

on-line ticket**Notice****GENERAL INFORMATION ON THE MUSEUM**

This service is an official internet pre-sale, authorised by the Ministry of Heritage and Cultural Activities distributorship. The Colosseum/Roman Forum/Palatine and current exhibitions ticket is valid for two consecutive days from the date of first use and includes entrance for each of the two sites. Before accessing the service, we advise you to read the apposite web page to acquaint yourself with the details on closing days, hours for entering and leaving and any notices published on the home page that change the ordinary calendar for opening times. We point out that entrance to the Colosseum for organised groups of 14 or more visitors, up to a maximum of 50, must reserve a tour which includes the supply of radio guide equipment for those groups without their own equipment. Reservations for tours cost €28.00 and include entrance for up to and including 14 people (for the 15th and up, there is a surcharge of €2.00 per person, payable directly at the ticket booth). Schools are also obligated to reserve tours; the cost is €15.00 and the group must not exceed 50 people.

For internet sales, you need to accept the **Regulations for sales and pre-sale tickets and services** and follow the instructions given below. The additional cost is €2.00. The purchased ticket is valid until and not beyond 31 December of the year of purchase. As insurance (and within its limits), on behalf of the Company managing the service, the online purchase is secure: the degree of security offered is that of the SSL protocol, with 128 bit encryption. The data concerning credit cards are communicated solely and exclusively to SSB (Società Servizi Bancari [Banking Services]). Visa, Mastercard and American Express credit cards are accepted for purchases. If you have selected the **pick up at the ticket booth option**, at the end of the transaction you will receive an email confirmation of the service carried out and the reservation code to show the cashier when you pick up your ticket. If you have selected the **print out at home option**, at the end of the transaction you will receive an attachment with the ticket on pdf format which you can print out on a sheet of A4 paper, or if you have a smartphone with a display larger than 3 inches, you can view it on your display and show it directly to access control.

Keep your ticket in a safe place; do not fold, stain or wet it - especially in the barcode section – because this could render it invalid without the option of reimbursement or replacement.

For online purchase assistance, you can write to etickets@coopculture.it As demonstrated in the pre-sales regulations, the ticket is only reimbursable in exceptional cases that are directly and exclusively imputable to CoopCulture. Reimbursements will be via credit to your credit card. Before effecting payment, you need to assess whether to buy the ticket or not. After making the online payment, it cannot be cancelled. In that event, CoopCulture will start a legal procedure ex arts. 1218 ss c.c., with expenses charged to you. You can send a complaint relating to the service offered to our internet site, sending an email to complaints@coopculture.it

