



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 – 2025 EDITION

with **ANDREA BOCELLI** in Lajatico, Tuscany

If you already have purchased your tickets to the show, book with us on **Saturday 26 July 2025** a shared return (round trip) transfer from **Pisa, Florence or San Gimignano** with a wine tasting and country dinner at a local winery, to make it a memorable day.

SHARED TRANSFER & PRESHOW DINNER AT THE WINERY

Only From Pisa,
Florence or San
Gimignano

190 € per person

Rates include

- ✓ return transfer (round trip) on our airconditioned buses
 - ✓ guide on board
 - ✓ country dinner and wine tasting at the winery
- ✓ 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 OR VIP GOLD PARKING AREA. If you have Executive or Vip Gold 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/Vip Gold gate that is instead 200 meters from the drop off point. If you want to be dropped off at the executive/Vip Gold gate you should buy one of our private transfer packages instead.



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PRE- SHOW DINNER & WINE TASTING

Treat yourself with a **lovely country dinner before the show** to experience a memorable day in Tuscany. Book the private transfer and pre-show dinner package at a local winery. **The wineries we selected produce excellent wines** and on that special evening an early Tuscan dinner is served with the **tasting of 4 of their delicious wines**. From the winery you'll be able to enjoy a **fantastic view over the vineyards** and the Tuscan hills. **It's a casual & dynamic event with wine tasting and matching food, perfect to socialize with the other fans of Andrea Bocelli**. Please remember that the wineries are close to Lajatico and they are not restaurants. So please don't expect a typical restaurant dinner or a traditional wine tour (there won't be time for it, as the priority that day is the concert). **It's a light and refreshing meal matching the wines produced at the winery**. A brief visit to the winery is included, for those who are interested with possibility to purchase wine also for shipping.



PLEASE NOTE: The cost of the package including the wine tasting dinner includes also the extra time of the driver at your disposal for the stop at the winery, if compared to a simple shared transfer option.

You are supposed to arrive at the winery at 4:30/5 pm. The experience at the winery lasts around 1,5 hours. After that, your journey continues to Lajatico and to the parking areas (5-20 minute-walk to the gates) The show is meant to start at 8:30 pm and we want to make sure you'll be at the gate not later than 7:30 pm to avoid queues and to enjoy the sunset, the view and the pre-show atmosphere.



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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 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 van/bus after the show.
- ✓ We have dedicated telephone numbers always available on the day of the show, also at night time for emergencies.
- ✓ 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 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. We make sure you arrive in time to go straight to the gate and enjoy the preshow atmosphere at the venue.
- ✓ 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.
- ✓ The buses will have a guide on board for a more complete and safe service.
- ✓ We will do our best to make your stay enjoyable and to make sure you'll bring back home the best memories.



THIS AND THE FOLLOWING PAGES ARE YOUR OFFICIAL BOOKING FORM



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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 2025 *BOOKING FORM*

Shared transfer + preshow dinner on Saturday 26 July 2025

Primary traveler's full name and full names of guests	
E-mail	
WHATSAPP number (obligatory)	
Billing Address (obligatory)	
Food restrictions (last minute changes on menu not possible)	
Number of people in your party	

Bus pick-up from

Pisa <input type="radio"/> (300 meters from the train station, meeting at 3:30 pm)	Florence <input type="radio"/> (near Hotel Palazzo Montebello, meeting at 3 pm)	San Gimignano <input type="radio"/> (at the bus check point near the COOP, meeting at 3:15 pm)
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Exact pick-up point and time will be given in the confirmation voucher. The pick-up point is regulated by the local police.

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 **Beneficiary address:** Via G. Carducci 9, 56037 Peccioli (PI)

Bank: BANCA POPOLARE DI LAJATICO S.C.p.A **Bank Address:** Via Mezzopiano, 2 , Capannoli 56033, Italy

IBAN: IT66 F052 3270 9200 0000 0030 023

SWIFT/BIC: BLJAIT3LXXX

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 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:

Confirmation 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 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%.	

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	50% Refundable - via direct reimbursement, or credit voucher for future bookings with Arianna & Friends of any kind. The customer is



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	customer is entitled to choose.	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: 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

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Buyer being informed – VERY IMPORTANT – please SIGN this page!

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 representative of Arianna & Friends is allowed inside the arena** and responsible of any event occurring inside the venue.
- 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.
- **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.
- **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 is slightly up and down and there can be some congestion at the gate.
- **If you have Executive or Vip Gold tickets**, the executive/Vip Gold parking area is 5-minute walk to the gate, and the road is easier to walk, but there are a few steps up.
- **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.**
- **PRIVATE TRANSFER:** For 2 people the transfer is either by a sedan or a van, for 3-8 people by a van of different sizes depending on how large your party is, for parties of 9 people and more the transfer is by minibus/bus.
- **SHARED TRANSFER:** this is guaranteed from most of hotels/accommodations present in this offer and from some main towns in Tuscany. 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.
- 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.
- **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.
- 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 2-3 months before the show, because we cannot guarantee the availability if you contact us later.
- **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. We recommend to issue a travel insurance in your country before leaving.
- **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.

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

Signature of the Primary Traveler