



**arianna&friends**

the most authentic tours in Tuscany

**ARIANNA & FRIENDS S.r.l.**

Via Salaiola 50/10 50/11 La Rosa, 56030 Terricciola (PI)

Office tel numbers and WhatsApp

+39 348 3352039 +39 334 9167724 Monday-Friday 9:00-18:00

Emergency line +39 3296168473

info@ariannandfriends.com / www.ariannandfriends.com

## **TEATRO DEL SILENZIO – 2025 EDITION**

**with ANDREA BOCELLI in Lajatico, Tuscany**

**Shared return (round trip) transfers by bus or minibus  
to Lajatico on Tuesday 22 July 2025**

**Florence, Pisa, Volterra, Viareggio/Lucca, San Gimignano town,**

**San Gimignano countryside, Pontedera/Ponsacco**

**€ 90 per person – Large buses with over 30 seats**

**Colle Val d'Elsa, San Miniato, Chianni/Terricciola, Lari/Casciana Terme,  
Castelfalfi/Peccioli**

**€ 120 per person – Mini-buses with less than 30 seats**

### **Rates include**

- ✓ return transfer (round trip) on our airconditioned buses and minibuses
  - ✓ guide on board only for buses with over 30 passengers
- ✓ assistance at the parking venue at your arrival and departure in Lajatico
  - ✓ useful gadgets such as a flash light-torch
  - ✓ assistance at the Box office in La Sterza, if needed
  - ✓ agency fee and tax & obligatory bus parking fees

**This transfer is for holders of the show tickets in the following sections:**

**Sector B – Poltronissima , Sector C – Prima Poltrona, Sector D – Seconda Poltrona,**

**Sector E – Poltroncina, Sector Tribuna – Non Numerata**

THE SHARED BUSES OF THIS PACKAGE REACH LAJATICO AND THE GENERAL ADMISSION PARKING AREA, NOT THE EXECUTIVE OR VIP GOLD PARKING AREA. If you have Executive or Vip Gold tickets, you can still take one of these buses, but you are going to access the area through the general admission gate (1 km from the drop off) and not through the executive/Vip Gold gate that is instead 200 meters from the drop off point. If you want to be dropped off at the executive/Vip Gold gate you should buy one of our private transfer packages instead.

## REASONS TO BOOK WITH US

- ✓ **We are locals**, we live in the area of Lajatico. And we love our territory.
- ✓ **We have been selling packages** for this big event **since 2008**.
- ✓ We assist you from the moment of booking to the day of the event and the following days too.
- ✓ We are patient and ready to help. We care.
- ✓ **We prioritize quality and transparency.** That's why we give you a lot to read before confirming. It's essential you are aware of every single detail of this special event.
- ✓ On the day of the show, **we are in Lajatico for you:** at the box office and at the various parking/drop areas, to welcome you, to provide information and to make sure you come back to your van/bus after the show.
- ✓ We will not depart Lajatico until we have confirmed that everyone is safely aboard their vehicles and ready to return to the hotel. Please be punctual for the benefit of the other passengers.
- ✓ **We have dedicated telephone numbers** always available on the day of the show, also at night time for emergencies.
- ✓ **We reduce the risk of waiting in the traffic jam:** we plan for you the most suitable pick-up times in order to arrive in Lajatico before the crowd arrives. You might think the arrival is too early, but our experience tells us that it's better to wait in the center of the town or at the venue with a glass of prosecco in your hands, rather than remain stuck in the traffic.
- ✓ All our vehicles are new, clean and fully airconditioned.
- ✓ We provide a flashlight/torch for the way back to the vans/buses and some other useful gadgets to make your experience more enjoyable.
- ✓ You can include activities such as cooking classes, wine tours, guided tours and make it a memorable trip!
- ✓ We will do our best to make your stay enjoyable and to make sure you'll bring back home the best memories.





## WHAT TO EXPECT AND RECOMMENDATIONS

**What is Teatro del Silenzio?** It's a one-of-a-kind location in the countryside near Lajatico, where Maestro Andrea Bocelli has been performing every summer since 2006. It takes place in Lajatico, little charming hilltop village of Tuscany and birthplace of the famous singer. Andrea chose this location for this event that is different every year, due to his deep attachment to his land, roots and people.

Lajatico has got less than 1,000 inhabitants, and for that special event 12,000 people are expected. Please be aware of this fact to understand the logistic work behind this big event.

Teatro del Silenzio, translated in English "Theater of Silence", is a natural space among the hills overlooking the town of Volterra. It's about 1 km from the town Lajatico and reachable only through 3 little roads in the fields, each corresponding to a specific gate and admission ticket category.

