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## GENERAL CONDITIONS

### 1. Object

- 1.1 These general conditions of sale (hereinafter, “GCS”) of Veneranda Fabbrica del Duomo di Milano, with its registered office in 20122 Milan, Via C. M. Martini, 1, tax code and VAT number 01989950157, telephone number +39 02 61691 and email [info@duomomilano.it](mailto:info@duomomilano.it) (hereinafter, “VFD”), represent the contractual conditions which, accepted by the user (hereinafter, singularly the “User” and jointly the “Users”), or by groups, as described in Art. 2.4.2., organised with the presence of a guide and/or accompanying person and/or tour leader who explains and illustrates the historical, artistic and architectural attractions of the Monumental Complex, as defined below, and is equipped with a specific microphone system/whispers (hereinafter, singularly the “Group” and jointly the “Groups”) (hereinafter, the User/Users and the Group/Groups are jointly referred to as the “Customer”), will govern the contract between VFD and the Customer (hereinafter, the “Contract”), as indicated in the following Artt. 1.2, 1.3, 1.4 and 1.5 relating to (a) the purchase of the various types of entrance tickets to the visitable areas of Milan Duomo Monumental Complex—that is the Milan Duomo Cathedral, the Aquilonare Sacristy, the Baptistery of San Giovanni alle Fonti archaeological area, the Crypt of Saint Charles, the Milan Duomo Museum, the Milan Duomo Rooftops, the Baptistery of Santo Stefano, the Church of Santa Maria Annunciata in Camposanto, the Church of San Gottardo in Corte in the Royal Palace, the Archive-Library and the Candoglia Quarries (hereinafter, jointly the “Monumental Complex”)—as well as the type of entrance ticket to the Milan Duomo Cathedral, the Archaeological Area, the Milan Duomo Rooftops with access on foot, the Milan Duomo Museum and the Veneranda Biblioteca Ambrosiana (hereinafter, the “Ticket”) and/or (b) the purchase of the Milan Duomo Card (hereinafter, the “Duomo Card”), together with the digital content included in the Duomo Card (hereinafter, the “Duomo Card Digital Content”) and the benefits attributed to the Client as better described on the Website, as defined below, (hereinafter, the “Benefits”) and/or (c) the purchase, together with the Ticket, (i) of an ultimate “augmented reality” experience, using Epsom “Moverio” 3D state-of-the-art, transparent, multimedia glasses, together with their accessories, internationally patented and technically integrated with software developed by ART-GLASS S.r.l. (hereinafter, “Smartglasses”), through which a visit itinerary of inside Milan Duomo and the archaeological area below has been created that allows the Customer to become acquainted with and experience history, as well as to discover some details about Milan Duomo and their related “spotlighted objects” through 3D reconstructions and “augmented reality” videos, as better defined below (hereinafter, the “Augmented Reality Experience”) or (ii) an interactive edutainment experience, which takes place in the Church of San Gottardo in Corte in the Royal Palace through “virtual reality” that allows the Customer, using a “virtual reality” visor, together with its accessories (hereinafter, “Meta Quest 2 Visor”), to digitally visit and discover the history of the Candoglia Quarry and the marble processing, and to have online, multiuser sessions in immersive 3D scenarios with avatars and voice chats, the uploading of media files, including 3D files, by users to utilise in the sessions, via a platform known as “Virtuademy” developed by AnotheReality S.r.l., as better defined below (hereinafter, the “Virtual Reality Experience”) and/or (d) the booking or purchase, together with the Ticket, of guided tours for Groups, carried out both in person and online (hereinafter, singularly the “Guided Tour” and jointly the “Guided Tours”) and/or (e) the purchase of a service, such a Service, as defined below, in addition to the Ticket, which offers the Customer, through subscription, access to a platform, by inserting the Access Code, as better defined below, in the reserved area of the Website, as better defined below, to view live stream images of the skyline of the city of Milan taken using a webcam placed on the Main Spire of Milan Duomo, at the base of the Madonnina, as better described in Art. 2.6.1. (hereinafter, the “Madonnina Webcam Service”) (hereinafter, the Ticket, Duomo Card, Duomo Card Digital Content, Benefits, Augmented Reality Experience, Virtual Reality Experience, Guided Tours and Madonnina Webcam Service are singularly the “Service” and jointly the “Services”).
- 1.2 With reference to the Ticket, Augmented Reality Experience and Virtual Reality Experience, the GCS and the related unfair contract terms must be accepted by the Customer (i) at the time of purchase in the Ticket Offices, as defined below, since they are available, and therefore fully accessible to the Customer; (ii) online, on the website [www.duomomilano.it](http://www.duomomilano.it) (hereinafter, the “Website”), together with the order (hereinafter, the “Order”), by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and the unfair contract terms provided therein, and, together with the subsequent order confirmation sent by VFD to the Customer (hereinafter, the “OC”), will constitute the Contract, subject to successful completion of the payment.
- 1.3 With reference to the Duomo Card, the GCS and the related unfair contract terms must be accepted online by the Client, on the Website, together with the Order, by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and the unfair contract terms provided therein, subject to successful completion of the payment, thus finalising the Contract as provided for pursuant to Art. 2.3.6.
- 1.4 With reference to Guided Tours and/or access to the Monumental Complex to conduct the relative visit, the GCS and the related unfair contract terms must be accepted by the Group (i) with reference to Small Groups,

Large Groups, Very Large Groups and Scheduled Guided Tours, as defined below, (a) with reference to Small Groups, Large Groups and Scheduled Guided Tours, including Groups of families with children, forming part of the Scheduled Guided Tours, as defined below, online, on the Website, together with the Order, by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and the unfair contract terms provided therein, and, together with the subsequent OC sent by VFD to the Group, will constitute the Contract, subject to successful completion of the payment or (b) with reference to Small Groups, Large Groups, Very Large Groups and Scheduled Guided Tours, as defined below, through double signing for the purposes of having read and fully accepted the GCS and the unfair contract terms provided therein, which will constitute, together with the Booking Request, as defined below, the VFD Quote, as defined below, and the related annexes, accepted by the Small Groups, Large Groups, Very Large Groups and the Scheduled Guided Tours, as defined below, and the subsequent Booking confirmation, as defined below, sent by VFD to the Small Groups, Large Groups, Very Large Groups and Scheduled Guided Tours, as defined below, will constitute the Contract, subject to successful completion of the payment; (ii) with reference to Educational Groups, as defined below, by clicking and/or flagging the boxes that are specifically and separately provided for the purposes of having read and fully accepted the GCS and the unfair contract terms provided therein at the time of completing the Online Form, as defined below, and, together with the Online Form, as defined below, the Quote, as defined below, accepted by the Educational Group, as defined below, and the subsequent Booking confirmation, as defined below, sent by VFD to the Educational Group, as defined below, will constitute the Contract, subject to successful completion of the payment; (iii) with reference to Third-Party Groups, as defined below, by clicking and/or flagging the boxes that are specifically and separately provided for the purpose of having read and fully accepted the GCS and the unfair contract terms provided therein when completing the Third-Party Group Form, as defined below, which, for the entire duration as defined below, will constitute, together with the Third-Party Group Form, as defined below, the Contract, subject to successful completion of the payment of each Booking, as defined below.

- 1.5 With reference to the Madonnina Webcam service, the GCS and the related unfair contract terms must be accepted by the Customer, on the Website, together with the Order, that may consist of a 12-month or 20-minute subscription, by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and the unfair contract terms provided therein, subject to successful completion of the payment, and in this way the Contract will be finalised as provided for pursuant to Art. 2.6.6.
- 1.6 Without prejudice to what is indicated in the previous Art. 1.1, these GCS will also regulate, with reference to the Duomo Card and the Madonnina Webcam Service, the hypothesis of non-supply or lack of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service with respect to the Contract, for which the Customer, as a consumer as indicated in the following Art. 2.1.2., has the right to a legal guarantee pursuant to Artt. 135 *octies*–135 *vicies ter* of the Consumer Code, as defined below, according to the principle indications supplied in the following Art. 4., with which VFD, in compliance with the Consumer Code, as defined below, supplies the Customer with precise and correct information in this regard as well as a reminder to the Customer regarding its existence (hereinafter, the “**Duomo Card Digital Content and Digital Service Conformity Guarantee**”).
- 1.7 The Customer, by accepting the GCS, declares, for him/herself and his/her assignees, to have read, to have understood well and to expressly accept and, likewise, undertakes, for him/herself and his/her assignees and pursuant to Art. 1381 of the Italian Civil Code, to have read and understood the “*Rules of Conduct and Access Regulations for the Milan Duomo Monumental Complex*” (hereinafter, the “**Regulations**”) published at the following address <https://www.duomomilano.it/en/regulations/regulation/>, which constitute an integral and substantial part of the Contract, with the express indemnity of VFD for any conduct, even omissive, and/or damage, including to health, that could be caused, in any way, to things and/or people and/or to the Monumental Complex by the Customer, any exception to this is now withdrawn by the Customer.
- 1.8 VFD reserves the right, at any time and at its sole discretion, to make any modifications and/or variations to that which is published on the Website and/or available at the Ticket Offices, as defined below, to the Ticket—including any new price tariffs for the sale of the Ticket—to the Duomo Card and to the Madonnina Webcam Service (without prejudice to the provisions in the following Art. 4.13 with reference to the Duomo Card Digital Content and Madonnina Webcam Service), to the Benefits, to the Augmented Reality Experience, to the Virtual Reality Experience, to the Guided Tours, and to the Regulations, as well as to make any modifications and/or variations to these GCS and the related unfair contract terms, without any obligation of prior notice. It is the responsibility of the Customer to consult what is published by VFD at the aforementioned address <https://www.duomomilano.it/en/regulations/regulation/> and/or is affixed in the Ticket Offices, as defined below, both prior to proceeding with the purchase of the Services and prior to accessing the Monumental Complex, with the express indemnity of VFD from any and all claims and/or requests, for any reason, made by the Customer.

1.9 The Customer can purchase one or more Services, it being fully understood that, without prejudice to the provisions in Art. 1.1 above, the clauses specifically referring to the Service(s) that are not the subject of purchase will not apply between VFD and the Customer.

1.10 The Services are provided by VFD in conformity with the GCS applicable to each of them.

## **2. Description of Services**

### **2.1. General Regulations**

2.1.1. Each of the Services created by VFD in favour of the Customer who is (i) a “consumer” pursuant to Article 3, Paragraph 1, Letter a) of the Consumer Code (Legislative Decree N. 206 of 6 September 2005 and subsequent amendments and additions) (hereinafter, the “**Consumer Code**”), as best specified in the following Art. 2.1.2, or (ii) a legal person, with respect to whom the rules of the Consumer Code will not apply, but rather the rules articulated in the Italian Civil Code.

2.1.2. By the term “consumer”, it is intended any natural person who purchases a Ticket, Duomo Card, Duomo Card Digital Content, Benefits, Augmented Reality Experience, Virtual Reality Experience and Madonnina Webcam Service, or books and purchases a Guided Tour and/or access to the Milan Duomo Monumental Complex to carry out the relative visit, according to the methods indicated in these GCS for purposes not related one’s commercial, entrepreneurial, artisanal or professional activity, possibly carried out. In this case, by expressly and unconditionally accepting these GCS, the Customer declares to purchase the Ticket and/or Duomo Card and/or Duomo Card Digital Content and/or Benefits and/or Augmented Reality Experience and/or Virtual Reality Experience and/or Madonnina Webcam Service and/or to book and purchase Guided Tours and/or access to the Milan Duomo Monumental Complex to carry out the relative visit for purposes other than the aforementioned reasons and is obliged to observe, in his/her relations with VFD, these GCS. With reference to the Customer who is a consumer, each Service is carried out by VFD in full compliance with the regulations of the Consumer Code, also in relation to distance selling governed by Articles 49 et seq.

2.1.3. In the event that the Order is placed on the Website by an agency and/or other intermediary for the consumer and/or by VFD authorised resellers, the list of which can be found on the Website, the latter undertake, for themselves and their assignees, to make known and fully apply these GCS to the consumer, expressly indemnifying VFD of any and all claims made by the consumer, for any reason, it also being understood, any exception to this is now withdrawn as regards VFD, which, in this case, no voucher and/or discount code, of any kind, can be validly entered and used by the agency and/or other intermediary for the consumer and/or VFD authorised resellers but only by the consumer, natural person and holder of the credit card and/or other enabled electronic payment system used at the time of purchase, who directly purchases, according to the methods set out in these GCS, the Ticket—also together with the Augmented Reality Experience and/or Virtual Reality Experience—or directly makes, according to the methods set out in these GCS, the Booking, as defined below, of the Guided Tour and/or access to the Monumental Complex to carry out the relative visit and for an exclusively personal use of the Ticket—also together with the Augmented Reality Experience and/or Virtual Reality Experience—and/or of the Guided Tour and/or of access to the Monumental Complex to carry out the relative visit.

