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 – 2027 EDITION

with ANDREA BOCELLI in Lajatico, Tuscany

SHOW TICKETS + Shared return (round-trip) transfer
Thursday, 22 July 2027

Large bus, guide on board
From: Florence, Pisa, Volterra, Viareggio/Lucca, San Gimignano, San Gimignano countryside, Pontedera/Ponsacco

Small bus, guide on board
From: Casciana Terme/Chianni, Castelfalfi/Peccioli

Minibus, no guide on board; guide available at arrival/departure in Lajatico
From: Colle Val d'Elsa, Vinci, Terricciola

Prices are per person	Large bus, guide on board	Small bus, guide on board	Minibus, no guide on board
~~Shared transfer + ticket in D section, SECONDA POLTRONA~~	~~€ 455~~	~~€ 485~~	~~€ 515~~
Shared transfer + ticket in C section, PRIMA POLTRONA - *Only 1 left!*	€ 560	€ 590	€ 620
~~Shared transfer + ticket in B section, POLTRONISSIMA~~	~~€ 620~~	~~€ 650~~	~~€ 680~~

Rates include

- ✓ Return transfer (round trip) on our airconditioned buses and minibuses
- ✓ Guide on board only where specified
- ✓ For buses with no guide on board, a member of our staff will help finding the bus after the show
- ✓ Show tickets to Teatro del Silenzio
- ✓ 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

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

Pick up points and times*

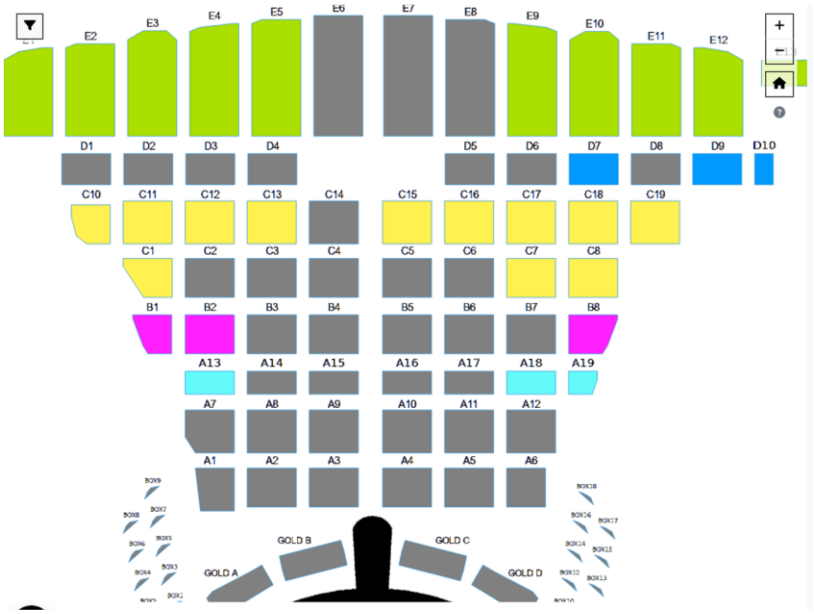
Bus number	Pick up points	Meeting point	Meeting time	Guide on board
1	Florence	Via Garibaldi	15:45	Yes
4	Florence	Via Garibaldi	15:45	Yes
6	Pisa	Piazza Vitttorio Emanuele	16:15	Yes
7	Volterra	Piazza Martiri della libertà	17:00	Yes
9	San Gimignano	Via Baccanella	16:30	Yes
10	San Gimignano countryside	Strada Provnciale 69	17:15	Yes
11 – 1st stop	Pontedera	Piazza Caduti	17:00	Yes
– 2nd stop	Ponsacco	Via Galletta	17:15	Yes
12 – 1st stop	Casciana Terme	Piazza Martiri	17:15	Yes
– 2nd stop	Chianni	Via Roma	17:30	Yes
13	Vinci countryside	Via di Petriolo	17:15	no
14 – 1st stop	Castelfalfi	Castelfalfi Hotel	17:15	Yes
– 2nd stop	Peccioli	Piazza del Carmine	17:30	Yes
15 – 1st stop	Viareggio	Piazza Massimo D'Azeglio	15:45	Yes
– 2nd stop	Lucca	Porta San Pietro	16:30	Yes
16 – 1st stop	Terricciola	Via Pozzuolo	17:30	no
17 – 1st stop	Colle V Elsa	Via Piemonte	17:00	no
– 2nd stop	Colle V Elsa	Via Gracco del Secco	17:15	no

* Please note that pick-up points, times, and bus itineraries may change. The chart above is only an example based on our experience from previous editions.