The view from there is stunning, but being in the middle of nowhere means also that there are no infrastructures like in a stadium or a standard music hall. There can be dirt roads, long walks, queue at the gates, chill at night. For sure inside the arena, once you pass the gates, everything is pretty, magical and organized for the special occasion. **There and food and drink stalls. Toilet facilities are also present** inside.

**If you have mobility issues and you are not able to walk up and down to reach your seat, this event is not recommended.**

We will not depart Lajatico until we have confirmed that everyone is safely aboard their vehicles and ready to return to the hotel. For group transfers, please note that we cannot accommodate delays caused by individuals who have become lost or disoriented due to excessive alcohol consumption or similar issues. This behavior disrupts the experience for other travelers and the work of the bus driver and guide. A fine will be applied.

**If you want to add to your Bocelli package also some private tours** with us and activities such as cooking classes, wine and food tasting, biking excursions sightseeing, please book them far in advance, within the end of April. Our company is a small one and we have a limited selection of guides. Once they are booked, we stop the selling.

**If you need to add transfer to/from airport**, train stations or other towns, please book them as soon as possible, within the beginning of May. Drivers are not sufficient for the number of requests during that extra-ordinary week. If you wait last minute you risk to either not find availability, or pay a fortune.

**Please download the app WhatsApp** on your phone. This is how we will communicate with you after the reservation and the way we will send you the confirmation voucher, e-tickets and other essential pieces of information.

**Please have always your phone charged**, especially after the concert in case you have difficulties in finding us. Large and heavy power-banks /phone chargers are not allowed inside the show venue.



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**THIS AND THE FOLLOWING PAGES ARE YOUR OFFICIAL BOOKING FORM**

Please fill the document in, provide your signature on all pages where required, including the cancellation policy pages, and send the pages back via email to [info@ariannandfriends.com](mailto:info@ariannandfriends.com) or

**WhatsApp +39 334 9167724**

**TEATRO DEL SILENZIO 2025 BOOKING FORM**

**Tuesday 22 July 2025**

Primary traveler's full name and full names of guests			
E-mail			
WhatsApp number (obligatory)			
Billing Address (obligatory for our accountancy)			
Number of people in your party			
LARGE BUS € 90	Florence <input type="radio"/> Pisa <input type="radio"/> Volterra <input type="radio"/> Viareggio/Lucca 2 stops <input type="radio"/> San Gimignano town <input type="radio"/> Pontedera/Ponsacco 2 stops <input type="radio"/> San Gimignano countryside 2 stops <input type="radio"/>		
MINIBUS € 120	Colle Val d'Elsa 2 stops <input type="radio"/> San Miniato 2 stops <input type="radio"/> Castelfalfi/Peccioli 2 stops <input type="radio"/> Chianni/Terricciola 2 stops <input type="radio"/> Lari/Casciana Terme 2 stops <input type="radio"/>		
I have e-tickets to the show <input type="checkbox"/>	I have other types of tickets and need special assistance <input type="checkbox"/>	<b>TOTAL AMOUNT</b>	€ _____

**AUTHORIZATION OF CHARGE TO CREDIT CARD**

The credit card holder \_\_\_\_\_  
Name(s) Surname

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

Credit card type \_\_\_\_\_ Credit card number \_\_\_\_\_  
(Visa, Mastercard only. We do not accept American Express)

Expiry date \_\_\_\_\_ month year **Holder's Signature** \_\_\_\_\_  
This is a personal card  this is a business card

In case the customer pays using a EU and non-EU business card the charge will be in Euro.  
In case the customer pays using a EU personal card the charge will be in Euro. In case the customer pays using a non-EU personal card, the charge will be in the currency of their country; this means that the actual charge will be calculated considering the conversion rate of the day of the transaction plus any other possible markup or commission applied by the tour operator's bank and the customer's bank.

**BANK TRANSFER**

**Beneficiary:** Arianna & Friends srl **Beneficiary address:** Via G. Carducci 9, 56037 Peccioli (PI)

**Bank:** BANCA POPOLARE DI LAJATICO S.C.p.A **Bank Address:** Via Mezzopiano, 2, Capannoli 56033, Italy

**IBAN:** IT66 F052 3270 9200 0000 0030 023

**SWIFT/BIC:** BLJAIT3LXXX



### **ADVANCED PAYMENT FOR BOOKING**

In order to finalize booking an advanced payment is due to the Tour Operator Arianna & Friends. The advanced payment is 100% of the total amount, via credit card or bank transfer. Find info above.

In order to fill in the form and sign it, you can use a PDF editing program/app or you can print these pages out and fill them in by hand, take a picture and return them to us via email or WhatsApp.

### **VOUCHER OF CONFIRMATION OF BOOKING**

Our operators will verify the availability of the requested package and once its confirmed and the payment is processed and received, we will issue the confirmation voucher and send it to you via WhatsApp.

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

In the confirmation voucher you'll have the information about time of pick up for the concert, contacts, and details about the other services you book with us.

