

TRANSFER SERVICES TO TEATRO DEL SILENZIO - LAJATICO WITH ANDREA BOCELLI *Thursday 03rd August 2017 – Lajatico, Tuscany*

On Thursday 03rd August 2017 Maestro Andrea Bocelli is performing at Teatro del Silenzio in Lajatico, Tuscany, for the 12th edition of his yearly concert.

WE ARE A TOUR OPERATOR BASED VERY CLOSE TO LAJATICO AND WE ARRANGE RETURN TRANSFER SERVICES ON COACHES OR MINIBUSES FROM MANY TUSCAN TOWNS TO LAJATICO ON THE DAY OF THE CONCERT. SCROLL DOWN AND SEE OUR ANSWERS TO YOUR QUESTIONS!

WHY SHALL I BOOK YOUR TRANSFERS?

Teatro del Silenzio is an open air theater just outside of Lajatico, a small village of 1,000 inhabitants in the heart of Tuscany, **45 kms from Pisa** and **95 kms from Florence**. For the event about 10,000 people get there and the traffic is a major problem for the local authorities. Therefore, **on the days of the concert and the rehearsal the village LAJATICO IS CLOSED TO PRIVATE TRAFFIC**. Private cars are forced to park at a huge parking area located 3 km before Lajatico and visitors to the concert need to queue to take free public shuttle buses uphill to Lajatico. The same happens after the end of the event on the way back and lines go on for long time.

Only priorly licensed cars or buses can get directly to Lajatico, stopping just before a completely restricted pedestrian area, where only organized bus and vans and police or ambulances are allowed. **Our transfer services drive you directly to the pedestrian area in Lajatico**, after a stop in **La Sterza Box office** area.

HOW DO I SKIP THE TRAFFIC CONGESTION?

The **easiest and most comfortable way** to get to Lajatico without losing time in the traffic jam is by **booking seats in our buses leaving from several towns in Tuscany (see details below)**. We have brought to the concert thousands of people and we help you to **solve any logistic problem to enjoy this amazing event**.

Our buses are allowed to reach Lajatico. You will **get off at the closest parking area near the entrance of the pedestrian pathway** leading down to Teatro del Silenzio. **Our operators will be at the parking areas to orientate you** on the way from the bus stop to the arena and on the way back to your find your bus.

DOES THE CATEGORY OF MY TICKETS MAKE A DIFFERENCE?

YES! Please, note that for all visitors owning tickets of sectors **B - Poltronissima, C – Prima Poltrona, D – Seconda Poltrona, E – Poltroncina** and **Tribuna Non-Numerata** there is a **GENERAL ACCESS** to the arena. **Our bus will stop in Lajatico and you need a 10 minute walk down a hill** along a pedestrian pathway.

If you own tickets in the sector A - Executive our bus/car will drive you **straight to the EXECUTIVE PARKING AREA**, and from there you will only walk 100 meters to enter the arena. The buses to the executive parking leave 30 minutes later than the others.