2.1.4. For the Services, VFD, upon the Customer’s request, having completed the purchasing procedure and verified the successful payment by the Customer, will issue the relative invoice, it being understood that the same must be requested by the Customer:

- in the Ticket Offices, as defined below, prior to carrying out the purchase;
- on the Website, by flagging the specific box at the time of the Order, following registration by the Customer during the check-out phase. In the event of failure to register and request an invoice at the time of the Order, it will not be possible to accept requests to issue an invoice made subsequently by the Customer;
- through the Booking, as defined below, for Groups according to what is indicated in the following Art. 2.4.2.

### **2.2. Ticket**

#### **2.2.1. Types of Ticket**

VFD provides two different types of Ticket: the Normal Ticket<sup>1</sup> and the “Fast-Track” Ticket<sup>2</sup>.

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<sup>1</sup> Normal Ticket: the following Ticket categories are part of the normal Ticket type: *i*) Duomo Pass Lift (grants entry to Milan Duomo, Milan Duomo Museum, Milan Duomo Rooftops with access by lift, Baptistery of San Giovanni alle Fonti archaeological area), *ii*) Duomo Pass Stairs (grants entry to Milan Duomo, Milan Duomo Museum, Milan Duomo Rooftops with access by stairs, Baptistery of San Giovanni alle Fonti archaeological area), *iii*) Culture Pass (grants entry to Milan Duomo, Milan Duomo Museum, Baptistery of San Giovanni alle Fonti archaeological area, Church of San Gottardo in Corte in the Royal Palace and to exhibitions, if any), *iv*) Milan Duomo Rooftops by stairs, *v*) Milan Duomo Rooftops by lift, *vi*) Milan Duomo, *vii*) Milan Duomo Museum, *viii*) Milan Duomo and the Baptistery of San Giovanni alle Fonti archaeological area, *ix*) Baptistery of San Giovanni alle Fonti archaeological area, *x*) Milan Duomo and Milan Duomo Museum, *xi*) Milan Duomo, Archaeological Area, Milan Duomo Museum, Milan Duomo Rooftops by stairs and Veneranda Biblioteca Ambrosiana, *xii*) Combo-Lift (grants access to Milan Duomo, Milan Duomo Museum, Milan Duomo Rooftops by lift), *xiii*) Combo-Stairs (grants access to Milan Duomo, Milan Duomo Museum, Milan Duomo Rooftops by stairs), *xiv*) Crypt Ticket (grants access to the Crypt of Saint Charles), *xv*) Culture Pass Plus (grants entry to Milan Duomo, Milan Duomo Museum, Baptistery of San Giovanni alle Fonti archaeological area, Church of San Gottardo in Corte in the Royal Palace

### 2.2.2. With specific reference to all Ticket types

- i. They can be purchased: (1) via the Website, by the Customer filling in a specific form present on the Website and via the subsequent sending of the online Order to VFD, subject to successful completion of the payment, once the Order is completed, and without prejudice to the full acceptance of these GCS and the unfair contract terms contained therein; (2) from one of the authorised ticket offices (hereinafter, the “**Ticket Offices**”); (3) through subjects authorised by VFD to sell, indicated in the list published on the Website; (4) for Groups, who intend to carry out the Booking, as defined below, of a Guided Tour and/or access the Monumental Complex to carry out the relevant visit, according to the methods set out in the following Art. 2.4.2., subject to successful completion of the payment and the full acceptance of these GCS and the unfair contract terms;
- ii. the price corresponds to that which is written on the Ticket itself, it being understood that presale fees, booking fees and/or service charges may be applied. All prices are free of VAT (Art. 10 of Presidential Decree 633/1972), with the exception of the paid Ticket for concerts and shows. For the purposes of issuing a free, agreed-discount or reduced-price Ticket, the Customer must present an ID document or pass (disabled, tourist guide, accompanying tourist guide or military corps, having the right to an agreed discount), to prove the necessary requirements, to the personnel responsible for verification. The badge holder must be present at the time of collection and must follow the instructions and operating procedures provided by personnel in the Ticket Offices. Each badge grants the right to one free ticket for each day of visit, with the exception of tourist guides or accompanying tourist guides, including tour leaders, in exercising their profession, it being expressly understood that, with the exception of teachers accompanying School Groups and/or accompanying persons of Parish/Religious Groups, with reference to the aforementioned subjects:
  - a. the badge must be displayed and clearly visible during the entire visit to the Monumental Complex by those who carry out their profession of accompaniment and explanation activities, it being understood that, failing that, on the one hand, the aforementioned subjects will also have to remit the entire cost of the Ticket to VFD, not being able, in any case, to carry out their profession of accompaniment and explanation activities, such as, by way of example, of a historical/artistic nature, in any capacity, inside the Monumental Complex, and the VFD employees may request, at any time, the immediate interruption of the aforementioned activity and, in case of reiteration of the prohibited conduct, request the removal of the subject from the Monumental Complex, requesting, if necessary, the intervention of Public Force, and on the other hand, in the absence of a qualified professional figure, the Groups may be denied, at the sole discretion of VFD, their priority and/or booked access;
  - b. to obtain a free Ticket, authorised guides from within European Union countries must present a specific qualification issued by the Ministry of Cultural Heritage and Activities, without which they will not be able to carry out, in any capacity, Guided Tours and/or, in any case, visits inside the Monumental Complex, with free access for study purposes only;
  - c. authorised guides from non-EU countries can request free accreditation only for study purposes and they are not authorised, in any capacity, to carry out Guided Tours and/or, in any case, visits inside the Monumental Complex.
- iii. payment of the Ticket can be made via credit card or other electronic payment system enabled through the Website or the website of authorized resellers; in cash or electronically (debit card, credit card, other enabled systems) at the Ticket Offices; via bank transfer and/or credit card and/or instant bank transfer via virtual post for contracted parties and Groups;
- iv. depending on the purchase channel used, the Ticket may be issued in the following forms (1) in paper format, if purchased from the Website, one of the Ticket Offices and/or through the Booking, as defined below; (2) in electronic format (downloadable voucher via email or other instruments) if purchased through online channels by VFD authorised resellers and/or through the Website with the possibility of presale charges;
- v. the Ticket, if not stamped, is valid exclusively for the date selected to visit, while the cumulative Tickets (Fast-Track Pass, Combo Lift/Stairs, Duomo Pass Lift/Stairs; Culture Pass and Culture Pass Plus; Milan

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and the Crypt of Saint Charles). VFD reserves the right to introduce new types of Ticket and create ticket packages, also on a seasonal basis or for special events.

<sup>2</sup>“Fast-Track” Ticket: the following categories of Ticket belong to the “fast-track” type of Ticket: *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, Milan Duomo Museum and the Church of San Gottardo in Corte in “fast-track” mode, as well as entry from the far south façade door of Milan Duomo and the Baptistery of San Giovanni alle Fonti archaeological area, the Crypt of Saint Charles, as well as collection of the cape-like cover for entrance to Milan Duomo (from the gate for access to the Milan Duomo Rooftops).



Duomo and Milan Duomo Museum, Milan Duomo, Archaeological Area, Milan Duomo Museum, Milan Duomo Rooftops by stairs, and Veneranda Biblioteca Ambrosiana) are valid exclusively for the date selected for the visit and the following 2 (two) days, without prejudice to the provisions of the following Art. ix, and are valid for one single access to the places included in the price of the Ticket itself;

- vi. without prejudice to what is indicated in Art. v. above, the Customer has the right to modify the visit date selected upon purchasing the Ticket (hereinafter, the “**Date Change**”), it being understood that the Date Change can be requested exclusively (i) by and no later than 3 (three) months following the date of purchase of the Ticket, (ii) up to 1 (one) working day prior to the date selected for the visit during the time of purchasing the Ticket, (iii) by the Customer who purchased the Ticket and (iv) for the entire content and all parties indicated in the Ticket, it being understood that in violation of and beyond these terms, the Date Change cannot be made;
- vii. the Date Change will take place according to the following methods:
  1. the Customer will send the Date Change request to VFD, within the terms set out in the previous Art. vi., via email to the following address [info@duomomilano.it](mailto:info@duomomilano.it) or by filling out the online form at the following link <https://ticket.duomomilano.it/en/contattaci/>;
  2. within 15 (fifteen) days, VFD will send the Customer a communication, to the same email address from which it received the Date Change request, with which it can alternatively: (a) accept the Date Change request, without prejudice to what is indicated in the following Art. viii. 1.; (b) decline the Date Change request proposing, where possible, a new solution to the Customer for the date indicated by the same as part of the Date Change (hereinafter, “**New Ticket Solution**”), it being understood that failure of the Customer to receive and/or read the aforementioned communication at the email address received by VFD, for any reason, cannot be attributed to VFD in any way;
  3. in the case described in Letter (a) of Point 2. above, the Customer will no longer be able to request a new Date Change from VFD, any exception to this is now withdrawn by the Customer;
  4. in the case described in Letter (b) of Point 2. above, the Customer, by and no later than 7 (seven) days of receiving the communication from VFD, must send VFD a communication via email containing, alternatively:
    - acceptance of the New Ticket Solution, without prejudice to what is indicated in the following Art. viii. 2.; in this case what is described in Point 3. above applies;
    - proposal of a new date for the Date Change, in compliance with the terms of the previous Art. vi.; in this case the regulations described in the current Art. vii. apply, without prejudice to compliance with the terms indicated in the previous Art. vi.,it being understood that failure to send the communication by the Customer, for any reason, by and no later than the terms indicated above, the Ticket originally purchased will remain valid exclusively for the date selected during purchase of the Ticket and a Date Change cannot be made, with the express exclusion of any and all liability by VFD in this regard, for any reason, and the Customer waives his/her right to make any and all claims and/or requests, for any reason (such as, by way of example but not limited to, compensation and/or reimbursement), with reference to the Ticket even if the date selected when purchasing the Ticket has already elapsed;
- viii. without prejudice to the correct fulfilment of all the activities described in the previous Artt. vi. and vii., according to the terms provided therein:
  1. the Date Change, having as its subject the same type of Ticket, will be free of charge, it being understood that in the event that, at the time of the Date Change, VFD has published a new tariff that brings with it an increase in price of the same type of Ticket, VFD will not require that the Customer supplement the price paid upon purchase of the Ticket;
  2. the New Ticket Solution, having as its subject a different type of Ticket, will be at a cost. In such case (a) where the price inherent to the different type of Ticket covered by the New Ticket Solution is higher than the price of the Ticket paid, the Customer must simultaneously communicate acceptance of the New Ticket Solution, referred to in Art. vii. above, paying the difference in price to VFD by credit card or cash on the day of the visit, it being understood that in case of failure to receive, wholly and/or partially, the payment, for any reason, the purchase of the New Ticket Solution will not be regarded as completed and will therefore remain valid exclusively the date of the Ticket indicated at the time of purchase, any exception to this is now withdrawn by the Customer, with the express exclusion of any and all liability of VFD in this regard, in any capacity, and the Customer renounces any and all claims and/or requests, for any reason (such as, by way of example but not limited to, compensation and/or reimbursement), with reference to the Ticket even in the event where the date selected when purchasing the Ticket has already elapsed; (b) where the price inherent to the different type of Ticket covered by the New Ticket Solution is lower than the price of the Ticket paid, VFD will have the full right to definitively retain the full price of the Ticket, paid by the Customer at the time of purchase, the Customer expressly renouncing from now on to make any claim and/or request, for any reason, in this regard;

- ix. the Customer is required to present him/herself at the entrance indicated on the Ticket to begin the security checks. For the Duomo Pass, Duomo Rooftops Museum, Milan Duomo, Milan Duomo Museum, Archaeological Area Rooftops and Veneranda Biblioteca Ambrosiana, the time chosen refers to entrance to the Milan Duomo Rooftops; for the Culture Pass, Culture Pass Plus, Milan Duomo and Milan Duomo Museum, the time chosen refers to entrance to the Cathedral; if the Customer presents him/herself outside the indicated time, within a limit of 30 (thirty) minutes—before/after—without prejudice to the opening hours of the Monumental Complex to the public, entrance may be denied, at the full discretion of the VFD staff on duty, for organisational reasons, any exception to this is now withdrawn;
- x. the times, visit routes and the opening hours of the points of sale may undergo variations, delays and/or limitations for liturgical services, following indications by Public Safety Authorities, due to extraordinary and/or organisational needs of the Monumental Complex and/or of VFD or in the event of bad weather and/or Force Majeure, as defined below; only in these cases will VFD refund the price of the Ticket via the payment gateway or bank transfer, deducting the amount of the presale right that will remain definitively acquired by VFD, any exception to this is now withdrawn;
- xi. the Ticket Offices authorised to sell Tickets are indicated below:
  - “Ticket Office 1” and “TVM” (*Ticket Vending Machine*) in Piazza Duomo 14/A, Sala delle Colonne;
  - “Ticket Office 2” and “TVM” (*Ticket Vending Machine*) in the Royal Palace – Piazza del Duomo, 12 inside the Milan Duomo Museum;
  - “Group Ticket Office” in the temporary structure located externally on the south side of the Cathedral;
  - “Audio Guide Desk” inside the Cathedral, Piazza Duomo Snc;
- xii. the opening times of the Ticket Offices follow the opening times of the Monumental Complex;
- xiii. should the Ticket be purchased from unauthorised third parties, or be stolen, counterfeited, illegible (for reasons not attributable to VFD), copied or obtained in violation of these GCS, the Customer will be prohibited from entering the Monumental Complex or, if already inside, will be accompanied to the exit by personnel in charge.

