

## GENERAL CONDITIONS OF SALE

### 1. Object

- 1.1 These general conditions of sale (hereinafter, the “GCS”) by Veneranda Fabbrica del Duomo di Milano, with its registered office in Via Carlo Maria Martini 1, 20122 Milan, tax code and VAT number 01989950157, (hereinafter, “VFD”), represent the contractual conditions accepted by the customer (hereinafter, individually the “Customer” and jointly the “Customers”) as available at the Ticket Offices, as defined below, and therefore fully knowable by the Customer, or accepted together with the online order (hereinafter, the “Order”), by checking and/or flagging the boxes specially and separately prepared with reference to the GCS and the unfair contract terms (*clausole vessatorie*) provided therein, together with the subsequent order confirmation (hereinafter, “OC”) sent to the Customer by VFD, will govern the contract (hereinafter, the “Contract”) between VFD and the Customer, relating to purchases at the Ticket Offices, as defined below, or online from the website [www.duomomilano.it](http://www.duomomilano.it) (hereinafter, the “Website”), of the various types of entrance tickets to the visitable areas of the Milan Duomo Historical Complex – namely the Milan Duomo Cathedral, the Baptistery of San Giovanni alle Fonti archaeological area, the Milan Duomo Museum, the Milan Duomo Rooftops, the Baptistry of San Stefano, the Church of Santa Maria Annunciata in Camposanto, the Church of San Gottardo in Corte in Palazzo Reale, the Archive-Library, and the Candoglia Quarry (hereinafter, “Quarry”) – (hereinafter, jointly as the “Historical Complex”) – (hereinafter, the “Ticket”), of the Milano Duomo Card, sold by VFD on the Website (hereinafter, the “Duomo Card”), together with the benefits attributed by it to the Customer as better described on the Website and any gadgets provided for each Duomo Card in the context of the Benefits (hereinafter, the “Gadgets”), as well as bookings and purchases of guided tours on the Website, including tourist, parish, and school groups, both in person and virtually (hereinafter, the “Guided Tours”) (hereinafter, the Ticket, Duomo Card, Gadgets and Guided Tours are singularly the “Service” and jointly the “Services”).
- 1.2 The Customer, by accepting these GCS, declares to have read, know well, and expressly accept the “rules of conduct and access regulations for the Historical Complex of Milan Duomo” (hereinafter, the “Regulations”), and “Veneranda Fabbrica del Duomo di Milano guidelines for the prevention and control of Covid-19” (hereinafter, the “Guidelines”) published at the following address <https://www.duomomilano.it/en/rules/>, which constitute an integral and substantial part of the Contract.
- 1.3 VFD reserves the right, at any time and at its sole discretion, to make any changes and/or variations to what is published on the Website and/or what is available at the Ticket Offices, as indicated below, to the Ticket, the Duomo Card, the Benefits, the Gadgets, the Guided Tours, the Regulations and the Guidelines, without any prior notice. It is the Customer’s responsibility to consult the information published by VFD at the aforementioned address <https://www.duomomilano.it/en/rules/> and/or on display in the Ticket Offices, as defined below, both before purchasing the Services and before accessing the Historical Complex, with VFD being expressly indemnified against any and all claims and/or requests, for any reason, formulated by the Customer.
- 1.4 The Customer may purchase one or more of the Services, it being expressly understood that, without prejudice to the provisions set out in the previous article 1.1, the clauses specifically referring to the Service(s) not the object of the purchase will not apply between VFD and the Customer.
- 1.5 The Services are provided by VFD in compliance with the GCS applicable to each of them.