| BUSES DEPARTING FROM | CATEGORY OF TICKETS YOU OWN | | | | MEETING POINT |
|---|---|-----------------|------------------------|-----------------|--|
| <i>All rates include a return transfer on our buses, our assistance at the parking venue and tax</i> | Sector B – Poltronissima Sector C – Prima Poltrona Sector D – Seconda Poltrona Sector E – Poltroncina Sector Tribuna-Non Numerata | | Sector A – Executive | | |
| | Bus leaving at | Rate per person | Bus leaving at | Rate per person | |
| Pisa (downtown) | 16:00 bus 16:30 van | € 70 | 16:30 bus 17:00 van | € 80 | In front of hotel NH Cavalieri you will meet the guide. Then you will walk 5 minutes to the bus with the guide |
| San Giuliano Terme | 16:00 | € 70 | 17:00 | € 80 | near Hotel Bagni di Pisa |
| Volterra | 16:45 bus 17:00 van | € 70 | 17:30 bus 18:00 van | € 80 | in Piazza Martiri della Libertà |
| Pontedera | 16:30 bus 17:00 van | € 70 | 17:00 bus 17:15 van | € 80 | in Via della Misericordia , in front of Hotel Armonia |
| Castelfalfi | 17:00 | € 70 | 17:15 | € 80 | in the parking area of Hotel Tabaccaia |
| San Miniato | 16:15 bus 16:45 van | € 70 | 16:45 bus 17:00 van | € 80 | from Piazza Dante Alighieri AKA Piazza del Mercato |
| Firenze (downtown) | 15:30 bus 16:00 van | € 75 | 16:00 bus 16:30 van | € 85 | in Piazza Santa Maria Novella in front of the church, where you will meet the guide. Then you will walk 10 minutes with the guide to reach the bus that is parked in a proper parking area. |
| San Gimignano | 16:15 bus 16:45 van | € 80 | 16:45 bus 17:15 van | € 90 | at Bus checkpoint , Via Baccanella , in front of Coop Supermarket |
| Montaione & Gambassi Terme | 16:15 bus 16:45 van | € 80 | 16:45 bus 17:15 van | € 90 | Location and time to be advised |
| Valdera Region of Lajatico: Terricciola, Palaia, Peccioli, Capannoli, Ponsacco, Casciana Terme, Lari, Chianni | time to be advised | € 70 | time to be advised | € 80 | Location and time to be advised |
| Lucca | 16:00 bus 16:30 van | € 85 | 16:30 bus 16:45 van | € 95 | |
| Siena | 15:30 | € 100 | 16:00 | € 110 | |

WHAT IF I HAVE BOUGHT MY TICKETS AND HAVE TO EXCHANGE MY VOUCHERS?

Some passengers on our buses buy tickets through other operators and make use of our services only for the transfer to Lajatico and back. In this case they need to stop in La Sterza (3 kms before Lajatico) to exchange the vouchers that they received into proper concert tickets. Some passengers on our buses booked their tickets through us and need to get them on their arrival in Lajatico. For these reasons **all our buses stop in La Sterza for a few minutes**, to allow all passengers to get their proper tickets before getting to the concert area. Our operators welcome all of them in La Sterza and show them where to exchange the vouchers or deliver to them the tickets they bought through our organization. For any assistance one of our cars will be in La Sterza to bring you to Lajatico in case the bus needs to leave before you are ready at the box office.

WHAT IF I NEED TO BUY TICKETS ALSO?

We do not sell tickets associated to our transfer services. We can sell tickets associated to our **packages** including also **transfer and accommodation**.

AND IF I NEED ALSO ACCOMMODATION?

For your participation to the Tatro del Silenzio event, the tour operator Arianna & Friends arranges **several packages with transfer to and from Lajatico by bus, tickets to the concert IN THE BEST AREAS of the arena, accommodation** close to the venue or in Pisa or Florence, and professional **assistance** at the parking areas on the night of the event.

See our packages at the following link: <http://www.ariannandfriends.com/andreabocelli.htm>

GREAT, HOW DO I BOOK?

Please, note that booking occurs through the advanced payment of the total amount of the service. We will process the due payment and confirm booking within short time after reception of the booking form. We will send you an e-mail as a confirmation of your booking just after processing the payment; a pre-voucher will then follow some weeks after. Will will then send you all the information about the transfer (meeting place & time) closer to the date of the event.

In order to **book your transfer service**, please, **fill in and sign the BOOKING FORM BELOW**, print it (only pages 4 and 5 of this file!) and **send it to us** following the **instructions on page 5**.

Please, read the terms of our cancellation policy on the contract.

Thank you for choosing Arianna & Friends!