### **2.2.3. With specific reference to the “Fast-Track” Ticket**

- i. It can be purchased on an exclusively seasonal basis; the calendar of the Service will be defined each year by VFD and communicated on the Website. Outside the guaranteed timeslot for the Service, the Customer can access the Monumental Complex according to the normal opening hours by following the normal entry routes, without prejudice to what is provided in the previous Art. 2.2.2.;
- ii. it grants access to a reserved security check lane and allows for the rapid arrival at the entrance to the Milan Duomo Rooftops with lower waiting times than the Customer who purchased the normal ticket, it being understood that all persons are subjected to the same safety rules and procedures.

### **2.2.4. With specific reference to the “Duomo & Ambrosiana” Ticket**

- i. It can be purchased exclusively at the Ticket offices managed by VFD and/or from the Website;
- ii. it grants access to Milan Duomo, the Milan Duomo Museum, the Baptistery of San Giovanni alle Fonti and the Milan Duomo Rooftops by stairs and to the Veneranda Biblioteca Ambrosiana, located in Milan, Piazza Pio XI, 2, closed Wednesdays.

## ***Duomo Card***

- 2.3.1. The Duomo Card consists of a digital card, purchased by the Customer from the Website, which grants access to the Duomo Card Digital Content and a series of benefits (hereinafter, jointly the “**Duomo Card Price**”), following the Order, to be carried out by the Customer on the Website, subject to successful completion of the payment of the Duomo Card Price, as better clarified below;
- 2.3.2. in relation to the functionality of the Duomo Card Digital Content, the principle functional and technical characteristics are indicated at the following links <https://www.duomomilano.it/en/guided-tour-and-incentive/milan> and <https://3d.duomomilano.it/index-en.html>. Please note that there are no particular technical and/or geographical restrictions in the use of the Duomo Card Digital Content, without prejudice to the necessity of the existence and correct functioning of an internet connection, which remains in the hands of the Customer;
- 2.3.3. in relation to the compatibility and interoperability of the Duomo Card Digital Content, as far as VFD is aware, it should be noted that the Duomo Card Digital Content is able to function on the same PC and/or tablet and/or smartphone without causing software and/or hardware conflicts with other similar digital content and/or without causing any loss of functionality both for the Duomo Card Digital Content and similar digital content; in relation the interoperability of the Duomo Card Digital Content, please note that the Duomo Card Digital Content is able to function on different PCs and/or tablets and/or smartphones without causing software and/or hardware conflicts;
- 2.3.4. the purchase is carried out through the compilation, by the Customer, of the specific form on the Website and through the successive sending of the online Order to VFD, subject to successful completion of the payment of the Duomo Card Price, which the Customer undertakes to make, by credit card, once the Order is completed and without prejudice to the full acceptance of these GCS and the unfair contract terms contained therein;

- 2.3.5. once the Order and the related payment of the Duomo Card Price has been received (subject to successful completion of the payment of the same), VFD will send the OC to the Customer, to the email address which the latter supplied during completion of the form, containing the description of the Duomo Card, the foreseen Benefits and Duomo Card identification code (including the one relating to the Duomo Card Digital Content), these GCS together with the unfair contract terms contained therein accepted by the Customer, the confirmation of prior consent and acceptance by the Customer of the loss of right of withdrawal referred to in Art. 5.3.2.;
- 2.3.6. the Contract will be considered finalised upon acceptance by the Customer, by double clicking the Contract online and, separately, of the specific unfair contract terms with respect to Artt. 1341–42 of the Consumer Code and through the simultaneous sending of the Order online to VFD, subject to successful completion of the payment of the Duomo Card Price to be made on the Website by the Customer;
- 2.3.7. the Duomo Card, including the Duomo Card Digital Content and the Benefits, is valid until 31 December of the year of purchase of the Duomo Card;
- 2.3.8. without prejudice to the provisions of Art. 2.3.7. above, the virtual tour of the Monumental Complex, included in the Duomo Card Digital Content, will be accessible online by the Customer, through inserting the identification code of the Duomo Card Digital Content sent to the Customer with the OC, for a duration of 72 (seventy-two) hours.

## 2.4. *Guided Tours – Access to the Monumental Complex to carry out the relative visit*

### 2.4.1. General Regulations

- a. The Groups, together with the purchase of the Ticket as an additional Service, are required to book the date and timeslot of the Guided Tour and/or access to the Monumental Complex to carry out the relative visit (hereinafter, the “**Booking**”), which can be carried out according to the methods described below;
- b. the booked Groups have the right to enter through a dedicated entrance, with priority over Users, exclusively for the simultaneous entrance of the participants of the Groups; in the event of deferred access, priority will not be guaranteed, any exception to this is now withdrawn;
- c. Guided Tours and/or access to the Monumental Complex to carry out the relative visit are guaranteed in the timeslot booked; in the event of delay, including within the 30 (thirty) minutes following the time of the Booking, the Guided Tours and/or access to the Monumental Complex to carry out the relative visit will still finish at the established time; should the delay be 30 (thirty) minutes or more than the Booking time, the Guided Tours and/or access to the Monumental Complex to carry out the relative visit will be considered cancelled, without prejudice to the right of VFD to retain the amount paid by the Group and/or single visitor at the time of Booking, any exception to this is now withdrawn;
- d. without prejudice to what is indicated Letter a., above, the Group, with the exception of Third-Party Groups, as defined below, has the right to modify the date and timeslot of the Guided Tour selected at the time of Booking (hereinafter, “**Booking Change**”), it being understood that the Booking Change can only be made (i) no later than 3 (three) months following the date of Booking, (ii) up to 2 (two) consecutive working days prior to the date selected at the time of Booking, (iii) by the Group that made the Booking and (iv) for the entire content and for all participants in the Group subject to the Booking, it being understood that in violation of and beyond these terms, the Booking Change cannot be made;
- e. the Booking Change will take place according to the following methods:
  1. the Group will send the Booking Change request to VFD, within the terms of the previous Letter d. to the same email address from which it received the OC and/or the Booking confirmation;
  2. within 15 (fifteen) days, VFD will send the Group a communication, to the same email address from which it received the Booking Change request, with which it can alternatively: (a) accept the Booking Change request, without prejudice to what is indicated in the following Letter f. 1.; (b) decline the Booking Change request proposing, where possible, a new solution to the Group for the date indicated by the same as part of the Booking Change (hereinafter, “**New Booking Solution**”), it being understood that the Group’s failure to receive and/or read the aforementioned communication sent to the email address received by VFD from the Group, for any reason, cannot be attributed to VFD in any way;
  3. in the case described in Letter (a) of Point 2. above, the Group will no longer be able to request from VFD a new Booking Change, any exception to this is now withdrawn by the Group;
  4. in the case described in Letter (b) of Point 2. above, the Group, by and no later than 7 (seven) days of receiving the communication from VFD, must send VFD a communication via email containing, alternatively:
    - acceptance of the New Booking Solution, without prejudice to what is indicated in the following Letter f. 2.; in this case, what is described in Point 3. above applies;
    - proposal of a new date for the Booking Change, in compliance with the terms referred to in the previous Letter d.; in this case, the regulations described in the present Letter e. will apply, without prejudice to the terms indicated in the previous Letter d.,
 it being understood that in the event of failure to send the communication by the Group, for any reason, within the aforementioned terms, the Guided Tour originally booked will remain valid exclusively in the



date and timeslot selected at the time of Booking and the Booking Change cannot be made, with the express exclusion of any and all responsibility of VFD in this regard, in any capacity, and the Group renounces any and all claims and/or requests, for any reason (such as, by way of example but not limited to, compensation and/or reimbursement), with reference to the Booking even if the date and time selected for the Guided Tour have already elapsed;

- f. without prejudice to the precise fulfilment of all activities described in the previous Letters d. and e., within the terms set out therein as well as in compliance with the following terms:
1. the Booking Change, having as its subject the same type of Guided Tour, will be free;
  2. the New Booking Solution, having as its subject a different type of Guided Tour which carries a higher cost than the type of Guided Tour subject of the Booking, will to be paid. In this case, the Group, at the same time as forwarding the communication accepting the New Booking Solution, as referred to in Letter e. 4. above, will have to pay the difference in price to VFD according to the same methods used for Booking the Guided Tour, it being understood that in the event of non-receipt, in full and/or in part, of the payment, for any reason, the booking of the New Booking Solution will not be considered finalised and the Guided Tour will therefore remain valid exclusively for the date and timeslot indicated at the time of the Booking, any exception to this is now withdrawn by the Group, with the express exclusion of any and all liability of VFD in this regard, in any capacity (such as, by way of example but not limited to, compensation and/or reimbursement), with reference to the Booking also in the event that the date and timeslot selected for the Guided Tour have already elapsed;
- g. VFD reserves the right to modify, at its sole discretion, at any time for organisational needs and/or extraordinary circumstances of any kind, the possibility of Booking in particular timeslots and/or calendared dates, any exception to this is now withdrawn.

#### **2.4.2. *Small Groups, Large Groups, Scheduled Guided Tours, Very Large Groups, Educational Groups and Third-Party Groups, as defined below***

##### ***2.4.2.1. Groups organised by VFD***

###### ***a. Small Groups, Large Groups, Scheduled Guided Tours, Very Large Groups, as defined below***

- (i) “Small Groups” are considered to be Groups of visitors composed of a minimum of 1 and a maximum of 10 persons (hereinafter, the “**Small Groups**”);
- (ii) “Large Groups” are considered to be Groups of visitors composed of a minimum of 11 and a maximum of 25 persons with a maximum of 4 simultaneous Groups (hereinafter, the “**Large Groups**”);
- (iii) “Scheduled Guided Tours” are considered to be those in which the Groups are composed of visitors who individually book their participation in a Guided Tour whose date and start time have been previously defined by VFD through a calendar published on the Website; these Groups can be made up of a maximum of 30 persons (hereinafter, the “**Scheduled Guided Tours**”). With reference to the Scheduled Guided Tours, please note that the minimum number of persons for the correct formation of the Group is determined at the sole discretion of VFD each time in light of the organisational needs of VFD and/or the Monumental Complex, any exception to this is now withdrawn with respect to VFD; in the event of failure to reach the minimum number as determined above, at the discretion of each person, the Booking Change regulation will apply or, alternatively, the Contract will automatically be terminated and, consequently, the Booking will be cancelled and, if needs be, the amount already paid by the individual person will be returned by VFD according to the method agreed by both parties;
- (iv) “Very Large Groups” are considered to be Groups of visitors composed of a minimum of 101 and a maximum of 250 persons, divided into a maximum of 10 simultaneous Groups (hereinafter, the “**Very Large Groups**”);
- (v) only Small Groups, Large Groups, Scheduled Guided Tours and Very Large Groups have the right to priority access, compatible with the organisational needs of VFD and/or of the Monumental Complex, it being understood that they must present themselves at the meeting point communicated by VFD by and no later than 15 (fifteen) minutes prior to the time indicated in the Booking; in the event of delay, participation in the Guided Tour cannot be guaranteed and the amount already paid by the Small Groups, Large Groups, Scheduled Guided Tours and Very Large Groups will be retained, who will not have any right to any refund or compensation, any exception to this is now withdrawn;
- (vi) during the Guided Tours, each participant of the Small Groups, Large Groups, Scheduled Guided Tours and Very Large Groups (hereinafter, jointly the “**Participants**” and singularly the “**Participant**”) can benefit from a complimentary audio guide free of charge (hereinafter, the “**Complimentary Audio Guide**”), upon delivery of an identity document to the personnel appointed by VFD (hereinafter, the “**Document**”), which will subsequently be returned to the Participant at the end of the Guided Tour and following the complete return of the Complimentary Audio Guide, without prejudice to the provisions of Art. (vii) below, if (a) the Participant is late with respect to the starting time of the Guided Tour; (b) the Participant is not able to correctly follow and/or understand the explanation of the guide and/or accompanying person and/or tour leader during the Guided Tour, the Participant hereby accepting that, in