### 2 Description of the Services

- 2.1 Each of the Services is carried out by VFD in full compliance with the legislation related to distance selling and in particular to Articles 49 and the following of the Consumer Code (Legislative Decree no. 206 of 6 September 2005 and subsequent amendments and additions).
- 2.2 The Service is exclusively reserved for end users who are “consumers” pursuant to Article 3 of the Consumer Code. The term “consumer” means any natural and/or legal person who purchases the Ticket, the Duomo Card, the Benefits, and the Gadgets, or books and purchases a Guided Tour according to the methods set out in these GCS for purposes not related to their own commercial, entrepreneurial, or professional activities that may be carried out. By expressly and unconditionally accepting these GCS, the Customer declares to purchase the Ticket and/or the Duomo Card and/or the Benefits and/or the Gadgets and/or book and purchase Guided Tours for purposes other than those aforementioned and undertakes to observe these GCS in their relations with VFD.
- 2.3 In the event that the Order is placed for the consumer on the Website by an agency and/or other intermediary, these latter undertake, for themselves and their beneficiaries, to make known and to fully apply these GCS to the consumer, expressly relieving VFD from any and all claims made by the consumer, for any reason whatsoever.

2.4 For all the Services, indicated below, at the request of the Customer, by means of the appropriate flag on the Website at the time of Order or by email to the address [vfdamministrazione@duomomilano.it](mailto:vfdamministrazione@duomomilano.it), once the aforementioned procedure has been completed and the successful completion of the payment made by the Customer on the Website has been verified, VFD will issue the relevant invoice.

2.5 With reference to the Ticket:

- a) VFD provides two different types of Ticket: the normal Ticket<sup>1</sup> and the “fast-track” Ticket<sup>2</sup>, which allows the Customer to access the Milan Duomo Rooftops;
- b) With reference to all types of Ticket:
  - i. they can be bought: (1) from the Website, through the completion of a specific form by the Customer on the Website and through the successive sending of the online Order to VFD, subject to successful completion of the payment, once the Order has been completed, and subject to full acceptance of the GCS and the unfair contract terms (*clausole vessatorie*) contained therein; (2) at one of the authorised ticket offices (hereinafter, the “**Ticket Offices**”); (3) via subjects authorised to sell by VFD, indicated in the list published on the Website;
  - ii. the price corresponds to that shown on the Ticket itself, it being understood that pre-sale rights and/or service fees may be applied. All prices are exempt from VAT (Article 10 of Presidential Decree 633/1972), with the exception of tickets for the participation in concerts. For the purpose of issuing free, discounted, or reduced Tickets, the Customer must present a valid identity document or card (disability, tourist guide, tour leader, or military personnel, who are entitled to a discount) proving the necessary requirements to the personnel responsible for this verification. The card holder must be present at the time of collection and must follow the instructions and operating procedures given by staff at the Ticket Offices. Each card entitles the holder to one free ticket only. Pricing policies for the definition of free categories, with exemption and/or reduction, are defined at the sole discretion of VFD or stipulated through specific agreements with Institutions and Associations;
  - iii. payment of the Ticket can be made by credit card or by other electronic payment systems enabled on the Website or on the websites of authorised resellers; in cash and with electronic money (debit card, credit card, other enabled systems) at the Ticket Offices; by bank transfer for contracted parties;
  - iv. depending on the channel used for purchase, the Ticket can be emitted in the following ways (1) in paper format, when bought from a Ticket Office; (2) in electronic format (downloadable voucher via email or other device) if purchased online from authorised resellers and/or via the Website with the possibility of booking fees;
  - v. the Ticket, if not void, is valid exclusively for the date chosen for the visit. Combined tickets are valid exclusively for 3 days from the date chosen for the visit and are valid for one single entry to each area included in the Ticket’s tariff;
  - vi. the opening hours, visiting routes, and opening hours of the points of sale may be subject to variations and/or limitations due to liturgical services, following indications from the Public Security Authorities, for extraordinary and/or organisational needs of the Historical Complex and/or of VFD or in case of adverse weather conditions and/or Force Majeure, as defined below; in these cases, the Customer is not entitled to a refund, any exception to this is now withdrawn.
  - vii. the Ticket Offices authorised for the sale of Tickets are indicated below:
    - “Ticket Office 1” and “TVM” (Ticket Vending Machine) in Piazza Duomo 14/A, Sala delle Colonne;