This is not a private transportation service; you are booking a shared bus or minibus with other passengers.
For private transportation options, please see our other offers available online

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

Example of scheme of the arena at Teatro del Silenzio



← Poltroncina tickets "E"

← Seconda Poltrona tickets "D"

← Prima Poltrona tickets "C"

← Poltronissima tickets "B"

← Executive tickets "A"

← STAGE

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 only sell show tickets provided directly from the show organizers as we have been one of their reliable business partners since the start. For this reason, **our show tickets are safe**, authorized and valid. No scam here.
- ✓ **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 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 clean and fully airconditioned.
- ✓ We provide a guide on board only for buses with over 30 passengers
- ✓ We provide a flashlight/torch for the way back to the vans/buses and some other useful gadgets to make your experience more enjoyable.
- ✓ We will do our best to make your stay enjoyable and to make sure you'll bring back home the best memories.

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

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 are food and drink stalls. Toilet facilities are also present** inside.

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.

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

Important Information for Guests with Mobility or Health Concerns

Please be aware that the Teatro del Silenzio is set in a beautiful but challenging countryside environment, with uneven terrain, unpaved paths, and several uphill and downhill sections**. The event space is not equipped with dedicated support for individuals with mobility issues, and the official organizers do not provide special assistance to help guests reach their seats.**

For your safety and comfort, we strongly advise against using shared transportation options that drop off at the General Admission parking area, which is approximately 1 km from the venue entrance. The walk to and from this point involves significant elevation changes and can be particularly difficult, especially after the event, when fatigue sets in.

In previous years, guests in pain who were not able to walk back from the concert venue to the bus, were only able to reach the parking area via ambulances and emergency vehicles, but only after all other attendees had left, resulting **in long delays and discomfort.** This affected not only the ones needing assistance but also other passengers on the same transfer, who experienced significant waiting times for the return journey.

If you have difficulty walking or suffer from respiratory conditions, shared transfers and private transfers with drop off at the general admission parking area, are not recommended.

The walk from the drop-off point is long, uphill, and physically demanding. In the past, this has led to **serious breathing difficulties** for some guests.
If you are traveling with a wheelchair, please note that shared buses are not suitable. There is a dedicated area for wheelchair users at the venue, but tickets for this section must be purchased directly from the event organizers, not through us.

Your health and safety are our top priority, and we want to ensure you enjoy this experience in the most secure and comfortable way possible.
To avoid these risks, we highly recommend one of the following options:

- Private transportation with us, combined with Executive or VIP Gold tickets, which include access to parking closer to the venue
- Private transportation with us, combined with Special Assistance tickets offered by the event organizers (subject to availability)

Please consider this carefully when booking your transfer and event tickets. We're here to help you make the best and safest choice for your needs.

Please note: As a tour operator, Arianna & Friends is not responsible for any discomfort, health issues, or dissatisfaction experienced due to walking to or from the venue. We are providing this information in advance so you can make an informed and safe choice.

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

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 or **WhatsApp +39 334 9167724**

TEATRO DEL SILENZIO 2027 *BOOKING FORM*

Primary traveler's full name and full names of guests	
E-mail	
WHATSAPP number (obligatory)	
Billing Address (obligatory)	
Nobody in the party has mobility and/or respiratory issues. Each participant is able to walk effortlessly on unpaved roads with ups and downs	◯

Thursday, 22 July 2027 - Shared return (round trip) transfer from

LARGE BUS *guide on board*	Florence ◯ Pisa ◯ Volterra ◯ Viareggio ◯ Lucca ◯ San Gimignano town ◯ San Gimignano countryside ◯ Pontedera ◯ Ponsacco ◯
SMALL BUS *guide on board*	Casciana Terme ◯ Chianni ◯ Peccioli ◯ Terricciola ◯
MINIBUS, *no guide on board*	Colle Val d'Elsa ◯ Vinci ◯ Terricciola ◯

Show ticket + Shared transfer	**Number of people in your party**
~~Shared return transfer + tickets in D ***Seconda Poltrona*** section -~~ ◯	
Shared return transfer + tickets in C ***Prima Poltrona*** section - ***Only 1 left!*** ◯	
~~Shared return transfer + tickets in B ***Poltronissima*** section -~~ ◯	
TOTAL AMOUNT	**€ _____**

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 form below.
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.