- the event of failure, in full or in part, to deliver the Document, no Complimentary Audio Guide can be given by the personnel appointed by VFD to the Participant, any exception to this, for any reason, is now withdrawn regarding VFD;
- (vii) the microphone systems (including audio guides and/or radio guides or the Complimentary Audio Guide) must be returned at the end of the Guided Tour to the personnel appointed by VFD. In the event of failure to return, or the loss, tampering and/or breakage and damage, even partial, attributable to the Participant who used the microphone systems, a maximum penalty of €50.00 (fifty euros/00) will be applied, to be paid in cash or via electronic payment at the Ticket Offices, any exception to this is now withdrawn by the Participant and with the Participant's express renunciation to make any claim and/or request, for any reason, in this regard. All the aforementioned systems are sanitised before and after each use and disposable earphones are provided;
  - (viii) the Small Groups, Large Groups and the Scheduled Guided Tours, without prejudice to what is indicated in the following Art. (xii) with reference to Groups of families with children, forming part of the Scheduled Guided Tours, can make the Booking according to the following methods:
    - a. online, by accessing the appropriate section of the Website and proceeding directly to the Website by completing the form present on the Website, with the possibility of choosing the day, timeslot and booking the technology for the visit to the Monumental Complex, subject to a) acceptance of the processing of personal data; b) express acceptance of these GCS and the related unfair contract terms according to the methods set out in Art. 1.4 (i) (a) above, the Booking is valid following completion of the guided procedure on the Website, subject to successful completion of the payment and receipt of the OC;
    - b. only in the presence of specific needs of the Group, which requests a Guided Tour with a personalised route, start time and/or additional services (such as, by way of example but not limited to, Pick Up and Drop Off, bilingual tour services, extension of the opening times of one of the areas in the Monumental Complex): (a) Small Groups, Large Groups and Scheduled Guided Tours must send VFD, by email to the following address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), a Booking request for the Guided Tour (hereinafter, the "**Booking Request**"), in which they must indicate all the necessary data, including the request for the issue of a pro forma and/or invoice from VFD in relation to the VFD Quote, as defined below, in order to allow VFD to send the documentation referred to in Point (b) below; (b) once the Booking Request has been received, and the availability of the date, timeslot and type of Guided Tour, subject of the Booking Request, has been verified, VFD will send, to the same email address from which it received the Booking Request, the quote taking into account what is indicated by the Small Groups, Large Groups and Scheduled Guided Tours at the time of the Booking Request (hereinafter, "**VFD Quote**"), together with the GCS, the related unfair contract terms and the information on the processing of personal data, it being understood that in the event of failure to forward the communication by VFD containing the VFD Quote, the GCS, the related unfair contract terms and the information on the processing of personal data, the Booking Request will be considered denied, any exception to this is now withdrawn by the Small Groups, Large Groups and Scheduled Guided Tours; (c) by and no later than 2 (two) working days of receiving the email from VFD, the Small Groups, Large Groups and Scheduled Guided Tours must (I) read and accept the VFD Quote in full, by signing it; (II) read and accept the GCS and related unfair contract terms in full, by double signing of the same; (III) fill out and sign the information on the processing of personal data and declare, for him/herself and his/her assignees, and, likewise, undertake, for him/herself and his/her assignees and pursuant to Art. 1381 of the Italian Civil Code, to fully read, understand and accept the Regulations published on the Website; (IV) send to VFD, by email to the following address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), the VFD Quote, the GCS, the related unfair contract terms and the information on the processing of personal data, duly signed, it being understood that failure of the Small Groups, Large Groups and Scheduled Guided Tours to send or to only partially send the VFD Quote, the GCS, the related unfair contract terms and the information on the processing of personal data, no Contract can be considered finalised and/or be signed with VFD, any exception to this is now withdrawn by the Small Groups, Large Groups and Scheduled Guided Tours; (d) once VFD has received all the documents referred to in Point (c) above, fully signed, VFD will send the Small Groups, Large Groups and Scheduled Guided Tours, by email to the address indicated at the time of the Booking Request, confirmation of the Booking, it being understood that the failure by the Small Groups, Large Groups and Scheduled Guided Tours to receive and/or read the aforementioned communication to the email address received by VFD, for any reason, cannot be attributed to VFD in any way; the Booking is valid upon the forwarding of the Booking confirmation by VFD, referred to in this Point (d), subject to successful completion of the payment;
  - (ix) in relation to the Booking procedure referred to in Art. (viii) b. above:

- I. once the confirmation of the Booking has been received, the Small Groups, Large Groups and Scheduled Guided Tours must proceed, within 5 (five) working days prior to Guided Tour (hereinafter, the **“Guided Tour Payment Deadline”**), to make the payment, in light of the VFD Quote, already accepted by the Small Groups, Large Groups and Scheduled Guided Tours within the terms set out in Art. (viii) b. (c) above, by bank transfer, sending proof of the bank transfer to the email address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), or by credit card and/or instant bank transfer via virtual post, and VFD, in view of the payment received, will issue the related invoice, if the request was made by the Small Groups, Large Groups and Scheduled Guided Tours at the time of the Booking Request, it being understood that in the event of non-receipt, in full and/or in part, of the payment by VFD within the Guided Tour Payment Deadline, for any reason, the Contract will automatically be terminated and the Booking will consequently be cancelled;
- II. without prejudice to the payment obligation of the Small Groups, Large Groups and Scheduled Guided Tours pursuant to the Contract, in the event of modifications resulting in a lower number of Participants in the Guided Tour, the Small Groups, Large Groups and Scheduled Guided Tours:
  - a) by and no later than 7 (seven) working days prior to the Guided Tour (hereinafter, the **“Modification Communication Deadline”**), must send a communication, to the email address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), indicating this variation and in this case:
    - (i) VFD will send, by email to the address indicated at the time of the Booking Request, the correction of the VFD Quote in light of the modifications indicated by the Small Groups, Large Groups and Scheduled Guided Tours by and no later than Modification Communication Deadline;
    - (ii) by and no later than 1 (one) working day from receipt of the amended VFD Quote referred to in Point (i) above, the Small Groups, Large Groups and Scheduled Guided Tours must send the same signed for acceptance, by email to [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it) and must proceed, by and no later than the Guided Tour Payment Deadline, to make the payment, in light of the amended VFD Quote, already accepted within the terms referred to in this Point (ii), by bank transfer, with proof of the bank transfer to be sent to the email address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), or via credit card and/or instant bank transfer via virtual post;
    - (iii) VFD, having received payment, will issue the related invoice, if the relevant request was made by the Small Groups, Large Groups and Scheduled Guided Tours at the time of the Booking Request;  
as stated above, it is understood that in the event of non-receipt, in full and/or in part, of the payment by VFD, for any reason, the Contract will automatically be terminated and the Booking will consequently be cancelled;
  - b) if they do not send any communication by and no later than the Modification Communication Deadline and/or on the day of the Guided Tour a lower number of Participants show up than the number stated on the Booking Request and VFD Quote, they will have to proceed, by and no later than the Guided Tour Payment Deadline, to make the payment as required pursuant to Art. (ix) I. above, and the Ticket and/or Guided Tour ticket of the absent Participants will not be refunded, but will be valid on the day indicated in the Booking and for the 2 (two) following days, if the type of Ticket so foresees;
- III. without prejudice to the payment obligation of the Small Groups, Large Groups and Scheduled Guided Tours pursuant to the Contract, in the event of modifications resulting in a higher number of participants in the Guided Tour, the Small Groups, Large Groups and Scheduled Guided Tours pursuant to the Contract:
  - a) by and no later than the Modification Communication Deadline, must send a communication, to the email address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), indicating this change and in this case the regulations referred to in the previous Point II a) will apply;
  - b) if no communication is sent by and no later than the Modification Communication Deadline and/or on the day of the Guided Tour a higher number of Participants show up than the number stated on the Booking Request and VFD Quote:
    - (i) the Booking is guaranteed for the number of Participants as indicated in the Booking Request and VFD Quote;
    - (ii) the additional persons can participate in the Guided Tour subject to (I) verification by VFD of the maximum number of participants in each Group as foreseen pursuant to the Regulations and (II) the related adjustment of the tariffs, which must be remitted by the Small Groups, Large Groups and Scheduled Guided Tours at Duomo InfoPoint located in Piazza Duomo Snc on the right-hand side of the Cathedral, at the same time as the Guided Tour, it being understood that they must request the issuing of an invoice before proceeding with the relative payment and

the consequent issuing of each Ticket and/or Guided Tour ticket by the operator in charge of the InfoPoint desk;

- (x) in relation to the Booking procedure referred to in Art. (viii) above:
  - I. without prejudice to the successful completion of the payment made by the Small Groups, Large Groups and Scheduled Guided Tours pursuant to the Contract, in the event of any changes resulting in a lower number of Participants in the Guided Tour, the regulation referred to in Art. (ix) II. above, *mutatis mutandis*, will apply, it being understood that, in the case referred to in Art. (ix) II. a), VFD will send, by email to the address indicated at the time of the Booking, confirmation of the change requested by the Small Groups, Large Groups and Scheduled Guided Tours and will issue the refund via payment gateway or bank transfer to the Small Groups, Large Groups and Scheduled Guided Tours for the amount corresponding to the price of the Ticket and/or Guided Tour ticket relating to the Participants who will not take part in the Guided Tour, the subject of the communication sent by the Small Groups, Large Groups and Scheduled Guided Tours;
  - II. without prejudice to the successful completion of payment by the Small Groups, Large Groups and Scheduled Guided Tours pursuant to the Contract, in the event of any changes resulting in a higher number of Participants in the Guided Tour, the regulation referred to in Art. (ix) III. above, *mutatis mutandis*, will apply, it being understood that, in the case referred to in Art. (ix) III. a), VFD will send, by email to the address indicated at the time of the Booking, a link through which the Small Groups, Large Groups and Scheduled Guided Tours must make the payment, by and no later than the Guided Tour Payment Deadline, for the amount corresponding to the price of the Ticket and/or Guided Tour ticket relating to the additional Participants who will take part in the Guided Tour, it being understood that in the event of non-receipt, in full and/or in part, of the payment to VFD, for any reason, the Booking for the additional Participants who will take part in the Guided Tour will not be considered finalised, any exception to this is now withdrawn by the Small Groups, Large Groups and Scheduled Guided Tours;
- (xi) the Very Large Groups will be able to make the Booking, *mutatis mutandis*, exclusively according to the procedure set out in Artt. (viii) b. and (ix), with the following modifications (i) the Guided Tour Payment Deadline is fixed at 10 (ten) working days prior to the Guided Tour and (ii) the Modification Communication Deadline is fixed at 15 (fifteen) working days prior to the Guided Tour;
- (xii) groups of families with children, forming part of the Scheduled Guided Tours, will be able to book, *mutatis mutandis*, exclusively according to the procedure referred to in Artt. (viii) a. and (x), with the following modification: all communications must be sent to [didattica@duomomilano.it](mailto:didattica@duomomilano.it).

**b. Educational Groups, as defined below**

1. “Educational Groups” are considered to be Groups of visitors with educational purposes and in particular school, religious, parish and subsidised Groups composed of a maximum of 30 persons (excluding the guide and/or accompanying person and/or tour leader) (hereinafter, singularly the “**Educational Group**” and jointly the “**Educational Groups**”);
2. the microphone systems (including audio guides and/or radio guides or the Complimentary Audio Guide), must be returned at the end of the Guided Tour to the personnel appointed by VFD. In the event of failure to return, or the loss, tampering and/or breakage and damage, even partial, attributable to the Participant of the Educational Groups who used the microphone systems, a maximum penalty of €50.00 (fifty euros/00) will be applied, to be paid in cash or via electronic payment at the Ticket Offices, any exception to this is now withdrawn by the Participant of the Educational Groups and with the Participant’s express renunciation to make any claim and/or request, for any reason, in this regard; with specific reference to School Groups, forming part of Educational Groups, VFD, for some specific Guided Tours, may provide each participant in the School Groups, forming part of Educational Groups, with a tablet to be used during the specific Guided Tour, which must be returned at the end of the Guided Tour to the personnel appointed by VFD. In the event of failure to return, or the loss, tampering and/or breakage and/or damage, even partial, attributable to the Participant of the School Groups, forming part of Educational Groups, a maximum penalty of €150.00 (one hundred and fifty euros/00) will be applied, to be paid according to the methods with which the Booking was made, any exception to this is now withdrawn by the Participant of the School Groups, forming part of Educational Groups, and with the Participant’s express renunciation to make any claim and/or request, for any reason, in this regard; All the aforementioned systems are sanitised before and after each use and disposable earphones are provided;
3. the Booking can be made exclusively according to the following methods: (i) through the sending of a Booking request for a Guided Tour by the Educational Group to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for school groups, to the email address [artefede@duomomilano.it](mailto:artefede@duomomilano.it) for religious and/or parish groups, and to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for subsidised groups, or by telephone at the following number +39 02 361691ext. 3 (hereinafter, the “**Request**”); (ii) once the Request has been received, VFD will send, to the same email address from which it received the Request



