules of access to the venue of the Event (such as, but not limited to, mandatory use of FFP2 masks, verification of access credentials imposed by current regulations or other required by law), with which the Client will be required to comply under penalty of inability to participate in the Event;
 - e. In the event that the capacity for the event is reduced, the Organizer reserves the right to cancel tickets in excess of the authorized capacity proceeding to refund the same upon return of the ticket and completion of the appropriate form provided by the ticket office staff or through the official channels of the Organizer. Cancellation will be made according to the chronological order of purchase provided by the ticketing system (starting with the last titles purchased).
 - f. The Buyer and the Users specifically accept and acknowledge that upon the occurrence of the conditions stipulated in paragraphs a), b), c), d) of this Article, there shall be no refund of the Ticket under any circumstances.

DIRECTIONS FOR ACCESS TO THE PERFORMANCE VENUES

- The Ticket must be shown in case of inspection (ex art.18 D.Lgs 60/99) under penalty of inability to participate in the Event.
- **In case the Event takes place in an outdoor space and the Organizer verifies the feasibility of the continuation of the show in case of bad weather, no refund will be due to the Buyer.**
- It is recommended to arrive well in advance of the starting time of the performance; depending on the performance, there is no guaranteed access once the performance has begun.
- If the User fails to meet the time deadlines described in this article, the unoccupied seats will revert to the full managerial availability of the Organizer, with no refund ~~being~~ due to the Buyer for this.
- If, notwithstanding the preceding point, access is allowed beyond the maximum scheduled time, the Buyer will lose the right to occupy his or her seat and must be seated where indicated by the venue staff, even if in seats of a lower price range than the seats purchased.
- **In case of theft or loss, the admission ticket cannot be duplicated, refunded or replaced under any circumstances.**

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- The audience must always follow the directions given by the theater staff who will accompany each spectator to his or her seat.

RULES OF CONDUCT INSIDE THE THEATER

- Spectators will not be allowed inside the performance venues with bottles and glass objects and any other blunt objects that may cause harm to themselves or others. For security reasons, inspection personnel are authorized to requisition any type of object not allowed inside the performance venues, not guaranteeing its safekeeping or return at the end of the event.
- At the end of the event, it is mandatory to strictly adhere to the instructions of the service personnel for compliance with the outflow procedures.
- Cell phones must be turned off before the start of the performance.
- **Smoking is strictly prohibited inside the theaters.**
- For lost and found items, please contact the theater staff.
- It is not permitted to occupy seats other than those assigned even if vacant.
- **Food and beverages are not allowed inside the performance venues.**
- **Animals are not allowed inside the theaters.**
- **Taking photos, audio and video recordings during performances is strictly prohibited.**
- For any problems or needs the spectator is requested to contact the theater staff.

PRIVACY AND SAFETY REGULATIONS

- The Organizer ensures, in accordance with the EU Regulation 2016/679 (GDPR), the confidentiality of personal data and their exclusive use for communications related to the activity of the same and updates on the program of the shows.
- The Organizer may take photos and video footage during the performances, with the purchase of the ticket you automatically grant a release to any use.
- In gaining access to the Event each User fully accepts the conditions described in these Regulations.
- The Purchaser and the Users accept these Regulations and any supplementary clauses to the same published: on the websites of the Organizer; in the presentation or purchase form of the Event at the Seller's website.