



RULES FOR PUBLIC COVID-19 EMERGENCY

All the customers are requested, before booking, to ensure that there isn't any travel restriction from the country of origin and for which La Fenice Opera House cannot be held responsible for.

The responses of the governments to the crisis are constantly evolving. So we invite you to check the official website of the La Fenice Opera House for any further update and, especially, to consult the indications and the rules applied by your local government authorities for most recent news.

For the terms of reimbursement, La Fenice Opera House will apply, in order to protect the customers, the provisions issued by the Government in all the cases of force majeure which may lead to the cancellation of the shows.

With reference to the corporate security protocol after Covid-19 emergency, spectators are invited to observe the following rules:

- a) Entering the Theatre, the automatic thermoscanner will take the temperature: if the temperature exceeds 37.5 °C, you will not be allowed to enter the Theatre.
- b) However, it is recommended to take the temperature at home before going to the Theatre. If the temperature exceeds 37.5 °C or, similarly, if you experience flu-like symptoms (cough, joint pain, cold) and the temperature does not exceed 37.5 °C, you should stay at home and implement the provisions of law.
- c) Access to the Theatre is only allowed if you have already purchased a numbered ticket: the ticket has your name on it and an attendance list will expire after 14 days in compliance with the General Data Protection Regulation - GDPR (EU) 2016/679.
- d) Access to the Theatre is limited according to the sector and to the assigned seat and it is allowed through the entrance indicated on the ticket, respectively:
 - a. Entrance San Gaetano for poltronissima and boxes first row sectors;
 - b. Entrance Principale boxes second and third rows sectors;
 - c. Entrance Calle della Fenice for the galleries and for those who will need to use the elevator.
- e) Entering to theatre, it is recommended to respect the entrance and the time indicated on the ticket and to sit in the assigned seat ; if you occupy a different seat than the one indicated on the ticket, you will be asked to occupy the assigned seat.
- f) It is recommended to wear the mask and wait outside, respecting your shift and keeping the safety distance of 1 m from the other people waiting.
- g) Dispenser for hand sanitization are placed in the Theatre: sanitize your hands at the entrance.
- h) The cloakroom service is not available.
- i) The bar service is not available.
- j) It is recommended to wear the mask in the theatre, from the entrance until you reach your seat (for children the general rules are applied), and, in any way, whenever you move from your seats, included when you leave.
- k) It is recommended to limit movements inside the Theatre, only if necessary and respecting the legal provisions, keeping the safety distance of 1 m and wearing the



Fondazione Teatro La Fenice
San Marco, 1965 Venezia

mask.

- l) The elevator is reserved to galleries spectators and to people with disabilities.
 - m) The Theatre hall seats are arranged considering the safety distance of 1 m, both in front and sideways.
 - n) The safety distance is not necessary for families, cohabitants and all people that, according to the current provisions, are not subject to the interpersonal distance: for these people it is possible to purchase contiguous seats while assuring the distance of 1 m from the other spectators. At the purchase of the contiguous seats, the customer assumes responsibility by accepting this regulation.
 - o) At the end of the show you are invited to exit in an orderly way, keeping the safety distance and according to the guidelines provided by the staff.
- P) If you do not use tickets, the ticket cannot be cancelled, changed or refunded according to the Italian Law - Legislative Decree 22/05/1999, n. 185 - Art. 7 - paragraph b), in implementation of the ECC Directive 97/7/CE.

Venice, 18/06/2020

The Direction