



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 – 2024 EDITION

with **ANDREA BOCELLI** in Lajatico, Tuscany

Shared return (round trip) transfers by bus or minibus to Lajatico on 17 & 19 July 2024 from Florence, Pisa, Volterra, Lucca, San Gimignano, Pontedera/Ponsacco, Terricciola/Borgo alle Vigne, Colle Val D'Elsa, Casciana Terme/Chianni, San Miniato/Vinci, Castelfalfi/Peccioli

€ 90 per person

including

- ✓ 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 PARKING AREA. If you have executive 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 gate that is instead 200 meters from the drop off point. If you want to be dropped off at the executive gate you should buy one of our private transfer packages instead.

Why to book with us

- ✓ We are locals, we live in the area of Lajatico. And we love our territory
- ✓ We assist you from the moment of booking to the day of the event and the following days
- ✓ We are patient and ready to help
- ✓ On board of the large buses with over 30 people, you'll have a guide who takes care of the whole itinerary
- ✓ On the day of the show, we are in Lajatico for you: at the box office and at the parking lots
- ✓ We don't leave Lajatico until we are sure that each of you is on their vehicle back to the hotel
- ✓ We have dedicated tel numbers always available on the day of the show, also at night time
- ✓ You have the choice: you can buy a full complete package, or personalize it 100%
- ✓ All our vehicles are new, clean and fully airconditioned
- ✓ We provide a flashlight/torch for the way back to the 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!



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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 or WhatsApp +39 3296168473

TEATRO DEL SILENZIO 2024 **BOOKING FORM**

Name& surname of each participant						
E-mail						
WhatsApp number (obligatory)						
Billing Address (obligatory for our accountancy)						
Show on Wednesday 17 July 2024 <input type="radio"/>			Show on Friday 19 July 2024 <input type="radio"/>			
€ 90 per person Shared return (round trip) Transfer from					Number of people in your party _____	
Pisa fully booked <input type="radio"/>	Florence (Firenze) <input type="radio"/> Fully booked	San Gimignano <input type="radio"/> Only for the 19	Villa San Paolo (SanGimignano) Only for the 17 <input type="radio"/>	Colle Val d'Elsa <input type="radio"/> Only for the 17	Volterra <input type="radio"/> 17 and 19	Lucca <input type="radio"/> fully booked
Terricciola / Borgo alle Vigne fully booked <input type="radio"/>	Vinci / San Miniato <input type="radio"/> fully booked	Casciana Terme / Chianni <input type="radio"/> Only for the 19		Peccioli / Castelfalfi <input type="radio"/> Only for the 19		Pontedera <input type="radio"/> Only for the 19
I have e-tickets to the show <input type="checkbox"/>			I have other types of tickets and need special assistance <input type="checkbox"/>			
TOTAL AMOUNT					€ _____	

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, Via Carducci 9 Peccioli (P) I-56037

Bank: BPM Banco Popolare di Milano, agency in Peccioli (PI), Via Mazzini 18, I -56037

IBAN: IT26D050347110000000001381

SWIFT/BIC: BAPPIT21T90



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 or of the driver, 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. 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.

Useful 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, San Gimignano, Volterra we have big buses with 50-55 seats. From Lucca a 35-seat bus. From the other locations we have buses with 15-25 seats.

→ 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	Non refundable



	& Friends of any kind. The customer is entitled to choose.	
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.
<p>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.</p> <p>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.</p>		

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: In order to reduce and avoid money loss, the traveller is advised to issue an insurance policy in their country at the moment 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

T



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Buyer being informed – VERY IMPORTANT

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 operator of Arianna & Friends is allowed inside the arena and responsible of any event occurring inside the Teatro del Silenzio.

- 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.

- 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.

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.**

- in the largest towns, 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.

-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.

- **Toilets:** inside the football field/pitch there are some toilets available. More inside the show arena.

-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 3 weeks before the show, because we cannot guarantee the availability if you contact us later.

- 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.

- 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.

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

Signature of the traveler