

TEATRO DEL SILENZIO 2027

TERMS & CONDITIONS AND IMPORTANT INFORMATION

Arianna & Friends packages for Andrea Bocelli's Teatro del Silenzio 2027, Lajatico, Tuscany

Please read this document carefully before booking. The following information forms part of the booking contract with Arianna & Friends S.r.l. By confirming a booking, the main traveller confirms that these terms and conditions and the information below have been read, understood and accepted.

1. The Event and Venue

- The concert takes place at Teatro del Silenzio, an open-air venue in the Tuscan countryside near Lajatico.
- Lajatico is a small village with fewer than 1,000 inhabitants; approximately 12,000 guests may attend the event.
- Traffic, queues and waiting times are therefore normal and should be expected.
- The venue is approximately 1 km from Lajatico and can only be reached through three small country roads, with different roads serving different entrances and ticket categories.
- The venue is a natural countryside location rather than a conventional stadium or indoor concert hall.
- Guests should expect unpaved and uneven roads, uphill and downhill sections, walking to the entrance, security queues and cooler temperatures at night.
- The show is scheduled to start at approximately 8:30 pm and is expected to finish before midnight. The final timing is determined by the event organizers.

2. Arianna & Friends – Role and Responsibilities

- Arianna & Friends S.r.l. is a local tour operator and travel agency. We are not part of the concert organization.
- Concert tickets are booked directly from the show organizers.
- Our services may include accommodation, transportation to/from the concert venue, dinners, activities, tours and assistance at parking/drop-off areas on the day of the show.
- Arianna & Friends staff will not be inside the concert arena.
- We are not responsible for the opening times of the gates, security procedures, seating arrangements, the organization inside the venue, the concert or the performance itself.
- The event organizers may change the seating layout without informing Arianna & Friends.
- Arianna & Friends is not responsible for urban noise that may occur near town-centre accommodation, including noise from people, vehicles or construction work.
- Arianna & Friends is not responsible for discomfort, health issues or dissatisfaction caused by walking to or from the venue. Guests are provided with this information in advance so they can make an informed and safe choice.

3. Accommodation

- The minimum stay depends on the accommodation selected. Additional nights may be available.
- Guests may normally choose their check-in and check-out dates subject to the minimum-stay requirements and any restrictions applicable to the selected accommodation.
- All accommodation included in the packages has air conditioning and Wi-Fi.
- Tourist/city tax is payable directly at the hotel and is not included in the package price where indicated.
- For town-centre hotels, some urban noise may occur.

- Accommodation details, hotel contacts and the confirmed stay dates are stated in the final booking confirmation voucher and should always be checked there.

4. Transportation to and from the Concert

- Depending on the ticket category and package selected, transportation may be shared by bus/minibus or private.
- Executive and VIP Gold arrangements include private transportation according to the selected package.
- For other ticket categories, shared transportation may be included, with a private-transfer upgrade available where offered.
- Pick-up points and pick-up times may change. The final pick-up information is the information shown in the confirmation voucher and/or the final instructions sent by WhatsApp.
- For private transfers, the driver normally picks guests up at the accommodation, subject to the specific arrangements stated in the booking confirmation.
- For some shared transfers, guests may need to walk from the hotel to a designated bus check point.
- Large shared buses with guides may have a guide on board. Guests must follow the guide's instructions, especially for the return journey.
- Vehicles may be parked separately from the venue entrance. Guests must be able to walk from the relevant parking/drop-off area to the venue and back.
- All guests must be punctual. The vehicle cannot be held indefinitely for late passengers.
- Arianna & Friends will not leave Lajatico until it has confirmed that guests are safely back on board their vehicle, but individual delays cannot be allowed to disrupt the entire group.
- In cases involving excessive alcohol consumption or similar situations that cause a guest to miss the meeting point or delay the group, a penalty fee may be applied.

5. Walking, Mobility and Health – IMPORTANT

The Teatro del Silenzio is located in a challenging countryside environment. Guests must be physically able to walk on unpaved roads with uphill and downhill sections.

- The General Admission parking area is approximately 1 km from the venue entrance. The walk includes significant elevation changes and can be particularly demanding after the concert.
- For regular tickets using the General Admission entrance, the walk from the parking area to the gates may take approximately 15–20 minutes and may involve uneven uphill/downhill roads and queues.
- Executive/VIP Gold parking is closer to the venue; the walk to the gate is approximately 5 minutes, although there are still some steps.
- The event venue does not provide dedicated assistance for guests with mobility or respiratory difficulties reaching their seats from the parking areas.
- Guests with walking difficulties or respiratory conditions should not choose a transfer that drops them at the General Admission parking area.
- Shared buses are not suitable for wheelchair users.
- A dedicated wheelchair area exists at the venue, but tickets for this section must be purchased directly from the event organizers, not through Arianna & Friends.
- Disabled parking and special-access arrangements must be arranged directly with the concert organizers in advance.
- Guests who have relevant mobility or respiratory concerns must inform Arianna & Friends before booking so that the most appropriate option can be assessed.
- Recommended options for guests with such concerns are private transportation combined with Executive/VIP Gold tickets, or private transportation combined with Special Assistance tickets offered by the event organizers, subject to availability.