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<sup>1</sup> Normal Ticket: the following Ticket categories are part of the normal Ticket types: *i*) Duomo Pass Lift (grants access to Milan Duomo, Milan Duomo Museum, Milan Duomo Rooftops by lift, Baptistry of San Giovanni alle Fonti archaeological area), *ii*) Duomo Pass Stairs (grants access to Milan Duomo, Milan Duomo Museum, Milan Duomo Rooftops by stairs, Baptistry of San Giovanni alle Fonti archaeological area), *iii*) Culture Pass (grants access to Milan Duomo, Milan Duomo Museum, Baptistry of San Giovanni alle Fonti archaeological area), *iv*) Milan Duomo Rooftops Access by stairs, *v*) Milan Duomo Rooftops Access by lift, *vi*) Milan Duomo, *vii*) Milan Duomo Museum, *viii*) Milan Duomo and Baptistry of San Giovanni alle Fonti archaeological area, *ix*) Baptistry of San Giovanni alle Fonti archaeological area. VFD reserves the right to introduce new Ticket types and create ticket packages, also on a seasonal basis or for special events.

<sup>2</sup> “Fast-Track” Ticket for entry to the Milan Duomo Rooftops: the following categories of Tickets belong to the “fast-track” type of Ticket for access to the Milan Duomo Rooftops: *i*) Fast-Track Rooftops (grants access to the Milan Duomo Rooftops in “fast-track” mode”) and *ii*) Fast-Track Pass A (grants access to the Milan Duomo Rooftops, the Milan Duomo Museum and Church of San Gottardo in Corte in “fast-track” mode, as well as entry via the large, most southerly door of the façade to Milan Duomo and to the Baptistry of San Giovanni alle Fonti archaeological area, as well as the collection of a kimono-cape for entrance to Milan Duomo - collection from the Ticket Office dedicated to this service).

- “Ticket Office 2” and “TVM” (Ticket Vending Machine) in Palazzo Reale - Piazza Duomo 12, inside the Milan Duomo Museum;
- “Fast-Track Ticket Office” in Piazza Duomo, southside of the Cathedral;
- viii. the opening hours of the Ticket Offices are indicated by VFD on the dedicated page of the Website;
- ix. if Tickets purchased from third parties are not authorised for sale, or if they are stolen, counterfeit, unreadable (for reasons not attributable to VFD), copied, or obtained in violation of these GCS, the Customer will be denied entry to the Historical Complex or, if already inside, will be escorted out by the staff in charge;
- c) with specific reference to the “fast-track” Ticket:
  - i. it can only be purchased on a seasonal basis; the Service calendar will be defined each year by VFD and communicated on the Website. Outside the guaranteed time slot for the Service, the Customer can access the Historical Complex during the usual opening hours through the normal entry points;
  - ii. grants access to a reserved security check lane and allows for the quick entry to the Milan Duomo Rooftops, with shorter waiting times than Customers who purchased a normal Ticket, it being understood that all persons are subject to the same safety rules and procedures;
  - iii. Customers in possession of a “fast-track” Ticket can rent an audio guide for their visit to the Historical Complex at a discounted rate and are also entitled to a discount at the Duomo Shop (from a selection of dedicated products), the official sales point of Milan Duomo.