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

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 _____ _____ ***Holder's Signature*** _____
month *year*

This is a personal card ◯ ***this is a business card*** ◯

For payments made with a non-EU personal card, the charge will be processed in the currency of the card's account.
This entails that the charge amount will be calculated based on the conversion rate of the transaction day.
Please note that markups or commissions applied by both the tour operator's bank and the credit card holder's bank may apply, up to a maximum of 3.99%
In case of payments through a EU card and non-EU business card the charge will be in Euro.

BANK TRANSFER

Beneficiary: Arianna & Friends srl **Beneficiary address**: Via Salaiola 50/11, 56030 La Rosa, Terricciola (PI)
Bank: BANCA POPOLARE DI LAJATICO S.C.p.A **Bank Address**: Via Mezzopiano, 2 , Capannoli 56033, Italy

Please ensure that all bank fees are charged to your account and that the payment is made in euros

IBAN: IT66 F052 3270 9200 0000 0030 023	SWIFT/BIC: BLJAIT3LXXX

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.

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

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 your concert tickets, time of pick up for the concert, and 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:

Show tickets, 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 7-10 days before the show. Please do not ask for this earlier. And you are kindly requested to contact them ONLY on the day of the show, not earlier.

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%.	

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

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

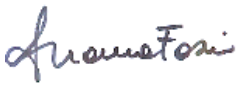
PRIVACY POLICY The tour operator and travel agency Arianna & Friends Srl (here define as the T.O.) through the websites Ariannandfriends.com complies with the obligations under the 2003 Italian Data Protection Act (Decreto Legislativo n.196/03). Additionally, the T.O. understands the importance of maintaining 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 Primary Traveler

T



_____

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

please READ these pages and SIGN the last one

The details written below are part of the present contract, and from the moment you book with us, you agree to the following terms & conditions

TO KNOW BEFORE YOU GO

- Lajatico is a small village with **less than 1,000 inhabitants**.
- During the concert, about **12,000 guests** arrive every night.
- Please be patient: traffic, queues and waiting times are normal.

The Venue

- Teatro del Silenzio ("Theater of Silence") is an open-air venue in the Tuscan hills.
- It is located about 1 km from Lajatico.
- The venue can only be reached through three small country roads, each serving a different entrance and ticket category.
- The location is beautiful but very natural.
- Please expect:
  - dirt roads, uneven ground, walking to the entrance
  - queues at security, cooler temperatures at night

Show start

The show is supposed to start at 8:30 pm and finish before midnight.

Arianna & Friends

Arianna & Friends is a local tour operator that sells holiday packages including tickets to the show (that we book directly from the organizers), accommodation, transportation to/from the concert venue, dinners, activities, tours and gives assistance to the passengers at the parking areas on the date of the show, before and after the show. Arianna & Friends staff will not be inside the concert arena.

Please note:

- Arianna & Friends is a local tour operator located 10 mintues away from Lajatico.
- We are not part of the concert organization.
- We are not responsible for:
  - opening times of the gates, security procedures, seating arrangements
  - organization inside the venue, the concert or the performance itself
  - organization of the seats. The organizers might decide to change the layout of the seats, without informing us.
  - any discomfort, health issues, or dissatisfaction experienced due to walking to or from the venue. We are providing a complete information about the road conditions in advance so you can make an informed and safe choice.
  - urban noises that may occur during your stay near the selected hotel.

Clothing /Dress code

There is no dress code.
Many guests choose elegant clothing, many casual. We recommend:

- comfortable shoes
- a light jacket or something to cover your shoulders for the evening

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

Accessibility
For guests with regular tickets entering through the General Admission gates, the venue does not provide dedicated assistance for guests with mobility or respiratory difficulties. No transportation or special support to reach the seats is provided.
Disabled parking and special access passes must be arranged directly with the concert organizers. In advance. These guests will have a different access procedure.
Please read the section about mobility or health concerns present in the previous pages of this contract. This event is not suitable for people with mobility or respiratory issues.