- Arianna & Friends cannot be held responsible for discomfort or health problems arising from walking conditions at the venue.

6. Concert Access, Security and Venue Rules

- Concert staff, not Arianna & Friends staff, carry out security checks and control access to the venue.
- Security checks take place at the entrance. Metal, glass, sharp objects, large umbrellas, large phone chargers/power banks and large bags are not permitted according to the information provided by the organizers.
- Tickets are checked by QR code at the relevant access gate.
- Guests must follow the instructions of the concert staff regarding access and seating.
- Portable toilets are available inside the venue; queues may be long.
- Food and drink stalls are available inside the venue; queues may be long.
- Guests may bring their own food, but glass or metal bottles are not allowed.
- Small plastic water bottles may be allowed, but security may remove the cap or require the bottle to be discarded. Security procedures may vary at the gate.
- There is no formal dress code. Comfortable shoes and a light jacket or something to cover the shoulders are recommended.
- Large/heavy power banks or phone chargers are not allowed inside the venue. Guests should keep their phones sufficiently charged, especially after the concert.

7. Executive and VIP Gold Tickets

- Executive and VIP Gold tickets provide access to a closer parking area than General Admission.
- Executive tickets include private transportation according to the relevant package and access to the Executive pre-concert aperitif organized by the show organizers.
- VIP Gold tickets include private transportation according to the relevant package, closer seating, access to the VIP area/parking, complimentary drinks before the show and during intervals, and a VIP Gold gift, according to the organizer's arrangements.
- VIP Gold tickets are sold only in pairs; odd numbers cannot be booked.
- Executive/VIP Gold access requires the relevant barcode/identification provided with the ticket arrangements.

8. Return After the Concert

- The return journey is expected to be affected by heavy traffic because all vehicles leave the venue using the same country roads.
- Large numbers of guests will walk back towards the parking areas.
- Guests must return using the same access route and follow the instructions given by the guide or Arianna & Friends staff.
- Guests travelling by shared bus should remember their bus number and return to the agreed meeting point.
- Guests using General Admission parking should not follow the public shuttle-bus crowd. They must continue towards the designated meeting point for private buses/drivers as instructed by the guide or staff.
- Guests using Executive/VIP access should leave through the same route and follow the instructions given by Arianna & Friends staff on arrival.
- The same vehicle used for the outward journey is normally used for the return. Guests may leave belongings on the vehicle, but the vehicle may be unattended.
- Arianna & Friends will wait until all guests are safely on board before departing. However, the group cannot be delayed because an individual is lost, disoriented or excessively intoxicated.
- Guests should begin walking back towards the meeting point as soon as the concert ends.

9. Welcome Bags and Assistance

- One complimentary Welcome Bag is provided for every two guests, not one per person.
- The standard Welcome Bag contains one flashlight, one paper fan and two bracelets.
- Extra items may be available on request but cannot be guaranteed.
- Depending on the transfer type, Welcome Bags are distributed by the guide, at the winery, at the football field meeting point or at the Executive parking area.
- Arianna & Friends staff will be present in the relevant parking/drop-off areas before and after the concert to provide information and assistance.

10. Communication and Important Documents

- WhatsApp is essential for communication after booking.
- Guests must provide a working WhatsApp number and have WhatsApp installed on their phone.
- The booking confirmation voucher, show tickets and other essential information are sent via WhatsApp.
- The final voucher contains the confirmed hotel information, concert ticket details, pick-up time and other booked services. Guests should always refer to the latest voucher/instructions.
- Show tickets are sent to the WhatsApp number no later than 10 days before the show. They contain the QR/bar code required for admission. Without the valid ticket code, access to the show is not possible.
- For large shared buses, the guide's name and telephone number are normally sent via WhatsApp at least 7 days before the show.
- For private transfers or shared minibuses, the driver's name and telephone number are normally sent on the day of the show or the day before.
- During the show week, Arianna & Friends handles a very large number of guests. Please use WhatsApp for non-urgent communication and reserve telephone calls for essential or urgent matters.
- Emergency assistance is available on the day of the show, including at night.

11. Booking and Confirmation

- A booking is not confirmed until Arianna & Friends has checked availability, received and processed the payment, and issued the final confirmation in writing.
- The required advance payment is 100% of the total booking amount.
- Payment can be made by credit card or bank transfer, according to the payment instructions supplied by Arianna & Friends.
- Visa and Mastercard are accepted; American Express is not accepted.
- For non-EU personal cards, the charge may be processed in the currency of the card account and the final amount may depend on the exchange rate on the transaction date. Bank/card mark-ups or commissions may apply, up to the maximum stated in the booking documentation.
- For bank transfers, payment must be made in euros and any bank fees must be paid by the customer.
- Travellers are strongly advised to purchase travel insurance in their home country at the time of booking.

