

## REGULATIONS IN THE EVENT OF POSTPONEMENT OR CANCELLATION OF A SHOW

### Fondazione Carnevale di Viareggio

In the event of adverse weather conditions or public order issues, where no improvement is expected during the course of the day, or where the cancellation of the show can reasonably be foreseen, the **Fondazione Carnevale di Viareggio**, in agreement with the competent authorities, may decide to **delay and/or cancel the show**.

If the show is postponed, the admission tickets purchased for the event will be **valid exclusively for an alternative date**, which will be announced at the time.

If the ticket holder is unable to attend on the new date, they may request a **refund at the point of purchase (\*)**, starting from the day following the cancelled event and **within 5 days** of the cancelled event.

(\*) Directly from the organising body if the ticket was purchased at the **Cittadella del Carnevale**, located in Viareggio, Via Santa Maria Goretti 5, or from **Vivaticket sales points** or via the **online platform**.

In the event of suspension and/or cancellation of the show **for any reason after the start of the performance**, all rights to a ticket refund shall be forfeited.

No refund or replacement will be granted in the event of **loss or damage** to the admission ticket.

The valid admission ticket must be **retained for the entire duration of the show**. Anyone found, following a check, to be without a valid admission ticket will be required to **purchase a new ticket**.

Due to the discounted rate applied, the **combined ticket is non-refundable under any circumstances**.

It is possible to purchase **“Ticketcare” insurance online**. This purchase is optional and entitles the ticket holder to a refund of the ticket price **under the conditions set out in the insurance contract**, which is entered into directly between the purchaser and the insurance provider.

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### Stamp Service (*servizio di contromarca*)

The stamp service begins **one hour after the closure of the event circuit** and ends with the **start of the masquerade parade**.

Spectators wishing to leave and re-enter the circuit must go to the **stamp service point** (one at each access gate) **exclusively at the time of exit**.

To re-enter, it is necessary to present the **stamp** and a **valid admission ticket**.