or to the email address supplied by the Educational Group during the telephone contact referred to in Point (i) above, the information brochure containing indications on the different types of visit that can be carried out by the Educational Group and the relative costs, as well as the link that allows the Educational Group to fill out the online form with the information requested therein (hereinafter, the “**Online Form**”), in order to allow VFD to forward the Quote, as defined below. It being understood that in the event of failure to forward the communication by VFD containing the brochure and link for the Online Form, the Request will be considered denied, any exception to this is now withdrawn by the Educational Group; (iii) the Educational Group, having received the communication from VFD referred to in Point (ii) above, without prejudice to the terms set out in the following Artt. 4., 5. and 6., must (a) proceed with fully completing the Online Form, according to the indications provided therein; (b) fully read and accept these GCS and the related unfair contract terms by clicking and/or flagging the boxes specifically and separately provided with reference to the GCS and the related unfair contract terms when completing the Online Form; (c) provide consent for the processing of personal data, and declare, for itself and its assignees, and, likewise, to undertake, for itself and its assignees and pursuant to Art. 1381 of the Italian Civil Code, to fully read, understand and accept the Regulations, published on the Website; (d) send the Online Form to VFD according to the methods indicated therein; (iv) once the Online Form has been received, VFD, having verified the availability of the date, timeslot and type of Guided Tour, as indicated in the Online Form, will send, by email to the address indicated in the Online Form, the price quote taking into account what is indicated by the Educational Group in the Online Form (hereinafter, the “**Quote**”), to which these GCS and the related unfair contract terms will also be attached, already accepted by the Educational Group through the clicking and/or flagging of the boxes specifically and separately prepared with reference to the GCS and the related unfair contract terms at the time of completing the Online Form. It is also understood that in the event of failure to forward the communication containing the Quote by VFD, the Booking cannot be made, any exception to this is now withdrawn by the Educational Group; (v) by and no later than 5 (five) working days of receipt of the Quote, the Educational Group must send the same, to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for school groups, to the email address [artefede@duomomilano.it](mailto:artefede@duomomilano.it) for religious and/or parish groups, and to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for subsidised groups, duly signed as a sign of full acceptance and, in the case of public institutions, forming part of Educational Groups, must also simultaneously send the CIG (*Codice Identificativo Gara* or *Contract Reference Number*) on letter-headed paper of the public institution, forming part of Educational Groups, and all the necessary documents that must be signed by VFD for this purpose; the CIG will subsequently be reported on the invoice issued by VFD, it being understood that in the event of failure to forward or to only partially forward the Quote and the documents referred to in this Point (v) by the Educational Groups, no Contract can be considered concluded and/or signed with VFD, any exception to this is now withdrawn by the Educational Groups; (vi) once the signed Quote and documents referred to in Point (v) above have been received, VFD will send the Educational Group, by email to the address indicated on the Online Form, the confirmation of the Booking, it being understood that failure by the Educational Group to receive and/or read the aforementioned communication sent to the email address received by VFD, for any reason, cannot be attributed to VFD in any way;

4. once confirmation of the Booking has been received, the Educational Group must proceed, by and no later than 7 (seven) working days prior to the Guided Tour (hereinafter, the “**Payment Deadline**”), to make the payment, in light of the Quote, already accepted by the Educational Group within the terms set out in Art. 3. (v) above, by bank transfer, with proof of the bank transfer to be sent to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for school groups, to the email address [artefede@duomomilano.it](mailto:artefede@duomomilano.it) for religious and/or parish groups, and to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for subsidised groups and VFD, in view of the payment received, will issue the related invoice, if the relevant request was formulated by the Educational Group when completing the Online Form; with reference to public institutions, forming part of Educational Groups, which request an electronic invoice at the time of completing the Online Form with the issuing of the CIG, VFD will proceed to issue the relevant invoice in light of the Quote, already accepted by the public institutions, forming part of Educational Groups, within the terms set out in Art. 3. (v) above, within 12 (twelve) working days prior to the Guided Tour and the public institutions, forming part of Educational Groups, will proceed to make the payment by and no later than the Payment Deadline, according to the methods indicated on the invoice.

As stated above, it is understood that in the event of non-receipt, in whole and/or in part, of payment by VFD by and no later than the Payment Deadline, for any reason, the Contract will automatically be terminated and the Booking will consequently be cancelled;

5. without prejudice to the payment obligation of the Educational Group pursuant to the Contract, in the event of modifications resulting in a lower number of Participants in the Guided Tour, the Educational Group:



- a) by and no later than 15 (fifteen) working days prior to the Guided Tour (hereinafter, the “**Communication Deadline**”), must send a communication, sent to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for school groups, to the email address [artefede@duomomilano.it](mailto:artefede@duomomilano.it) for religious and/or parish groups, and to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for subsidised groups, indicating the variation and in this case:
- (i) VFD will send, by email to the address indicated on the Online Form, the correction to the Quote in light of the modifications indicated by the Educational Group by and no later than the Communication Deadline;
  - (ii) by and no later than 2 (two) working days of receipt of the correction to the Quote referred to in Point (i) above, the Educational Group must send the same signed in acceptance, by email to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for school groups, to the email address [artefede@duomomilano.it](mailto:artefede@duomomilano.it) for religious and/or parish groups, and to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for subsidised groups and must proceed, by and no later than the Payment Deadline, to make the payment, in light of the correction of the Quote, already accepted within the terms referred to in this Point (ii), by bank transfer, with proof of the bank transfer to be sent to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for school groups, to the email address [artefede@duomomilano.it](mailto:artefede@duomomilano.it) for religious and/or parish groups, and to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for subsidised groups;
  - (iii) VFD, in view of the payment received, will issue the related invoice, if the relevant request was formulated by the Educational Group at the time of completing the Online Form;
  - (iv) public institutions, forming part of Education Groups, which request an electronic invoice at the time of completing the Online Form with the issuing of the CIG, will proceed to make the payment by and no later than the Payment Deadline, according to the methods indicated on the invoice which will be issued by VFD, in light of the correction of the Quote, already accepted in the terms referred to in the previous Point (ii), within 12 (twelve) working days prior to the Guided Tour.
- As states above, it is understood that in the event of non-receipt, in whole and/or in part, of the payment by VFD, for any reason, the Contract will automatically be terminated and the Booking will consequently be cancelled;
- b) if no communication is sent by and no later than the Communication Deadline and/or on the day of the Guided Tour, a lower number of Participants show up than the number stated on the Online Form and the Quote, will have to proceed, by and no later than the Payment Deadline, to make the payment as required pursuant to Art. 4. above, and the Ticket and/or Guided Tour ticket of the absent Participants will not be refunded, but will be valid on the day indicated in the Booking and for the following 2 (two) days, if the type of Ticket so foresees;
6. without prejudice to the payment obligation of the Educational Group pursuant to the Contract, in the event of modifications resulting in a higher number of participants in the Guided Tour, the Educational Group:
- a) by and no later than the Communication Deadline, must send a communication, to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for school groups, to the email address [artefede@duomomilano.it](mailto:artefede@duomomilano.it) for religious and/or parish groups, and to the email address [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for subsidised groups, indicating this change and in this case, the regulations referred to in the previous Art. 5. a) will apply;
  - b) if no communication is sent by and no later than the Communication Deadline and/or on the day of the Guided Tour, a higher number of participants show up than the number stated on the Online Form and the Quote:
    - (i) the Booking is guaranteed for the number participants as indicated on the Online Form and the Quote;
    - (ii) the additional persons can participate in the Guided Tour subject to (a) verification by VFD of compliance with the maximum number of participants in each Group as foreseen pursuant to the Regulations and (b) the relative adjustment of the tariffs, which must be paid by the Education Groups, and therefore also by the public institutions, forming part of Educational Groups, at the Group Ticket Office at the same time as the Guided Tour, it being understood that (I) the Educational Groups, different from public institutions, must request the issuance of the invoice prior to the issuing of the Ticket and/or Guided Tour ticket to the operator in charge of the Group Ticket Office; (II) public institutions, forming part of Educational Groups, will not be able to deliver a new CIG on letter-headed paper of the public institution, forming part of Educational Groups, and therefore must request that VFD, in relation to the aforementioned change, issue a new invoice and/or modify the previous invoice issued, but the accompanying person from the public institute, forming part of Educational Groups, may request, together with the payment made in the

terms indicated above, the issuing of an invoice in his/her name, subsisting in the legal requirements;

7. in relation to religious and parish Groups, forming part of Educational Groups, which make a Booking for an amount up to €500.00 (five hundred euros/00), without prejudice to the Booking procedure referred to in Art. 3. above and the payment obligation of the religious and parish Groups, forming part of Educational Groups, pursuant to the Contract, they may pay the amount due by the Contract directly on the day of the Guided Tour at the Group Ticket Office via cash, credit card or debit card, and VFD, subject to successful completion of the payment, will issue the related invoice, if requested during the Booking phase at the time of completing the Online Form;
8. the Booking is valid upon the forwarding of the Booking confirmation by VFD pursuant to Art. 3. (vi) above, subject to successful completion of the payment;
9. Educational Groups must present themselves at the meeting point communicated by VFD by and no later than 15 (fifteen) minutes prior to the time indicated on the Booking; in the event of delay, participation in the Guided Tour cannot be guaranteed and the amount already paid by the Educational Group will be retained, who will not have any right to any refund or compensation, any exception to this is now withdrawn;

#### **2.4.2.2. Third-Party Groups, as defined below**

- (i) Groups composed of a minimum of 1 and a maximum of 25 persons are considered as such (excluding the tourist guide and/or accompanying persons and/or tour leader and, in the case of school and parish Groups, different from the Educational Groups, excluding 2 accompanying persons for every 25 participants) (hereinafter, singularly the “**Third-Party Group**” and jointly the “**Third-Party Groups**”);
- (ii) in the absence of a Booking via the Call Centre, as defined below, the online purchase and/or collection from the Ticket Offices of a number greater than 10 (ten) Ticket units per single purchase transaction will be prohibited. This prohibition will not be applied in the following cases, subject to verification of the actual availability of the number relative to the Ticket units for Groups in the timeslot requested: i) request for issue presented by an authorised guide/tour leader (pursuant to the previous Art. 2.2.2.) who must show their identification card; ii) request accompanied by a list of participants shown in the Ticket Offices on letter-headed paper of the organisation; iii) request presented by a entity affiliated with VFD; iv) prepaid order through VFD customer services and the online purchase through affiliated portals; v) specific authorisation from VFD Management;
- (iii) it will be possible to make the Booking through the Call Centre, as defined below, starting from the forty-fifth day prior to the date of access to the Monumental Complex to carry out the relative visit. It will not be possible to make the Booking through the Call Centre, as defined below, on the same day as access to the Monumental Complex to carry out the relative visit, Sundays and public holidays (also weekdays);
- (iv) each Booking cannot exceed the maximum number of 25 persons per accompanying person/guide;
- (v) in order to proceed with the Booking, according to the methods and the terms set out in the following Art. (vii), the Contract with VFD must be signed in advance according to the following methods: (a) the Third-Party Group must contact, at the following telephone number +39 02 929 581 18, the Call Centre appointed by VFD and dedicated to Third-Party Groups, on the following days and at the following times: from Monday to Saturday, from 9am to 6pm, with the exception of weekday public holidays (hereinafter, the “**Call Centre**”), so as to request the sending, by email, to the address that will be provided by the Third-Party Group to the Call Centre, of the link that allows the Third-Party Group to complete the online form with the information requested therein (hereinafter, the “**Third-Party Group Online Form**”), that must be completed in its entirety and signed by the Third-Party Group; (b) VFD will send, by email to the address supplied by the Third-Party Group during the telephone call referred to in Point (a) above, the link for completing the Third-Party Group Online Form, it being understood that in the event of failure to forward the communication by VFD containing the aforementioned link, no Contract can be considered concluded and/or signed with VFD, any exception to this is now withdrawn by the Third-Party Group; (c) by and no later than 2 (two) working days of receiving the email from VFD, the Third-Party Group must (i) proceed with the compilation in full of the Third-Party Group Online Form, according to the indications provided therein; (ii) read and fully accept these GCS and the related unfair contract terms by clicking and/or flagging the boxes specifically and separately provided with reference to the GCS and the unfair contract terms when completing the Third-Party Group Online Form; (iii) provide consent for the processing of personal data and declare, for itself and its assignees, and, likewise, to undertake, for itself and its assignees pursuant to Art. 1381 of the Italian Civil Code, to fully read, understand and accept the Regulations, published on the Website; (iv) send the Third-Party Group Online Form to VFD according to the methods therein. The Third-Party Group, in the case of public institutions, must also simultaneously send, by email to the following address [gruppi@duomomilano.it](mailto:gruppi@duomomilano.it), the CIG (*Codice Identificativo Gara* or *Contract Reference Number*) on letter-headed paper of the public institution, forming part of Third-Party Groups, and all the necessary documents that must be signed by VFD for this