2.6 With reference to the Duomo Card:

- a) the Duomo Card consists of a physical or digital card, purchased by the Customer on the Website, which assigns a series of Benefits, following an Order carried out on the Website by the Customer, subject to successful completion of the relative payment, as better clarified below;
- b) the purchase is made by the Customer filling in a specific form on the Website and by subsequently sending the online Order to VFD, subject to successful completion of payment, which the Customer undertakes to make by credit card once the Order has been completed and without prejudice to full acceptance of the GCS and the unfair contract terms (*clausole vessatorie*) contained therein;
- c) upon receipt of the Order and relative payment (subject to successful completion of the same), VFD will send the OC to the Customer, to the email address provided by the latter during compilation of the form, containing a description of the Duomo Card, the Benefits included, the identification code of the Duomo Card, the summary of costs incurred by the Customer (relating in particular to the purchase of the Duomo Card and any additional delivery costs), these GCS together with the unfair contract terms (*clausole vessatorie*) provided therein and accepted by the Customer, indications for the methods of delivery or collection from the Ticket Office of the Duomo Card and any Gadgets, and indicative delivery times;
- d) the Contract is considered finalised upon acceptance by the Customer, by the double clicking of the Contract online and, separately, by the specific unfair contract terms (*clausole vessatorie*) in compliance with Articles 1341-1342 of the Italian Civil Code, and by simultaneously sending the online Order to VFD, subject to successful completion of the payment to be made on the Website by the Customer;
- e) any import duties and customs fees will be charged to the Customer when the Duomo Card purchased, together with the Gadget, reaches the country of destination as indicated by the Customer. These costs will be borne by the Customer and may vary from state to state;
- f) in relation to delivery or collection of the Duomo Card and Gadget, *i*) in the event of the Duomo Card and Gadget being delivered to the Customer, VFD will contact the chosen carrier, and send an email to the Customer to the email address provided when filling out the form on the Website giving the Customer a link to track the shipment, or *ii*) in the case of collection of the Duomo Card and Gadget, the Customer must go to the Milan Duomo Ticket Offices, on the days and during the opening hours to the public, and proceed with their collection;
- g) in the case of delivery of the Duomo Card and Gadget, VFD cannot be held responsible for any delays; express delivery times are indicative and in no way binding to VFD, which uses couriers, according to the methods and timings of the carrier in charge, on account of the distance in kilometres, the Customer’s availability, and/or as specified in the transport conditions;
- h) the choice to receive the Duomo Card at home is made in the same form used to place the Order in a separate section. Any shipping and transport costs will be charged to the Customer;
- i) in the case of collection of the Duomo Card and Gadget, the Customer undertakes to collect the Duomo Card and Gadget no later than 30 (thirty) days from the date of receipt of the Customer’s

OC, it being expressly understood that, after the aforementioned term, VFD will send by email a communication to the Customer expressly indicating the fact that, in the absence of collection of the Duomo Card and Gadget by the Visitor in the following 5 (five) working days from the date of sending the aforementioned email, the Contract will be considered terminated by law, without the need for further communication by VFD, and VFD will no longer be obliged to deliver the Duomo Card and Gadget, of which VFD will become the sole owner, and will have the full right to definitively withhold the amount already paid by the Visitor in favour of VFD. Under no circumstances will the Customer's failure to collect the Duomo Card and Gadget be considered as exercising their right of withdrawal of the latter;

- j) the Customer, in the case of delivery, will receive the Duomo Card and Gadget with the Transport Document;
- k) the Duomo Card, including the Benefits, is valid until 31 December of the year in which the Duomo Card is purchased;
- l) the virtual tour of the Historical Complex, included in the Duomo Card, will be accessible to the Customer online by entering the identification code of the Duomo Card sent to the Customer with the OC, for a duration of 72 hours.