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 might be challenging as it is up and down. There can be some congestion at the gate that delays the entrance.

Executive or Vip Gold Tickets: we sell Executive and Vip Gols tickets only with Private transportation. So please find the dedicated offer on our website. The present booking form is for shared bus transportation.

Your Guide On Board
If you have booked a bus transfer with a guide, please listen carefully to the guide's instructions during the journey. The most important information concerns the return after the concert.
Your guide will explain:

- where the meeting point is after the show;
- to remember your **bus number** – your guide will be holding a sign with that number;
- once everyone has returned to the meeting point, you will walk back to the bus together.

Please follow these instructions carefully to ensure a safe and smooth departure for everyone.

If you are **not travelling with a guide**, you can find the **Arianna & Friends** staff wearing **red T-shirts** in the parking areas. We will be happy to answer your questions and provide assistance before and after the concert.

Your Welcome Bag
One complimentary Welcome Bag is provided for every two guests (not one per person).
Inside each Welcome Bag you will find:
1 flashlight, 1 paper fan, 2 bracelets
If you need an extra flashlight, fan or bracelet, please ask your guide. They may have some spare items available. How to get your welcome bags:

A) If you are travelling **by bus with a guide**, the Welcome Bags will be distributed:
   - on board by your guide;
   - or at the winery, if you have booked the Winery Package.

B) if you are travelling **by bus with no guide**, the Weclome Bags will be given to you upon arrival at the football field (campo sportivo) from our staff

Access to the gates
The concert staff (not our agency) will:

- perform security checks at the first gate. No to: metal, glass, sharp objects, big umbrellas, big phone chargers, big bags.
- check your ticket with a QR code reader at the second gate
- direct you to your seats once inside

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

Toilets
Portable toilets are available inside the venue. Queues might be long.

Food & Drinks
You may bring your own food. Please note:

- **Glass or Metal bottles are not allowed.**
- Small plastic water bottles are allowed, but security often removes the cap or may ask you to throw the bottle away. Security checks may vary depending on the staff at the gate.

Food and drink stalls are available inside the venue. Queues might be long.

If you have booked a transfer to the General Admission area (not VIP or Executive) without the Winery Package, you will arrive early enough to enjoy some food or drinks in the village of Lajatico, which is about a 6–7 minute walk from the security gate. We suggest to go back to the gate at 19.30 (7:30 pm).

With Tribuna Non-Numerata tickets (not numbered) we suggest you to go straight to the gate.

HOW IT WORKS AFTER THE SHOW

The bus you are travelling to Lajatico is the same for the return; you can leave your things there, but the vehicle might be unattended.

Traffic after the concert is **very busy**, as all vehicles leave the venue using the same country roads. There will also be large crowds walking back to the parking areas.
Please return the same way you entered.
Please be patient and start walking back as soon as the concert ends.
We will leave Lajatico only after we have confirmed that all guests are safely back on board their vehicle.

If you entered through the General Admission gates
Leaving the venue can be confusing.
After the walk uphill do not follow the crowd to the right. If you turn right, you will arrive at the public shuttle bus area, not at the parking area for your organized transfer.
Instead, at this crossroads, https://maps.app.goo.gl/egG1msE86ebFdaby9
continue straight down the road towards “campo sportivo (football pitch) /Private buses & drivers.
There you will find: your guide, at the agreed meeting point;
Please do not take the public shuttle buses.

Group Transfers
For guests travelling by bus or shared transfer:

- Please return to your vehicle as instructed by your guide.
- We cannot delay the departure because someone is missing due to excessive alcohol consumption or similar situations.
- This causes delays for all other guests and affects the work of the driver and guide.
- A penalty fee may be applied in these cases.

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

LAST INFO TO SHARE

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.

We strongly suggest you to plan the **check-out date** from your hotel not on the day after the concert, but at least 2 days after the concert, because **in case of bad weather** the concert is postponed to the following day

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.

For shared transfers by large bus, your **guide's name** and telephone number will be shared via WhatsApp at least 7 days before the show.

We usually manage 800-900 customers for Teatro del Silenzio each night. 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.

In case you cancel the trip, our penalty as a cancellation fee will apply according to the cancellation policy of this travel contract. We strongly recommend to issue a travel insurance in your country before leaving.

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

Signature of the main Traveler

_____