- purpose; the CIG will subsequently be reported on the electronic invoice issued by VFD; (d) once VFD has received all the documents referred to in Point (c) above, duly completed and fully accepted, the Contract will be considered finalised and will govern the contractual relationship between VFD and the Third-Party Group relating to each Booking that will be made by the Third-Party Group during the duration of the Contract, as specified below;
- (vi) during the duration of the Contract between VFD and the Third-Party Group, the latter may proceed with making each Booking, in accordance with the provisions of the following Art. (vii) and without prejudice to the provisions contained in Artt. (ix), (x) and (xi), it being understood that these GCS and the related unfair contract terms will not need to be accepted again each time an individual Booking is made, with the exception of any modifications and/or variations, as indicated in Art. 1.8 above, whereby the Third-Party Group undertakes from now on, for itself and its assignees, to accept the new GCS, with the related unfair contract terms, without prejudice to what is indicated in the following Art. (xiv);
  - (vii) the Booking of Third-Party Groups can exclusively be made according to the following methods: (a) the Third-Party Group must contact the Call Centre, in order to make a Booking Request, supplying the Call Centre with all the information requested and/or necessary as provided below (hereinafter, the “**BR**”); (b) VFD, in view of the BR, having verified the availability of the date, timeslot and type of access to the Monumental Complex to carry out the relative visit, subject of the BR, will send, by email to the address supplied by the Third-Party Group at the time of the BR, the quote taking into account that which was indicated by the Third-Party Group at the time of the BR (hereinafter, the “**Third-Party Group Quote**”) and the link through which the Third-Party Group must make the payment of the amount due by the Third-Party Group on the basis of the Third-Party Group Quote, including the rental of radio/audio guides, as well as the presale commission for access to the Monumental Complex to carry out the relative visit via the Call Centre, by and no later than the terms set out below, so as to block the date and timeslot indicated at the time of the BR, it being understood that in the event of non-receipt, in full and/or in part, of the payment by VFD by and no later than the terms set out below, for any reason, and/or in the event of failure to forward the communication by VFD containing the Third-Party Group Quote and the link for payment of the total amount due by the Third-Party Group, the BR will be considered denied and the Booking cannot be made, any exception to this is now withdrawn by the Third-Party Group. The Third-Party Group acknowledges and expressly accepts, for itself and its assignees, that, with payment of the total amount due by the Third-Party Group, carried out within the terms set out below, the Third-Party Group Quote will be deemed to be fully accepted by the Third-Party Group, any exception to this is now withdrawn; (c) once successful payment of the amount referred to in Point (b) above has been verified, VFD will send to the Third-Party Group, by email to the address indicated at the time of the BR, the confirmation of the Booking, it being understood that failure of the Third-Party Group to receive and/or read the aforementioned communication at the email address received from VFD, for any reason, cannot be attributed to VFD in any way;
  - (viii) it is expressly understood that in the event of failure to complete each Booking and/or conclusion of the Contract and/or resolution and/or cessation of the efficacy of the Contract, for any reason, no refund of the amount, relative to the presale commission to the Third-Party Group for each access to the Monumental Complex to carry out the relative visit via the Call Centre will be due by VFD to the Third-Party Group, any exception to this is now withdrawn;
  - (ix) the Third-Party Group must proceed, by and no later than 7 (seven) working days following receipt of the payment link referred to in Art. (vii) (b) or public institutions, forming part of Third-Party Groups, must proceed by and no later than 7 (seven) working days prior to accessing the Monumental Complex to carry out the relative visit (hereinafter, the “**Third-Party Group Payment Deadline**”), to make the payment, in light of the Third-Party Group Quote, accepting the same as indicated in Art. (vii) (b) above and VFD, in view of the payment received, will issue the related invoice if the relevant request was formulated by the Third-Party Group at the time of completing the Third-Party Group Online Form or, with reference to public institutions, forming part of Third-Party Groups, if the request concerns the electronic invoice with issuance of the CIG.

As stated above, it is understood that in the event of non-receipt, in full and/or in part, of the payment by VFD by and no later than the Third-Party Payment Deadline, for any reason, the Contract will automatically be terminated and the Booking will consequently be cancelled;

- (x) without prejudice to the payment obligation of the Third-Party Group pursuant to the Contract, in the event of modifications resulting in a lower number of participants accessing the Monumental Complex to carry out the relative visit, the Third-Party Group:
  - a) by and no later than 5 (five) working days following receipt of the payment link referred to in Art. (vii) (b) or public institutions, forming part of Third-Party Groups, by and no later than 10 (ten) working days prior to accessing the Monumental Complex to carry out the relative visit (hereinafter,

the “**Third-Party Group Communication Deadline**”), must send a communication, to the email address [gruppi@duomomilano.it](mailto:gruppi@duomomilano.it), indicating this change and in this case:

- I. the Third-Party Group, by sending the communication of variation to VFD, acknowledges and expressly accepts, for itself and its assignees, that, with the forwarding of the request and the subsequent confirmation by VFD, the correction to the Third-Party Group Quote in light of the modifications indicated by the Third-Party Group, as regulated in the following point, are considered finalised;
  - II. VFD will send, by email to the address indicated by the Third-Party Group at the time of the BR, a communication containing confirmation of the variation and will send a link through which the Third-Party Group must make the payment for the amount due in light of the adjustment to the Third-Party Group Quote, consisting of the amount of the Third-Party Group Quote minus the amount of the Tickets of the absent persons, as well as the amount for the rental of the radio/video guides and the presale commission for access to the Monumental Complex to carry out the relative visit, it being understood that payment must be made by the Third-Party Group by and no later than the Third-Party Group Payment Deadline, in light of the rectification of the Third-Party Group Quote, already accepted within the terms referred to in Point II;
  - III. VFD, in view of the payment received, will issue the related invoice if the relevant request was formulated by the Third-Party Group at the time of completing the Third-Party Group Online Form or, with reference to public institutions, forming part of Third-Party Groups, if the request concerns the electronic invoice with issuance of the CIG.  
As stated above, it is understood that in the event of non-receipt, in full and/or in part, of the payment by VFD, for any reason, the Contract will be terminated by law and the Booking will consequently be cancelled;
- b) if no communication is received by and no later than the Third-Party Group Communication Deadline and/or on the day of access to the Monumental Complex to carry out the relative visit, a lower number of participants should show up than the number stated on the BR and Third-Party Group Quote, must proceed, by and no later than the Third-Party Group Payment Deadline, to make the payment as provided pursuant to Art. (ix) above, and the Tickets of the absent participants will not be refunded, but will be valid on the day indicated on the Ticket and for the following 2 (two) days, if the type of Ticket so foresees;
- (xi) without prejudice to the payment obligation of the Third-Party Group pursuant to the Contract, in the event of modifications resulting in a higher number of participants accessing the Monumental Complex to carry out the relative visit, the Third-Party Group:
- a) by and no later than the Third-Party Group Communication Deadline, must send a communication, to the email address [gruppi@duomomilano.it](mailto:gruppi@duomomilano.it), in which it indicates this variation and in this case the regulations referred to in the previous Art. (x) a) will apply;
  - b) if no communication is sent by and no later than the Third-Party Group Communication Deadline and/or on the day of access to the Monumental Complex to carry out the relative visit, a higher number of participants should show up than the number stated on the BR and Third-Party Group Quote: (I) the Booking is guaranteed for the number of participating persons as indicated in the BR and in the Third-Party Group Quote; (II) the additional persons can participate in accessing the Monumental Complex to carry out the relative visit subject to verification by VFD of compliance with the maximum number of participants in each Group as foreseen pursuant to the Regulations, verification of the availability of each Ticket for the timeslot requested by the Third-Party Group and the relevant adjustment of the tariffs, which must be paid by the Third-Party Group, and therefore also by the public institutions, forming part of Third-Party Groups, at the Group Ticket Office desk at the same time of accessing the Monumental Complex to carry out the relevant visit, without prejudice to the fact that (i) the Third-Party Group must request the invoice be issued prior to the issuing of each Ticket by the operator in charge of the Group Ticket Office desk; (ii) public institutions, forming part of Third-Party Groups, will not be able to deliver a new CIG on letter-headed paper of the public institution, forming part of Third-Party Groups, and therefore must request that VFD, in relation to the aforementioned change, issue a new invoice and/or modify the previous invoice issued, but the accompanying person from the public institution, forming part of Third-Party Groups, may request, together with the payment made in the terms indicated above, the issuing of an invoice in his/her name, subsisting in the legal requirements;
- (xii) the Booking is valid upon the forwarding the confirmation of Booking by VFD pursuant to Art. (vii) (c) above, subject to successful completion of the payment;
  - (xiii) the Contract comes into effect from the date in which the Contract is finalised, as provided for pursuant to Art. (v) (d) above, until 31 December of the same year, being automatically renewed until 31 December of each subsequent year, unless cancellation is communicated by certified email by the other party to the



- following email address [contratti@pec.duomomilano.it](mailto:contratti@pec.duomomilano.it) with 30 (thirty) days' notice prior the Contract's expiry;
- (xiv) without prejudice to the provisions of these GCS, and in particular to the provisions of Art. 5.4.5. with reference to individual Bookings, the Third-Party Group acknowledges and expressly accepts, for itself and its assignees, that regardless of the duration of the Contract, VFD and the Third-Party Group may exercise the right of withdrawal from the Contract at any time, via registered mail with read receipt or certified email, to the address indicated in the Third-Party Group Online Form, as regards the Third-Party Group, and to the certified email address [contratti@pec.duomomilano.it](mailto:contratti@pec.duomomilano.it), as regards VFD, it being understood that the withdrawing party will have 30 (thirty) days from the date in which the communication sent by VFD or the Third-Party Group is received, and without prejudice to the fact the Third-Party Group must fulfil its obligations until the date of dissolution of the Contract;
  - (xv) the Third-Party Groups must present themselves at the access gates indicated on the Ticket by and no later than 15 (fifteen) minutes prior to the time indicated on the Ticket; in case of delay, priority entrance and/or actual entrance to the Monumental Complex cannot be guaranteed, it being understood that the Third-Party Group must respect the indications provided by the personnel appointed by VFD, and the amount already paid by the Third-Party Group will be retained, who will not be entitled to any refund or compensation, any exception to this is now withdrawn;
  - (xvi) the microphone systems (including audio guides and/or radio guides) must be returned to the personnel appointed by VFD at the end of access to the Monumental Complex to carry out the relative visit. In the event of failure to return, or the loss, tampering and/or breakage and damage, even partial, attributable to the participant of the Third-Party Group who used the microphone systems, a maximum penalty of €50.00 (fifty euros/00) will be applied, to be paid in cash or via electronic payment at the Ticket Offices, any exception to this is now withdrawn by the participant of the Third-Party Group and with the participant of the Third-Party Group's express renunciation to make any claim and/or request, for any reason, in this regard. All the aforementioned systems are sanitised before and after each use and disposable earphones are provided;
  - (xvii) in the case of booking radio/video guides, VFD reserves the right, also for organisational needs connected to the Monumental Complex, to consign each Third-Party Group a lower number of devices, it being understood that all participants of the Third-Party Group can use the radio/video guides as the relative devices are equipped with a double jack.

## **2.5. Online Guided Tours**

- 2.5.1. In the case of online events, no refund will be provided in the event of technical or connection problems not attributable to VFD;
- 2.5.2. in the case of online events, it is entirely forbidden to record, on any medium, the event and to disseminate, via any medium (physical and/or digital) images or video taken from participation in the event.