## 2.7 With reference to Guided Tours:

- a) organised groups with the presence of a guide and/or accompanying person and/or tour leader, who carry out activities relating to the explanation and illustration of the historical, artistic, and architectural attractions of the Historical Complex, and are equipped with a specific microphone system (hereinafter, the “**Groups**”) are required to book the date and time slot of the guided tour by accessing the appropriate section of the Website, proceeding directly with the purchase of Tickets from the Website, or by writing to [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for Guided Tours dedicated to school, religious, and subsidised groups as well as scheduled guided tours for children with a fixed starting time, and to [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it) or through the dedicated section of the Website for Guided Tours dedicated to tourists, singular or groups (hereinafter, the “**Booking**”);
- b) online Booking via the Website offers the possibility of choosing the day and time slot, as well as reserving any technological equipment, to visit the Historical Complex;
- c) to make an online or offline Booking, it is necessary to *i*) register as a user or send a request via email as referred to in point b) above; *ii*) give your consent to the processing of your data pursuant to Article 13 of the GDPR (General Data Protection Regulation 2016/679); *iii*) expressly accept these GCS and the related unfair contract terms (*clausole vessatorie*);
- d) booked Groups have the right to enter through a dedicated entrance, with priority over other Customers, exclusively for the simultaneous entrance of the participants; in the event of deferred access, the right of priority will not be guaranteed, any exception to this is now withdrawn;
- e) the Booking is valid after completion of the guided procedure on the Website or in the case of confirmation by VFD via email. VFD reserves the right to modify, at its sole discretion, at any time for organisational needs and extraordinary events of any kind, the possibility of Booking particular time slots or calendars, any exception to this is now withdrawn;
- f) With specific reference to Groups organised by VFD:
  - i. only groups organised by VFD have priority access, when compatible with the organisational needs of VFD and/or the Historical Complex;
  - ii. groups considered small are those consisting of a minimum of 1 to a maximum of 10 persons (excluding the guide and/or accompanying person) (hereinafter, “**Small Groups**”);
  - iii. groups considered large are those consisting of a minimum of 11 to a maximum of 50 persons (excluding the guide and/or accompanying person) (hereinafter, “**Large Groups**”);
  - iv. groups considered educational, including school Groups, religious Groups, and subsidised Groups, are those consisting of a minimum of 6 to a maximum of 50 persons (excluding the guide and/or accompanying person) (hereinafter, “**Educational Groups**”);
- g) With specific reference to Groups organised by third parties:
  - i. groups considered organised by third parties are those consisting of a minimum of 6 to a maximum of 50 persons (excluding the guide and/or accompanying person and, in the case of school and religious groups, other than Educational Groups, excluding 2 accompanying persons per 25 participants) (hereinafter, “**Third-Party Groups**”);
  - ii. in the absence of a Booking on the Website, it will be forbidden to collect more than 10 (ten) Tickets per single purchase transaction from the Ticket Office. This prohibition will not be applied in the following cases: *i*) requests for the issuance by a licensed tourist guide/tour leader (any Italian province) who must show their identification card *ii*) requests accompanied by a list of

participants shown at the Ticket Offices on the organiser's headed paper; *iii*) requests presented by an institution affiliated with VFD; *iv*) prepaid orders through VFD customer assistance services, and online purchases through affiliated portals; *v*) specific authorisation from VFD Management;

- iii. Bookings can be made starting from 180 days (6 months) prior to the visiting date. Each Booking cannot exceed the maximum number of 50 people per tour leader/tourist guide;
- h) Guided Tours are guaranteed in the time slot booked; in the event of delay, the Guided Tour will still finish at the established time; if the delay is 30 minutes or more than time booked, the Guided Tours will be considered cancelled;
- i) Third-Party Groups must present themselves at the meeting point established by VFD no later than 15 minutes before the time indicated in the Booking; Large Groups and Educational Groups must present themselves at the meeting point established by VFD no later than 15 minutes before the time indicated in the Booking; Small Groups must present themselves at the meeting point communicated by VFD no later than 5 minutes before the time indicated in the Booking; in case of delay, participation in the Guided Tours will not be guaranteed and the sum already paid by the Customer will be withheld, who will not be entitled to any reimbursement or compensation, any exception to this is now withdrawn;
- j) in the event that the number of participants booked is less, the tickets of the absent persons will not be refunded, but will be valid for the day indicated on the Booking and the for the following 2 days;
- k) in the event that the number of participants booked is higher, the correct number of participants must be communicated, no later than 24 hours before the Booking date for Third-Party Groups; no later than 24 hours before the Booking date for Small Groups; no later than 72 hours before the Booking date for Large Groups, to the Guided Tours Office via email at [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it); no later than 72 hours before the Booking date for Educational Groups, to the Educational Office via email at [didattica@duomomilano.it](mailto:didattica@duomomilano.it), who will be able to approve or not the variation, it being understood that the variation is subject to the relative adjustment of the rates to be paid in advance of the visiting date;
- l) With reference to online Guided Tours:
  - i. in the event of online events, no refund is provided in the event of technical or connection problems not attributable to VFD;
  - ii. in the case of online events, it is absolutely forbidden to record the event on any medium and disclose, by means of any medium (physical and/or digital), images or videos taken through participation in the event.