So, you must always refer to the voucher for the information you need.

### **WHATSAPP IS ESSENTIAL**

From the moment you book with us please have downloaded the app WhatsApp on your phone, that will be our main way to communicate with you. Via WhatsApp we are going to share with you:

**Confirmation voucher, contact number of the guide on board**, further essential information. By using WhatsApp, we are sure that you receive and read everything that is necessary for your Bocelli experience

### **More about the contact numbers on the day of the event**

The name and tel number of your guide on board will be shared 7 days before the show. The number of the driver will be given 1 day before. Please do not ask for the contact earlier. And you are kindly requested to contact them ONLY on the day of the show, not earlier.

## **VERY IMPORTANT INFO:**

### **PICK UP:**

→ The pick-up point in Florence, Pisa, Lucca, Volterra and San Gimignano, might be not in the very center of the town, where buses are not allowed to enter. You'll meet the guide at a convenient meeting point and then you'll reach the bus following their instructions. Information about exact timing and place will be given in the voucher. The drop off point after the show will be the same as the pick-up point.

→ Once in Lajatico, the bus will be allowed to park only in specific parking areas, that are 1 km distant from the gate, with ups and downs. No closer drop off point is permitted. If you have mobility issue this is not the event for you.

→ From Florence, Pisa, Lucca, Volterra and San Gimignano the bus will drive straight to Lajatico.

From the other destinations it might be that the bus needs to stop one time or two on the way to Lajatico to pick up some more passengers.

→ Please, remember that you are part of a group transfer, so being punctual is essential out of respect for all the other passengers. Drivers and/or guides will wait for 5 additional minutes after the scheduled departure time, after which the bus will have to leave. You will need to find your way to Lajatico.

### **ARRIVAL TIME:**

→ Police traffic management is beyond our control. In the event that the road to Lajatico is temporarily closed due to traffic congestion, our buses will need to wait. This is usually a matter of some minutes only, but it cannot be predicted.

→ Our buses are planned to arrive in Lajatico not later than 18:30 (6:30 pm), which is more or less 2 hours before the show starts. Some of you might consider this too early, but we want to make sure, first of all, that you are not stuck in traffic that for sure will occur if you arrive later, and secondly, that you can enjoy the pre-show atmosphere walking through the little alleys of Lajatico, taking pictures, enjoying some nice prosecco or red wine from the region... rather than remained seated on a bus worried not to get to the show on time.

It is a decision taken after many years of experience in bringing our guests to Lajatico for this big event.

## TEATRO DEL SILENZIO PACKAGES - CANCELLATION POLICY

### CASE 1

**When the show occurs regularly, in case of cancellation by customer for any reason, a standard cancellation policy applies:**

CANCELLATION BY THE CUSTOMER for any reason, when the show occurs regularly	From the moment of booking to 50 days before the event	From 49 to 0 days before the event
Show ticket	Not Refundable	Not Refundable
Accommodation, transport & assistance and agency fees	50% Refundable	Not Refundable
If instead the customer is able to resell the package to friends or family, we are happy to record the booking under a different name, at no extra fee.		

### CASE 2

**If the event is postponed by the show organization company for any reason (eg: weather conditions) to a date that is within the next 3 days and the customer cancels:**

CANCELLATION BY THE CUSTOMER when the show is postponed to a date within 3 days from the original date.	
Show ticket	Not refundable
Accommodation, transport & assistance and agency fees	50% Refundable via direct reimbursement, or credit voucher for future bookings with Arianna & Friends of any kind. The customer is entitled to choose. The amount to refund is related only to the services not used at the moment of cancellation. (eg: if it's cancelled when you are already in Tuscany and stayed at the booked hotel 1 night, this 1 night will be not refunded)
If instead the customer decides to confirm their presence for the new date, the show tickets are still valid. Ref. accommodation, if customer needs to stay longer, extra stay costs will be on their charge. Ref. transportation to Lajatico, customer will need for sure a new transfer service, that can be purchased with a discount of 20%.	

### CASE 3

**In case the show is postponed from the organization company for any reason to a different date, month and/or year, (after over 3 days from the original date), and the customer decides not to attend the show on the new date:**

CANCELLATION BY THE TRAVELLER WHEN THE SHOW IS POSTPONED (after over 3 days)	If the customer's decision is related to official travel restrictions decided from their Government due to health issues (eg Covid19), wars, other governative resolutions.	For any other personal reasons



Show ticket	70% Refundable - via direct reimbursement, or credit voucher for future bookings with Arianna & Friends of any kind. The customer is entitled to choose.	Non refundable
Accommodation, transport & assistance and agency fees	70% Refundable - via direct reimbursement, or credit voucher for future bookings with Arianna & Friends of any kind. The customer is entitled to choose.	50% Refundable - via direct reimbursement, or credit voucher for future bookings with Arianna & Friends of any kind. The customer is entitled to choose.
If instead the customer decides to confirm their presence for the new date, the paid amount for the tickets and the rest of the package will be valid for the new date, at no extra fee. The customer is also entitled to change the name on the booking if they are able to resell the full package, at no extra fee.		