## **2.6. Madonnina Webcam Service**

- 2.6.1. This consists of a purchasable service, also together with the Ticket as an additional service, by the Customer exclusively from the Website, individually or in combination with other Services, which allows the Customer, through a 12-month or 20-minute subscription, as better clarified below, depending on the choice and payment of the relative price by the Customer (hereinafter, jointly the "**Madonnina Webcam Service Price**"), to access a platform, by inserting the Access Code, as better defined below, in the reserved area of the Website, and to visualise in live streaming the images of a webcam installed on the Main Spire of Milan Duomo, at the base of the Madonnina which captures the skyline of the city of Milan, 24/7;
- 2.6.2. in relation to the functionality of the Madonnina Webcam Service, the principal characteristics are indicated at the following link <https://webcam.duomomilano.it/index-en.html>. Please note that there are no particular technical and/or geographical restrictions in the use of the Madonnina Webcam Service, without prejudice to the necessity of the existence and correct functioning of an internet connection, which remains in the hands of the Customer;
- 2.6.3. in relation to the compatibility and interoperability of the Madonnina Webcam Service, as far as VFD is aware, it should be noted that the Madonnina Webcam Service is able to function on the same PC and/or tablet and/or smartphone without causing software and/or hardware conflicts with other similar digital content and/or without causing any loss of functionality both for the Madonnina Webcam Service and similar digital content; in relation the interoperability of the Madonnina Webcam Service, please note that the Madonnina Webcam Service is able to function on different PCs and/or tablets and/or smartphones without causing software and/or hardware conflicts;
- 2.6.4. purchase is made through the compilation, by the Customer, of a specific form found on the Website and through the successful sending of the online Order to VFD, subject to successful payment of the Madonnina Webcam Service Price, which the Customer is obliged to fully carry out, also in the case of indication and choice by the Customer of the 12-month subscription, via the electronic payment system indicated on the Website, once the Order has been completed and subject to full acceptance of these GCS and the unfair contract



- terms contained therein;
- 2.6.5. once the Order and the related payment of the Madonna Webcam Service Price have been received (subject to successful payment 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 the description of the access methods to the Madonna Webcam Service, the unique access code (hereinafter, the “**Access Code**”), the summary of the costs incurred by the Customer (in particular relating to purchase of the Madonna Webcam Service), these GCS together with the unfair contract terms provided therein accepted by the Customer;
- 2.6.6. the Contract will be considered finalised at the time of acceptance by the Customer, through the double clicking of the Contract online and, separately, of the specific unfair contract terms in compliance with Artt. 1341–1342 of the Italian Civil Code and by the simultaneous sending of the online Order to VFD, subject to successful completion of the payment to be made on the Website by the Customer;
- 2.6.7. all expenses connected to the use of the Madonna Webcam Service will be fully borne by the Customer, given that the Madonna Webcam Service Price only concerns access to the Madonna Webcam Service, while by way of example but not limited to the costs relating to an internet line and/or telephone line and/or service charges imposed by the issuer of the payment method chosen by the Customer and indicated on the Website and/or any other communication and/or access costs will be charged separately to the Customer by his/her provider(s), with the exclusion of any and all liability of VFD in this regard;
- 2.6.8. the validity of the Madonna Webcam Service Access Code varies depending on the type of option chosen during the purchasing phase of the Madonna Webcam Service, that is to say i) single use valid exclusively for a maximum and continuous duration of 20 minutes starting from the insertion of the Access Code by the Customer in the reserved area of the Website and for 1 (one) device only (by way of example but not limited to PC and/or tablet and/or smartphone); ii) multi-use subscription valid exclusively for a maximum duration of 365 days starting from the insertion of the Access Code by the Customer in the reserved area of the Website and for 1 (one) device only (by way of example but not limited to PC and/or tablet and/or smartphone);
- 2.6.9. without prejudice to the provisions of Art. 2.6.8. above, the Access Code, if not immediately used by the Customer due to the Customer’s sole fault and/or culpability, it will remain valid for a maximum duration of 8 (eight) months following purchase. Once this deadline has elapsed, even in the event of non-use by the Customer due to the Customer’s sole fault and/or culpability, the Access Code will be deemed to have expired, without prejudice to VFD’s right to definitively and fully withhold the Madonna Webcam Service Price paid by the Customer, any exception to this is now withdrawn by the Customer and with the Customer’s express renunciation to make any claim and/or request, for any reason, in this regard;
- 2.6.10. once the Access Code has been received via email from VFD, the Customer (i) must keep it safe, (ii) cannot transfer it and/or share it and/or make it accessible in any way to others, as it is strictly personal and (iii) can only use it on one device at a time (by way of example but not limited to PC, tablet and/or smartphone);
- 2.6.11. it is the Customer’s responsibility to ensure possession and maintenance of the device (by way of example but not limited to PC, tablet and/or smartphone) and/or any apparatus used to access to the Madonna Webcam Service;
- 2.6.12. it is absolutely forbidden to copy and/or record and/or memorise, on any medium, the video images related to the Madonna Webcam Service and/or in any case all or part of the Madonna Webcam Service as well as disseminate, by means of any medium (physical and/or digital), the video images related to the Madonna Webcam Service and/or in any case all or part of the Madonna Webcam Service, such as to hijack, reshare, retransmit, capture in streaming or otherwise distribute all or part of the Madonna Webcam Service to others; it is understood that in the event of violation, the Customer will be charged a penalty of €5,000.00 (five thousand euros/00), any exception to this is now withdrawn, which must be paid via bank transfer to the bank account details that will be communicated by VFD;
- 2.6.13. the Customer acknowledges the fact that the Madonna Webcam Service, being linked to the correct functioning of a webcam installed on the Main Spire of Milan Duomo, at the base of the Madonna, is provided in the state in which it is currently found, without further guarantees with respect to what is indicated in the following Art. 4., and therefore VFD is not responsible, in any capacity, to the Customer, any exception to this is now withdrawn, in the event of total or partial and/or bad functioning and/or suspension and/or interruption and/or unavailability in the provision of the Madonna Webcam Service determined, by way of example but not limited to, Force Majeure, as defined below, tampering or interference, also illicit, by third parties on the Customer’s devices; misuse of the Madonna Webcam Service by the Customer; malfunctioning and/or erroneous configuration of the devices used by the Customer; insufficient bandwidth or lack of adequate speed of the access service, as well as events not attributable to VFD and/or the non-fulfilment by the Customer to comply with the obligations provided for in the GCS and the Contract;
- 2.6.14. the quality of the transmission of the Madonna Webcam Service images may vary from computer to computer and from device to device and may depend on a variety of circumstances, such as, by way of example but not limited to, the place in which the Customer is located and the speed of the internet connection.

## 2.7. *Augmented Reality Experience*

- 2.7.1. It can be purchased, together with the Ticket as an additional Service: (1) from the Website, through completion by the Customer, during purchase of the Ticket, of an additional and specific form on the Website relating to the Augmented Reality Experience and through the subsequent sending of the overall online Order to VFD, subject to successful completion of the entire payment, once the Order has been completed, and without prejudice to the full acceptance of these GCS, the unfair contract terms contained therein and the cautions related to the Augmented Reality Experience; (2) at one of the Ticket Offices without prejudice to acceptance of these GCS, the unfair contract terms contained therein as indicated in Art. 1.2 (i) as well as the cautions related to the Augmented Reality Experience available at the Ticket Offices and, therefore, fully knowable by the Customer;
- 2.7.2. at the time of purchasing the Augmented Reality Experience, according to the methods set out in Art. 2.7.1. above, the Customer must indicate, within the timeslot chosen with reference to the Ticket, also the timeslot of the Augmented Reality Experience, amongst those which result as available, it being understood that (i) the Customer must present him/herself at the place where he/she can rent the Smartglasses, located at the dedicated desk inside Milan Duomo, 10 (ten) minutes before the starting time of the selected timeslot, during which the personnel appointed by VFD will be able to carry out the activities referred to in the following Art. 2.7.5.; (ii) the rental of the Smartglasses and the application of the Augmented Reality Experience are guaranteed in the booked timeslot; in the event of delay, including within the 15 (fifteen) minutes following the time indicated at the time of purchase, the rental of the Smartglasses and the application of the Augmented Reality Experience will nonetheless finish at the established time, as better clarified below; should the delay be 15 (fifteen) minutes or more than the time indicated at the time of purchase, the rental of the Smartglasses and the application of the Augmented Reality Experience will be considered cancelled, without prejudice to VFD's right to retain the amount charged to the Customer at the time of purchasing the Augmented Reality Experience, any exception to this is now withdrawn; (iii) in the event that the Customer, during the Augmented Reality Experience, wishes and/or needs to interrupt the Augmented Reality Experience, the rental of the Smartglasses and the application of the Augmented Reality Experience will nonetheless finish at the established time, it being understood that the Customer hereby renounces any and all claims and/or requests, such as, by way of example, even reimbursement, for any reason, regarding the Augmented Reality Experience;
- 2.7.3. rental of the Smartglasses and the application of the Augmented Reality Experience can be carried out by the Customer exclusively subject to delivery of the Document to the personnel appointed by VFD, which will subsequently be returned to the Customer at the end of the Augmented Reality Experience and upon the complete return of the Smartglasses, without prejudice to the provisions of the following Art. 2.7.4.;
- 2.7.4. in the event of failure to return, or the loss, tampering and/or breakage and damage, even partial, attributable to the Customer who used the Smartglasses, a penalty of €90.00 (ninety euros/00) will be applied, to be paid in cash or via electronic payment at the Ticket Offices, any exception to this is now withdrawn by the Customer and with the Customer's express renunciation to make any claim and/or request, for any reason, in this regard. All the aforementioned systems are sanitised before and after each use and disposable earphones are provided;
- 2.7.5. the Augmented Reality Experience has a total duration of 60 minutes, including transfer from one point to another on the route, and is structured along a 12-stage route and is in 4 languages (Italian, English, German and Spanish) that the Customer can carry out in full autonomy guided by the Smartglasses through the instructions that are provided both through audio and video, it being understood that at the time of rental of the Smartglasses, the personnel appointed by VFD (i) provides for the sanitisation of the Smartglasses and choice of visiting options (language settings and user profile); (ii) shows an explanatory video in relation to the use of the Smartglasses and the application of the Augmented Reality Experience, always available during the Augmented Reality Experience, and gives the Customer a map which can also be consulted in electronic format on their smartphone, representing the route relating to the Augmented Reality Experience, with visual instructions of the various stages and the technical and health warnings when using the Smartglasses and in carrying out the Augmented Reality Experience that the Customer, by accepting these GCS, expressly undertakes to comply with, expressly indemnifying VFD from any and all damages that may arise to the Customer and/or to third parties and/or to Milan Duomo as a result of the Customer's failure to comply with the warnings; (iii) provides any useful information to the Customer in relation to the Smartglasses and the Augmented Reality Experience;
- 2.7.6. use of the Smartglasses and the Augmented Reality Experience by the Customer is subject to precise requirements in relation to age, physical or health conditions and must be carried out with adequate prudence and caution on the part of the Customer and, in any case, in such a way as to avoid exposure to risks and/or dangerous situations for the Customer and/or third parties and/or Milan Duomo. The Customer must respect the common rules of prudence and in particular must comply with the general requirements set out in these GCS, in the informative documents supplied by the personnel appointed by VFD and/or in the explanatory videos shown to the Customer by the personnel appointed by VFD, and in the signs and/or information kiosks located in the Ticket Offices and inside Milan Duomo. The Customer must also scrupulously follow the indications regarding the use of the Smartglasses, as per the instructions given by the personnel appointed by VFD and/or represented in the explanatory videos shown to the Customer and/or in the informative documents given to the Customer

- and/or in the signs and/or information kiosks located in the Ticket Offices and inside Milan Duomo;
- 2.7.7. the Customer must refrain from accessing the Augmented Reality Experience in the event that the characteristics of the Augmented Reality Experience itself, as described by the personnel appointed by VFD and/or as highlighted in these GCS and/or in the informative documents supplied by the personnel appointed by VFD and/or in the explanatory videos shown to the Customer by the personnel appointed by VFD and/or in the signs and/or information kiosks located in the Ticket Offices and inside Milan Duomo, are deemed by the Customer to be inadequate to one's personal and physical characteristics;
- 2.7.8. the Customer, by accepting these GCS, expressly declares (i) to hold VFD harmless and indemnify VFD from any and all damage and/or prejudice, caused to him/herself and/or to third parties and/or to Milan Duomo, related, directly and/or indirectly, to the illegitimate use and/or however improper use of the Smartglasses made available as part of the Augmented Reality Experience; (ii) to be aware that the use of the Smartglasses and the application of the Augmented Reality Experience must take place under psycho-physical conditions of complete health and well-being; (iii) to be aware that the Smartglasses and the Augmented Reality Experience involve a significantly stimulating experience, including emotional and sensorial; (iv) to be aware that, at the time of using the Smartglasses and the application of the Augmented Reality Experience, there must be no physical and/or mental and/or emotional conditions that could make their use dangerous, prevent or even just advise against the use of the Smartglasses and/or the Augmented Reality Experience, such as, by way of example but not limited to, pregnancy, permanent or temporary disability, the intake of narcotic substances and/or alcohol and/or medication, the presence of pathologies such as photosensitivity, photophobia, claustrophobia, labyrinthitis, vertigo, cardiovascular problems, hypertension, heart disease, presence of a heart bypass and/or pacemaker, epilepsy, psychotic disorders, of any kind and/or nature; (v) to be aware that use of the Smartglasses and the application of the Augmented Reality Experience may cause problems, even temporary, such as, by way of example but not limited to nausea and/or vertigo and/or dizziness, renouncing as of now to advance any claim, in any capacity, against VFD;
- 2.7.9. access to the Augmented Reality Experience is permitted to the Customer who is an adult or a minor no younger than 12 years of age; in the latter case, it is necessary the authentic signature of the person exercising parental responsibility or the guardian on the consent form, also in relation to what is provided for in the previous Artt. 2.7.6., 2.7.7. and 2.7.8., available in the Ticket Offices or on the Website, with delivery, at the time of renting the Smartglasses, to the personnel appointed by VFD, of the original consent form together with the Document, in the event that the minor is accompanied by the person exercising parental responsibility or the guardian, or the authentic consent form, to which must be attached a copy of the Document of the person exercising parental responsibility or the guardian, and of the Document of the adult accompanying the minor who is not the person exercising parental responsibility or the guardian. It is understood that the person exercising parental responsibility or the guardian and/or the accompanying adult will be liable for any damage caused by the aforementioned minors;
- 2.7.10. the Customer, during the Augmented Reality Experience, undertakes to promptly communicate to the personnel appointed by VFD any malfunctioning and/or problem in using the Smartglasses, it being understood that solely in the event that it is ascertained that the malfunctioning and/or problem in using the Smartglasses is not attributable to and/or the fault of the Customer, definitively preventing the application of the Augmented Reality Experience and no other Smartglasses are available, the Customer will have the right to a refund for the price corresponding to the purchase of the Augmented Reality Experience, without prejudice to compliance with the procedure referred to in the following Art. 6.;
- 2.7.11. the clauses provided for the Ticket referred to in the previous Artt. 2.2.2. ii., iii., iv., v., vi., vii., viii., ix., x., xiii., 2.2.3. i. and 2.2.4. i. are applied, *mutatis mutandis*, to the Augmented Reality Experience.