### **3. Causes of Force Majeure (hereinafter, "Causes of Force Majeure")**

- 3.1 By Causes of Force Majeure, it is meant the occurrence of an event or circumstance that prevents one party from performing one or more of its obligations in accordance with the Contract, if and to the extent that the affected party proves:
- a) that such impediment is beyond their reasonable control; and
  - b) that it could not reasonably have been foreseen at the time of the conclusion of the Contract;
  - c) that the effects of the impediment could not reasonably have been avoided or overcome by the interested party.
- 3.2 In the absence of proof to the contrary, it is assumed that the following events endured by a party satisfy conditions a) and b) of Article 3.1 above, while that party will only have to prove the presence of condition c) of Article 3.1 above:
- war (declared or not), hostility, invasion, acts by a foreign enemy, extensive military mobilisation;
  - civil war, rioting, rebellion, revolution, military force or usurpation of power, insurrection, acts of terrorism, sabotage, or piracy;
  - currency or trade restrictions, embargoes, sanctions;
  - acts of authority, legitimate or illegitimate (including those related to the Covid-19 pandemic), observance with government laws or orders, regulations, expropriation, confiscation of assets, requisition, nationalisation;
  - plagues, epidemics and/or pandemics (including that of Covid-19), natural disasters or extreme natural events;
  - explosions, fires, destruction of equipment, prolonged suspension of transport, telecommunications or energy;
  - generalised social conflicts, such as in particular boycotts, strikes and lockouts, on-the-job strikes, occupation of factories and buildings;



— liturgical events or on the recommendation of Public Security Authorities.

- 3.3 VFD, in the event of Causes of Force Majeure, is exonerated from the obligation to fulfil its contractual obligations and from any liability for damages or other contractual remedies for non-fulfilment, starting from the moment in which the event inhibits the fulfilment of the contractual obligations, it being expressly understood that, with reference to the Booking and/or purchase of the Services, the provisions in these GCS will apply.

#### **4. Right of Withdrawal – Booking Cancellation**

##### **4.1 With reference to the Ticket:**

- a) pursuant to Article 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Articles 52 et seq. of the Consumer Code is not applicable to transactions made on the Website. The Customer, in fact, acknowledges that since the Contract relates to products and services relating to leisure time to be provided on a specific date or within a specific period of execution, the right of withdrawal pursuant to Article 52 of the Consumer Code is not applicable. Furthermore, the Contract relates to a service that the Visitor uses at the moment of purchase;
- b) the Ticket cannot be changed or refunded in any way, even in the event that the Customer decides not to visit the Historical Complex for personal reasons, such as, by way of example and not limited to, organisational reasons and/or related to waiting times.

##### **4.2 With reference to the Duomo Card:**

- a) pursuant to Article 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Articles 52 et seq. of the Consumer Code is not applicable to transactions made on the Website. The Customer, in fact, acknowledges that since the Contract relates to products and services relating to leisure time to be provided on a specific date or within a specific period of execution, the right of withdrawal pursuant to Article 52 of the Consumer Code is not applicable. Furthermore, the Contract relates to a service that the Visitor uses at the moment of purchase;
- b) pursuant to Article 59, Paragraph 1, Letter o) of the Consumer Code, the Customer, by submitting the completed Order form and certifying the payment of the corresponding purchase of the Duomo Card, expressly waives the right of withdrawal pursuant to Articles 52 et seq. of the same Consumer Code verifying the execution of the Contract following receipt by the Consumer of the OC and the availability of access to the digital content.
- c) the refund and/or replacement of the Duomo Card, price, service fees, and any shipping costs is not foreseen under any circumstances in the event that the Visitor waives the contents of the Duomo Card.

