



UPDATE ON TICKETS AND REFUND PROCEDURES

Following the protracted restrictions due to the epidemiological emergency from COVID-19, the Teatro Comunale di Bologna announces that all activities scheduled until May 31, 2020 are suspended and that the Theater ticket office will remain closed until that date.

According to the provisions of the Decree-law "Cura Italia" n. 18 of 17 March 2020, and in compliance with the Prime Ministerial Decree of 27 April 2020, those who have tickets for the shows suspended between 8 March and 17 May 2020 have the possibility to choose to support the music and the Teatro Comunale in the current difficult context by not asking for reimbursement, thus joining the national campaign #IoRinuncioAlRimborso, or requesting reimbursement via voucher on the basis of the methods provided.

The refund is obtained, with an entrance ticket purchased both online and at the Theater ticket office, exclusively by accessing the Vivaticket "VIVAforVoucher" page available on www.vivaticket.it/ita/voucher, registering and following the guided procedure. For every request or need there is also an assistance service to users at the link <https://shop.vivaticket.com/ita/assistenza>. The issued voucher can be spent within one year from the date of issue on the Vivaticket portal for the purchase of the events of the Teatro Comunale di Bologna and from 1 September 2020 also at the TCBO ticket office.

The methods for reimbursing tickets for shows suspended after 17 May 2020 will be communicated as soon as possible.

Subscription holders will be contacted directly by the Teatro Comunale di Bologna regarding the provisions concerning their admission tickets, also considering the timing for the possible resumption of activities.