



RULES FOR PUBLIC COVID-19 EMERGENCY

All the customers are requested, before purchasing, 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; In the case of non-use or of the customer's failure to attend a performance, tickets cannot be shifted to another date or reimbursed.

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.

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 stalls;
 - b. Entrance Principale boxes first, 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) Face masks are compulsory inside the theatre, for the whole period of stay (for children the general rules are applied); in addition masks must be worn correctly, covering the nose and mouth.
- 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 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



Fondazione Teatro La Fenice
San Marco, 1965 Venezia

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) Seats in the boxes could be purchased for families and cohabitants from a minimum of 2 up to 4 seats: seats will be sold from the front seats (seat 1 and seat 2).
- p) 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.
- q) 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