Arianna, Consuelo, Veronica, Moira, Luca & Massimo

BOOK TRANSFER SERVICE TO LAJATICO AND BACK
Teatro del Silenzio on Thursday 03rd August 2017
PLEASE, PRINT, SIGN AND SEND US THESE NEXT THREE PAGES ONLY!

| BOOKING FORM – TRANSFER TO/FROM TEATRO DEL SILENZIO 2017 | |
|---|-----------------------|
| TRAVELER DETAILS | |
| Name & Surname | |
| Email address & telephone number while in Italy | |
| Billing Address <i>(obligatory for our accountancy)</i> | |
| I will have concert tickets of sectors B, C, D, E or Tribuna non-numerata | <input type="radio"/> |
| I will have Executive concert tickets of sector A | <input type="radio"/> |
| I will have to change the voucher at the box office to get proper concert tickets | <input type="radio"/> |
| I will have proper concert tickets in my hands, no need to change any voucher | <input type="radio"/> |
| TRANSFER FROM | |
| Transfer from PISA downtown & back | <input type="radio"/> |
| Transfer from VOLTERRA & back | <input type="radio"/> |
| Transfer from SAN GIULIANO TERME & back | <input type="radio"/> |
| Transfer from PONTEDERA & back | <input type="radio"/> |
| Transfer from VALDERA Lajatico, Terricciola, Palaia, Peccioli, Capannoli, Casciana Terme, Ponsacco, Lari, Chianni & back <i>specify the town:</i> | <input type="radio"/> |
| transfer from LUCCA & back | <input type="radio"/> |
| Transfer from FLORENCE downtown & back | <input type="radio"/> |
| Transfer from SAN GIMIGNANO & back | <input type="radio"/> |
| Transfer from SAN MINIATO & back | <input type="radio"/> |
| Transfer from MONTAIONE & GAMBASSI TERME & back | <input type="radio"/> |
| Transfer from CASTELFALFI & back | <input type="radio"/> |
| Transfer from SIENA & back | <input type="radio"/> |
| | |
| Number of people in your party | _____ |
| Name of your Hotel* | |
| * The hotel name is only for our records. Many of our transfers will leave from a meeting point in town and NOT from your hotel directly. We will provide you with details of the meeting point in a few weeks. | |
| SUBTOTAL AMOUNT FOR THE TRANSFER SERVICE | € _____ |
| + TRANSACTION FEES (1% of total amount) | € _____ |
| TOTAL AMOUNT | € _____ |

AUTHORIZATION OF CHARGE TO CREDIT CARD

The credit card holder _____
 Name(s) _____ Surname _____

authorizes the **withdrawal of 100% of the above mentioned total amount (including transaction fees)** from the following credit card as a **full payment** for booking the package.

Credit card type _____ **Credit card number** _____
 (Visa or Mastercard)

Expiry date _____
 month _____ year _____

Holder's Signature _____

Payment procedures and cancellation policy

ADVANCED PAYMENT FOR BOOKING

In order to finalize booking an advanced payment of 100% of the total amount must be processed by the Tour Operator Arianna & Friends. A surcharge of 1% applies for transaction fees.

VOUCHER OF CONFIRMATION OF BOOKING

Once the payment is processed, our operator issues a voucher including all information of booking, contact information of the hotel and any necessary instruction. The voucher will be sent per email.

PLEASE NOTE THAT THE BOOKING IS NOT CONFIRMED UNTIL YOU RECEIVE OUR FINAL CONFIRMATION IN WRITING THROUGH THE VOUCHER.

CANCELLATION POLICY

In case of cancellation by travelers, they are requested to contact the agency via fax or e-mail immediately. In the table below you can find the percentage related to the entire amount that will be retained depending on the number of days preceding your arrival date.

| FROM | TO | Cancellation fee |
|------------------------|------------------------|------------------|
| Reservation | 50 days before arrival | 30% |
| 49 days before arrival | 30 days before arrival | 50% |
| 29 days before arrival | 0 days before arrival | 100% |

In case of cancellation by the organization of the event, the tour operator is not responsible for the refund of tickets. The tour operator is only responsible for the refund of the package.

