

## TICKET PURCHASE CONDITIONS

We kindly ask all spectators to carefully read the following terms and conditions, which shall be constantly updated and supplemented according to information requests that will be received at [info@citysoundmilano.com](mailto:info@citysoundmilano.com) and at the following phone number: +39 02 63793389.

City Sound & Events srl uses the sales circuits listed on the show's page on our website. **These circuits are the sole authorized retailers for the tickets of the concerts organized by City Sound & Events srl.**

For any requests or questions regarding payments, shipping, pick-up at the event venue and the possibility of choosing your seat, users should contact the sales circuit that issued the ticket directly.

These circuits have their own "Terms and Conditions for Ticket Purchase" document, which is published on their website and applies to their sales channels.

The organizer declines all responsibility for tickets purchased outside of the ticket circuits authorized by the undersigned company.

By purchasing tickets outside of these channels, users may pay higher ticket prices or purchase counterfeit or invalid tickets for which City Sound & Events srl cannot be held responsible.

Tickets are valid and only constitute access passes for the event, day and time indicated on the ticket.

In order for it to be considered valid, the ticket must be intact and legible in its entirety. In the event that the ticket has been purchased from unauthorized retailers, or in case a ticket is lost, stolen, duplicated or obtained in contravention to these Terms and Conditions, the ticket holder may not be allowed to enter the event venue.

Children over 6 years of age must be in possession of a full-price ticket.

Spectators with reduced mobility or disabilities who wish to attend the show in the seats reserved for them by law (which vary depending on the venue) must send a request to [teatrodel silenzio@citysoundmilano.com](mailto:teatrodel silenzio@citysoundmilano.com).

Once the maximum number of seats available by law in the area specifically designated for a show have run out, the organization shall not be able to fulfill subsequent requests for the same show.

City Sound & Events would like to inform you that people with reduced mobility or disabilities can only attend the show from within the reserved area, which can be accessed upon purchase of a special ticket, in accordance with the procedure described above.

For reasons of personal safety and protection, spectators with reduced mobility or disabilities in possession of a valid entry ticket, yet for a sector other than the reserved area or other than the ticket type that is expressly intended for these types of seats, shall be prevented from entering the event venue.

We would also like to remind users that given the unique location of the venue intended to host the event, as well as the natural features of the road which make it impassable to cars at the end, we do not recommend attendance at the event for anyone who has motor difficulties or is in poor physical health, or anyone who should avoid exerting themselves.

In any case, people who decide to come to the event venue to attend the show shall do so at their own risk, without any liability on the part of City Sound.

Should such physical conditions onset after the ticket has been purchased and before the date of the event,

the purchased ticket cannot be replaced or refunded, nor can the person demand to be relocated to a different seat within the venue, other than the one indicated on the purchased ticket.

City Sound & Events srl reserves the right to change the location and/or date and/or time of the event for technical and organizational reasons: therefore, we recommend that you check that the event has not undergone modifications.

In case of bad weather conditions, the show shall be postponed to the date(s) that were communicated to the public when the presales were opened and, in any case, at the time the ticket was purchased; in the case that the spectator cannot be present at the postponed show on the date(s) communicated at the time the ticket was purchased, they shall not be entitled to a refund of the ticket price.

Should the show performance be permanently interrupted after at least 40 minutes from the show start, spectators shall not be entitled to a refund.

Information regarding any show postponement shall be published on this website and on the website of the ticket circuit where the ticket was purchased.

City Sound & Events srl is not responsible for any claim, damage, compensation, loss or expense deriving from the cancellation, postponement or change of the event.

In case of loss or theft, users shall not be able to obtain duplicates or reprints of the same tickets (as indicated in Circular no. 165, 09/07/2000 from the Italian Ministry of Economy and Finance – Revenue Department Central Department: Legal Affairs and Tax Disputes – paragraph 5.1 and Revenue Agencies Circular – December 2, 2002). Consequently, entrance to the event venue shall not be permitted.

In case of cancellation by the spectator, they shall not be entitled to any refund, not of the ticket price or of any additional fees (art. 7 – paragraph b of Italian Legislative Decree no. 185 of May 22, 1999, which implements EEC Directive 97/7/EC).

The seat is guaranteed until the beginning of the show (and no later). We kindly ask that you enter the venue before the start time.

Any complaint regarding your seat may be made before or during the show. No type of complaints shall be accepted afterwards.

Bottles, cans, alcohol, umbrellas or any other blunt and/or dangerous object are not allowed into the show venue.

The Organization is not responsible for any damage, or lost or stolen objects inside the concert venue or in the parking lots located outside.