12. Cancellation by the Customer – Show Takes Place as Scheduled

- Show tickets are non-refundable.
- From the time of booking up to 50 days before the event: accommodation, transport, assistance and agency fees are 50% refundable.
- From 49 to 0 days before the event: accommodation, transport, assistance and agency fees are non-refundable.
- If the customer resells the complete package to friends or family, Arianna & Friends may change the name on the booking at no additional fee, subject to the booking being transferred as a whole.

13. Show Postponed to a Date Within the Following 3 Days

- If the show organizers postpone the event for any reason, including weather conditions, to a date within the next 3 days and the customer chooses not to attend, the show ticket is non-refundable.
- Accommodation, transport, assistance and agency fees are 50% refundable, either by direct reimbursement or as a credit voucher for future bookings with Arianna & Friends; the customer may choose between these options.
- Refunds relate only to services not yet used at the moment of cancellation. For example, if the customer has already arrived in Tuscany and used one hotel night, that night is not refundable.
- If the customer attends the postponed show, the original show ticket remains valid.
- If additional hotel nights are required because of the postponement, the additional accommodation costs are charged to the customer.
- A new transfer to Lajatico is required for the postponed date and may be purchased with a 20% discount.

14. Show Postponed by More Than 3 Days

- If the show is postponed by the organizers to a different date, month and/or year, and the customer decides not to attend the new date, different cancellation conditions apply.
- Where the cancellation is caused by official travel restrictions imposed by the customer's government due to health issues, war or other governmental resolutions: the show ticket is 70% refundable, either by direct reimbursement or credit voucher for future bookings with Arianna & Friends; accommodation, transport, assistance and agency fees are also 70% refundable.
- For other personal reasons: the show ticket is non-refundable; accommodation, transport, assistance and agency fees are 50% refundable, either by direct reimbursement or credit voucher for future bookings with Arianna & Friends.
- Refunds relate only to services not used at the moment of cancellation.
- If the customer confirms attendance on the new date, the amount already paid for the tickets and the rest of the package remains valid for the new date at no additional fee.
- If the customer resells the complete package, the name on the booking may be changed at no additional fee.

15. Permanent Cancellation by the Show Organizers

- If the event is permanently cancelled by the show organizers and is not postponed, the refund rules for the concert ticket depend on the decision and rules established by the event organizers.
- Arianna & Friends will inform the customer as soon as the organizers' decision is known and will proceed accordingly.
- Accommodation, transport, assistance and agency fees are 70% refundable.
- Refunds relate only to services not used at the moment of cancellation. For example, a hotel night already used before cancellation is not refundable.
- Travel insurance is strongly recommended to minimize financial losses.

16. Weather and Postponement

- The event is an outdoor concert and weather conditions may affect the performance.
- In case of rain or other circumstances determined by the event organizers, the show may be postponed.
- Guests are strongly advised not to plan hotel check-out for the day immediately after the concert. The documentation recommends checking out at least two days after the concert to allow for a possible postponement to the following day.
- Any decision concerning postponement, cancellation or the final performance schedule is made by the event organizers, not Arianna & Friends.

17. Food Restrictions and Special Requests

- Food restrictions must be communicated at the time of booking.
- Last-minute menu changes may not be possible.
- Guests should provide complete and accurate information about food restrictions when completing the booking form.

18. Extra Services

- Additional services such as airport/train-station transfers, tours, cooking classes and other activities are subject to availability.
- Because demand is exceptionally high during the Teatro del Silenzio period, availability cannot be guaranteed for last-minute requests.
- Arianna & Friends recommends booking additional services several months before the event; the booking documentation specifically recommends contacting the agency within 2–3 months before the show.
- Once available guides, drivers or activity places are fully booked, sales may be closed.

19. Personal Data and Privacy

- Arianna & Friends stores the contact and personal information supplied by travellers in order to provide the requested services and information.
- Relevant personal information may be shared with accommodation providers and other suppliers when necessary to provide the booked services.
- Credit card details are not shared with accommodation suppliers.
- Information may also be provided where required by law or by competent authorities.
- Arianna & Friends does not intentionally disclose individually identifiable traveller information to third parties without permission, except where necessary for service provision or required by law.
- Travellers may request removal of their information from the mailing list by contacting info@ariannandfriends.com.

20. Important Final Notes

- Guests are responsible for reading all information before booking and for ensuring that the selected package and ticket category are suitable for their physical ability and travel plans.
- Please keep your phone charged throughout the event, especially after the concert.
- Please follow the instructions of Arianna & Friends staff, guides, drivers and concert security personnel.
- The information in the final confirmation voucher takes priority for the guest's specific booking, including the confirmed hotel, pick-up point, pick-up time and booked services.
- By signing the booking form and/or confirming the booking, the main traveller confirms that these Terms & Conditions and the related important information have been read, understood and accepted.

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