#### **CASE 4**

**If the event is cancelled permanently by the show organization company, for any reason, at any time, and it's not postponed this cancellation policy applies.**

PERMANENT CANCELLATION BY THE SHOW ORGANIZATION COMPANY	
Show ticket	Refundable via direct reimbursement or credit voucher – this will depend on the decision from the event organizers who set the rules about the tickets. Arianna & Friends will inform the customer as soon the decision from the event organization company is known and proceed accordingly.
Accommodation, transport & assistance and agency fees	70% Refundable. The amount to refund is related only to the services not used at the moment of cancellation. (eg: if it's cancelled when you are already in Tuscany and stayed at the booked hotel 1 night, this 1 night will be not refunded)

**IMPORTANT: To minimize financial losses, travelers are advised to purchase travel insurance in their home country at the time of booking**

PRIVACY POLICY The tour operator and travel agency Arianna & Friends Srl (here define as the T.O.) through the websites Ariannandfriends.com 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 booking form cancellation policy, terms and conditions are understood, accepted and agreed by:  
The Tour Operator & Travel Agency  
Arianna & Friends srl

**Signature of the Traveler**

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## **Buyer being informed – VERY IMPORTANT – please SIGN this page!**

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

- **Arianna & Friends is a local tour operator and it is not part of the show organization**, neither is responsible for the decisions of the production on how the event is organized and on when the gates will open. The tour operator is also not responsible for the contents of the event and the outcome of the performance.

- The tour operator Arianna & Friends arranges logistic services before and after the performance only. **No representative of Arianna & Friends is allowed inside the arena** and responsible of any event occurring inside the venue.

- Arianna & Friends arranges transfer services by vans, minibuses, and buses to and from the assigned parking areas, where guests will meet members of staff to give assistance and information.

- **The program of the event at Teatro del Silenzio with Andrea Bocelli is not a solo-concert.** Andrea Bocelli is the main artist who performs together with many others. Arianna & Friends is not responsible for how long Andrea Bocelli will perform on stage. 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 or the package you purchased.

- **If you have tickets in Poltornissima, Prima Poltrona Seconda Poltrona, Poltroncina & Tribuna** sections, your destination is the general admission parking area. From the general admission parking area to the main access of the show venue guests will need to walk 15-20 minutes up to the gates and the road is slightly up and down and there can be some congestion at the gate.

-**If you have Executive or Vip Gold tickets**, the executive/Vip Gold parking area is 5-minute walk to the gate, and the road is easier to walk, but there are a few steps up

-**We do not recommend attendance at the event for anyone who has motor difficulties or is in poor physical health.** You herewith confirm that you are able to walk, as no special assistance is provided at the parking area and you might not be able to enter the venue. **If you have walking issues this is not an event for you.**

-**PRIVATE TRANSFER:** For 2 people the transfer is either by a sedan or a van, for 3-8 people by a van of different sizes depending on how large your party is, for parties of 9 people and more the transfer is by minibus/bus.

-**SHARED TRANSFER:** this is guaranteed from most of hotels/accommodations present in this offer and from some main towns in Tuscany. The bus will be allowed to pick-up and drop off passengers only in certain collection points. This is decided by police regulations, and Arianna & Friends, as tour operator, cannot change it.

- For group transfers, **please note that we cannot accommodate delays caused by individuals who have become lost or disoriented due to excessive alcohol consumption or similar issues.** This behavior disrupts the experience for other travelers and the work of the bus driver and guide. A fine will be applied.

-**No glass or metal bottles** are allowed inside the arena. If you see someone that is able to bring them, it's because at the security gate they were not checked in the right way. You can bring your own food, but there is no facility for a classical picknick.

- **No dress code is required.** We suggest to bring comfortable shoes and something to cover your shoulders at night.

-We usually manage 800-900 customers for Teatro del Silenzio. So, for the show week, we must kindly ask you to **limit telephone calls to just essential and urgent matters.** For the rest, you can WhatsApp us.

- If you plan to book extra services such as airport transfer, tours, cooking classes, etc, we suggest you to contact us within 2-3 months before the show, because we cannot guarantee the availability if you contact us later.

- **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. We recommend to issue a travel insurance in your country before leaving.

-**Show tickets will be forwarded to your WhatsApp number** at the latest 10 days before the show and they will have a QR code and Bar code. Without them you will be not able to access the show.

I confirm being aware of the information presented above and I have NO mobility issues

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**Signature of the Traveler**