##### **4.3 With reference to Guided Tours organised by VFD:**

- a) VFD may cancel Bookings, at its sole discretion for liturgical needs, including extraordinary ones, urgent and undelayable maintenance/restoration at the Historical Complex and/or for other organisational needs of VFD, as well as due to atmospheric agents and/or Causes of Force Majeure, which make the opening, access, and/or viability impossible of the area covered by the Booking. In all the aforementioned cases, VFD will alternatively propose that the Customer: i) reschedule the Booking for a future date to be determined, in any case 12 (twelve) months following the date of Booking, or ii) proceed with a 100% refund of the total amount paid;
- b) with specific reference to Small Groups and scheduled Guided Tours, the Customer, upon completing the Booking, can cancel the Booking by sending, within the terms laid out below, an email to [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), it being understood that, if the cancellation of the visit takes place: i) from the date of Booking to 4 (four) consecutive days prior to the date of the Booking, 100% of the total amount paid will be refunded; ii) in the 3 (three) consecutive days prior to the date of the Booking, a penalty of 50% will be applied and 50% of the total amount paid will be refunded, excluding service charges of 6%, where applicable; iii) in the 2 (two) consecutive days prior to the date of the Booking, the day of the visit, or if the group does not show up, no refund will be given;
- c) with specific reference to Large Groups, the Customer, upon completing the booking, can cancel the Booking by sending, within the terms laid out below, an email to [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), it being understood that, if the cancellation of the visit takes place: i) from the payment date to 7 (seven) consecutive days prior to the date of the Booking, a penalty of 15% will be applied and 85% of the total amount paid will be refunded, excluding service charges of 6%, where applicable; ii) between 6 (six) and 4 (four) consecutive days prior to the date of the Booking, a penalty of 50% will be applied and 50% of the total amount paid will be refunded, excluding service charges of 6%, where applicable; iii) in the 3 (three) consecutive days prior to the date of the Booking, the day of the visit, or if the group does not show up, no refund will be given;

- d) with specific reference to Educational Groups, the Customer, upon completing the booking, can cancel the Booking by sending, within the terms laid out below, an email to [didattica@duomomilano.it](mailto:didattica@duomomilano.it), it being understood that, if the cancellation of the visit takes place: i) from the date of Booking to 7 (seven) consecutive days prior to the date of the Booking, 100% of the total amount paid will be refunded; ii) between 6 (six) and 4 (four) consecutive days prior to the date of the Booking, a penalty of 15% will be applied and 85% of the total amount paid will be refunded, excluding service charges of 6%, where applicable; iii) in the 3 (three) consecutive days prior to the date of the Booking, the day of the visit, or if the group does not show up, no refund will be given.

## **5. Information and complaints**

- 5.1 For any information or complaints, or for any communication relating to these GCS, Orders and/or Tickets, the Duomo Card, Gadgets, Benefits and Tours, the Customer can contact Customer Services by writing to [info@duomomilano.it](mailto:info@duomomilano.it).

## **6. Applicable law**

- 6.1 The GCS are governed by Italian law and must be interpreted according to the Italian language, the official language (and prevalent over other languages) of the Contract between VFD and the Customer.
- 6.2 For anything not expressly indicated in these GCS, the Consumer Code and Italian Civil Code apply.
- 6.3 For any dispute in any way connected to the Contract concluded between VFD and the Customer, according to these GCS, the court of the place where the Customer resides or has elected domicile will be competent.

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Milan, August 2nd, 2021

Veneranda Fabbrica del Duomo di Milano