



**on-line ticket**

## **Notice**

**Reservation Fee € 2.00**

This service of official advance sale is authorized by the concession of Ministero per i Beni Culturali. First of all please read the pages prices, timetables, services, events, news. The tickets bought in advance by internet must be picked up at the ticket office of the Museo di San Martino.

### **REGULATIONS REGARDING ADVANCE SALE**

You may purchase entrance tickets and educational tours until 11.59 pm of the preceding day. Visa and Mastercard are accepted for these purchases.

Coopculture remind you that purchase on line is secure: the level of security offered is that of protocol SSL with ciphering at 128 bit. Credit card data are communicated exclusively to the SSB (Società Servizi Bancari).

#### **Ticket desk withdrawal**

At the end of the transaction, you will receive by e-mail the confirmation letter and the reservation code to show to the cashier to collect your tickets.

#### **Print@home delivery**

At the end of the transaction, you will receive by e-mail your tickets in pdf format. You can print the attachment using your own printer or you can save the pdf into a smartphone which should be capable to read pdf format and go directly to the entrance gates with the pdf opened on the display without making queues at the cashier stations. Please note after printing. Keep the ticket with care, avoiding to fold it up, stain or to bathe it, especially in proximity of the bar code. For sales requests e-mail to: [etickets@coopculture.it](mailto:etickets@coopculture.it)

Tickets are not-refundable except in exceptional circumstances attributable to the organization. Any eventual tickets reimbursement will be done by credit card.

On the basis of article 1173 and following of Italian civil code, once you have payed on line, you can't cancel the purchase.

In the event that such a cancellation occurs, Coopculture will initiate a legal procedure, ex article 1218 and following of Italian civil code, at your expense.

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**Ticket Office**  
**Certosa e Museo di San Martino**  
**Napoli**

Comments or complaints regarding our services may be sent to our web site by sending an e mail to [roma@coopculture.it](mailto:roma@coopculture.it).

Your comments will help us to improve our service.

Napoli, 22/11/2017