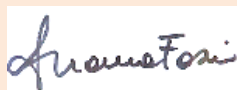
PRIVACY POLICY

The tour operator and travel agency Arianna & Friends Srl (here define as the T.O.) through the websites Ariannandfriends.com and Lamiatoscana.info complies with the obligations under the 2003 Italian Data Protection Act (Decreto Legislativo n.196/03). Additionally, the T.O. understands the importance of maintaining the confidentiality of the information stored about the traveler while using the sites. Contacts and other personal data the traveler supplies are stored by the T.O. and will be used to provide the travelers with the information they have requested. The collected information may be used by the staff the T.O. to keep the traveler updated about its newest activities and events. The T.O. will never wilfully disclose individually identifiable information about any traveler to any party without first receiving permission from that person. Yet, the T.O. is obliged to pass such information on to the relevant suppliers of accommodation (except credit card details), and, if required by them or by law, to security or credit checking companies and public authorities such as customs/immigration offices. The traveler can remove any of the information that the T.O. stores about them, at any time, by sending an email to info@ariannandfriends.com with a request of deletion from the mailing list.

This proforma travel contract the attached file of terms and conditions are understood, accepted and agreed by

The Tour Operator & Travel Agency

The Traveler



2017 event at Teatro del Silenzio with Andrea Bocelli - Informed purchase

Before proceeding with purchasing any offer in object in the present booking form, please confirm that you are fully aware that:

- The tour operator Arianna & Friends issuing this contract is not part of the concert organization and is not responsible for the decisions of the production on how and when to announce the event program. The tour operator is also not responsible for the contents of the event and for the outcome of the performance.
- The tour operator Arianna & Friends arranges logistic services before and after the performance only. No operator of Arianna & Friends is allowed inside the arena and is responsible of any event occurring inside the Teatro del Silenzio.
- The tour operator Arianna & Friends arranges transfer services by minibuses, buses and vans, to and from the apposite parking areas , where guests will meet members of the tour operator to give assistance and information.
- From the parking area to the concert venue guests will need to walk. With executive concert tickets (category A) guests will have to walk only 5 minutes up to the gates. With concert tickets of the other categories (B,C,D) guests will have to walk 10-15 minutes up to the gates and the road is slightly up and down. For this, we don't suggest to buy B,C,D category tickets if you have walking difficulties.
- The program of the event at Teatro del Silenzio with Andrea Bocelli is not a solo-concert.
- The program of the event is not announced yet; details to follow.
- The program could be entirely opera, performed in a language that you are not familiar with.
- In the event that the program does not meet your taste, you will not be entitled to change, replace or get refund for the tickets you purchased.
- In case you cancel the trip because the program does not meet your taste, our penalty as a cancellation fee will apply according to the cancellation policy of this travel contract. Please, see our cancellation policy here above (previous page)

I confirm being aware of the information presented above

The traveler

HOW DO I SEND MY BOOKING FORM TO YOU?

You can send us your completed travel contract (previous 3 pages) in either of the following ways:

1. **Per email**, attached as a PDF or JPEG file, to our main address info@ariannandfriends.com .

Please, note that for the safety of your credit card details, you must not send the contract as a DOC file!

2. **Per fax** to +39 0587 672088.

BRAVISSIMO!

YOU SENT US YOUR BOOKING FORM FOR YOUR TRANSFER TO TEATRO DEL SILENZIO CONCERT WITH ANDREA BOCELLI , LAJATICO ON THURSDAY 03RD AUGUST 2017!

WE WILL NOW **DOUBLE CHECK AVAILABILITY** OF SEATS AND IF SO WE WILL **PROCESS THE PAYMENT** FOR YOUR BOOKING. AFTER PROCESSING YOUR PAYMENT WE WILL E-MAIL YOU OUR **CONFIRMATION OF BOOKING** VIA E-MAIL.

PLEASE NOTE THAT THE BOOKING IS NOT CONFIRMED UNTIL YOU RECEIVE OUR FINAL CONFIRMATION IN WRITING OR THROUGH OUR VOUCHER.

THANK YOU FOR YOUR COOPERATION
AND FOR CHOOSING ARIANNA & FRIENDS

SEE YOU IN LAJATICO IN AUGUST!
Arianna, Consuelo, Veronica, Moira, Luca & Massimo