## **2.8. Virtual Reality Experience**

- 2.8.1. It can be purchased, together with the Ticket as an additional Service: (1) from the Website, through completion by the Customer, during purchase of the Ticket, of an additional and specific form on the Website relating to the Virtual Reality Experience and through the subsequent sending of the overall online Order to VFD, subject to successful completion of the entire payment, once the Order has been completed, and without prejudice to the full acceptance of these GCS, the unfair contract terms contained therein and the cautions related to the Virtual Reality Experience; (2) at one of the Ticket Offices without prejudice to acceptance of these GCS, the unfair contract terms contained therein as indicated in Art. 1.2 (i) as well as the cautions related to the Virtual Reality Experience available at the Ticket Offices and, therefore, fully knowable by the Customer;
- 2.8.2. at the time of purchasing the Virtual Reality Experience, according to the methods set out in Art. 2.8.1. above, the Customer must indicate, within the timeslot chosen with reference to the Ticket, also the timeslot of the Virtual Reality Experience, amongst those which result as available, it being understood that (i) the Customer must present him/herself at the entrance to the Milan Duomo Museum 20 (twenty) minutes before the starting time of the selected timeslot, so as to arrive at the rental place of the Meta Quest 2 Visor, located inside the Church of San Gottardo in Corte in the Royal Palace, 10 (ten) minutes in advance, during which the personnel appointed by VFD will be able to carry out the activities referred to in the following Art. 2.8.5.; (ii) the rental of

- the Meta Quest 2 Visor and the application of the Virtual Reality Experience are guaranteed in the booked timeslot; in the event of delay, the rental of the Meta Quest 2 Visor will be considered cancelled, without prejudice to VFD's right to retain the amount charged to the Customer at the time of purchasing the Virtual Reality Experience, any exception to this is now withdrawn; (iii) in the event that the Customer, during the Virtual Reality Experience, wishes and/or needs to interrupt the Virtual Reality Experience, the rental of the Meta Quest 2 Visor and the application of the Virtual Reality Experience will nonetheless finish at the established time, it being understood that the Customer hereby renounces any and all claims and/or requests, such as, by way of example, even reimbursement, for any reason, regarding the Virtual Reality Experience;
- 2.8.3. once the Virtual Reality Experience has ended, the Meta Quest 2 Visor will be collected by the personnel appointed by VFD. In the event of failure to return, or the loss, tampering and/or breakage and damage, even partial, attributable to the Customer who used the Meta Quest 2 Visor, a maximum penalty of €90.00 (ninety euros/00) will be applied, to be paid in cash or via electronic payment at the Ticket Offices, any exception to this is now withdrawn by the Customer and with the Customer's express renunciation to make any claim and/or request, for any reason, in this regard. All the aforementioned systems are sanitised before and after each use and disposable earphones are provided;
- 2.8.4. the Virtual Reality Experience has a total duration of around 10 (ten) minutes and is structured and takes place, for each Customer, inside one of the 5 areas specifically identified inside the Church of San Gottardo in Corte in the Royal Palace, developing first from an exploratory phase, where the Customer can view a 3D digital representation of the Candoglia Quarry, reading information, listening to informative audio and being able to "collect" small 3D objects, leading on to a second phase, where the Customer can carve digital marble with fictional tools and methods, both unrealistic and easy to use;
- 2.8.5. at the time of rental of the Meta Quest 2 Visor, the personnel appointed by VFD (i) provides for the sanitisation of the Meta Quest 2 Visor; (ii) provides oral information in relation to the use of the Meta Quest 2 Visor and the application of the Virtual Reality Experience and shows the Customer a document containing the technical and health warnings when using the Meta Quest 2 Visor and the application of the Virtual Reality Experience that the Customer, by accepting these GCS, expressly undertakes to comply with, expressly indemnifying VFD from any and all damages that may arise to the Customer and/or to third parties and/or to the Church of San Gottardo in Corte as a result of the Customer's failure to comply with the warnings; (iii) provides any useful information to the Customer in relation to the Meta Quest 2 Visor and the Virtual Reality Experience;
- 2.8.6. use of the Meta Quest 2 Visor and the Virtual Reality Experience by the Customer is subject to the precise requirements in relation to age, physical or health conditions and must be carried out with adequate prudence and caution on the part of the Customer and, in any case, in such a way as to avoid exposure to risks and/or dangerous situations for the Customer and/or third parties and/or the Church of San Gottardo in Corte. The Customer must respect the common rules of prudence and in particular must comply with the general requirements set out in these GCS, in the informative documents supplied by the personnel appointed by VFD and/or the signs and/or information kiosks located inside the Church of San Gottardo in Corte. The Customer must also scrupulously follow the indications regarding the use of the Meta Quest 2 Visor, as per the instructions given by the personnel appointed by VFD and/or represented in the documents shown to the Customer and/or in the signs and/or information kiosks located inside the Church of San Gottardo in Corte in the Royal Palace;
- 2.8.7. the Customer must refrain from accessing the Virtual Reality Experience in the event that the characteristics of the Virtual Reality Experience itself, as described by the personnel appointed by VFD and/or as highlighted in these GCS and/or in the informative documents shown to the Customer by the personnel appointed by VFD and/or in the signs and/or information kiosks located inside the Church of San Gottardo in Corte in the Royal Palace, are deemed by the Customer to be inadequate to one's personal and physical characteristics;
- 2.8.8. the Customer, by accepting these GCS, expressly declares (i) to hold VFD harmless and indemnify VFD from any and all damage and/or prejudice, caused to him/herself and/or to third parties and/or to the Church of San Gottardo in Corte in the Royal Palace, related, directly and/or indirectly, to the illegitimate use and/or however improper use of the Meta Quest 2 Visor made available as part of the Virtual Reality Experience; (ii) to be aware that the use of the Meta Quest 2 Visor and the application of the Virtual Reality Experience must take place under psycho-physical conditions of complete health and well-being; (iii) to be aware that the Meta Quest 2 Visor and the Virtual Reality Experience involve a significantly stimulating experience, including emotional and sensorial; (iv) to be aware that, at the time of using the Meta Quest 2 Visor and the application of the Virtual Reality Experience, there must be no physical and/or mental and/or emotional conditions that could make their use dangerous, prevent or even just advise against the use of the Meta Quest 2 Visor and/or the Virtual Reality Experience, such as, by way of example but not limited to, pregnancy, permanent or temporary disability, the intake of narcotic substances and/or alcohol and/or medication, the presence of pathologies such as photosensitivity, photophobia, claustrophobia, labyrinthitis, vertigo, cardiovascular problems, hypertension, heart disease, presence of a heart bypass and/or pacemaker, epilepsy, psychotic disorders, of any kind and/or nature; (v) to be aware that use of the Meta Quest 2 Visor and the application of the Virtual Reality Experience

may cause problems, even temporary, such as, by way of example but not limited to nausea and/or vertigo and/or dizziness, renouncing as of now to advance any claim, in any capacity, against VFD;

- 2.8.9. access to the Virtual Reality Experience is permitted to the Customer who is an adult or a minor no younger than 12 years of age; in the latter case, it is necessary the authentic signature of the person exercising parental responsibility or the guardian on the consent form, also in relation to what is provided for in the previous Artt. 2.8.6., 2.8.7. and 2.8.8., available in the Ticket Offices or on the Website, with delivery, at the time of renting the Meta Quest 2 Visor, to the personnel appointed by VFD, of the original consent form together with the Document, in the event that the minor is accompanied by the person exercising parental responsibility or the guardian, or the authentic consent form, to which must be attached a copy of the Document of the person exercising parental responsibility or the guardian, and of the Document of the adult accompanying the minor who is not the person exercising parental responsibility or the guardian. It is understood that the person exercising parental responsibility or the guardian and/or the accompanying adult will be liable for any damage caused by the aforementioned minors;
- 2.8.10. the Customer, during the Virtual Reality Experience, undertakes to promptly communicate to the personnel appointed by VFD any malfunctioning and/or problem in using the Meta Quest 2 Visor, it being understood that solely in the event that it is ascertained that the malfunctioning and/or problem in using the Meta Quest 2 Visor is not attributable to and/or the fault of the Customer, definitively preventing the application of the Virtual Reality Experience and no other Meta Quest 2 Visor is available, the Customer will have the right to a refund for the price corresponding to the purchase of the Virtual Reality Experience, without prejudice to compliance with the procedure referred to in the following Art. 6.;
- 2.8.11. the Customer, by accepting the GCS, expressly acknowledges and accepts that the qualitative performance of the Meta Quest 2 Visor is limited to the requirements of the Meta Quest 2 Visor itself, which guarantees a frame rate of at least 72 frames per second;
- 2.8.12. the clauses provided for the Ticket referred to in the previous Artt. 2.2.2. ii., iii., iv., v., vi., vii., viii., ix., x., xiii., 2.2.3. i. and 2.2.4. i. are applied, *mutatis mutandis*, to the Virtual Reality Experience

### **3. Causes of Force Majeure (hereinafter, the “Causes of Force Majeure”)**

3.1 Force Majeure means the occurrence of an event or circumstance that prevents a party from performing one or more of its obligations pursuant to the Contract, if and to the extent that the party affected by the impediment demonstrates:

- a) that such an impediment is beyond his/her reasonable control; and
- b) which could not reasonably be foreseen at the time of the conclusion of the Contract;
- c) that the effects of the impediment could not reasonably be avoided or overcome by the interested party.

3.2 In the absence of evidence to the contrary, it is presumed that the following events endured by one party satisfy conditions a) and b) of the previous Art. 3.1, while the party will only have to prove condition c) of the previous Art. 3.1;

- war (declared or not), hostility, invasion, acts of a foreign enemy, extensive military mobilisation, within the Italian State and/or the Municipality of Milan and/or in the place of residence and/or home of the Customer;
- civil war, riot, rebellion, revolution, military force or usurpation of power, insurrection, acts of terrorism, sabotage or piracy, within the Italian State and/or the Municipality of Milan and/or in the place of residence and/or home of the Customer;
- currency or trade restrictions, embargoes, sanctions, between the Customer’s country of residence and/or home and the Italian State;
- acts of authority, legitimate or illegitimate (including those connected to the Covid-19 epidemic), compliance with laws or government orders, regulations, expropriation, confiscation of assets, requisition, nationalisation, in any case having as their subject and/or concerning the Monumental Complex;
- plague, epidemic and/or pandemic (including Covid-19), natural catastrophes or extreme natural events inside the Municipality of Milan and/or the in the place of residence and/or home of the Customer;
- explosion, fire, destruction of equipment, prolonged suspension of transport, telecommunications or energy inside the Monumental Complex and/ or the place of residence and/or home of the Customer;
- generalised social conflicts, in particular boycott, strike, occupation of the Monumental Complex;
- liturgical events at the Monumental Complex or upon indication from 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 responsibility for damage or other contractual remedy 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 the purchase of Services, the provisions of these GCS will apply.

### **4. Duomo Card Digital Content and Digital Services Guarantee of Conformity**

4.1 The clauses relating to the Duomo Card Digital Content and Digital Services Guarantee of Conformity specifically refer to the Duomo Card Digital Content and the Madonnina Webcam Service, while for the



- elements, including those relating to the supply of the Benefits through the Duomo Card, will not apply between VFD and the Customer.
- 4.2 Lack of conformity means the case in which the Duomo Card Digital Content and/or the Madonnina Webcam Service does/do not comply with the Contract. The guarantee, pursuant to Artt. 135 *octies*–135 *vicies ter* of the Consumer Code, for which VFD, in compliance with the Consumer Code, provides a reminder to the Customer regarding its existence, applies within the terms of the law to the Duomo Card Digital Content and/or the Madonnina Webcam Service which has/have not been provided in light of the Contract or manifest(s) or present(s) lack of conformity with the Contract in the period of time during which the Duomo Card Digital Content and/or the Madonnina Webcam Service must be supplied pursuant to the Contract, including incorrect integration of the Duomo Card Digital Content and/or the Madonnina Webcam Service into the Customer's digital environment, exclusively in the event in which the Duomo Card Digital Content and/or the Madonnina Webcam Service is/are integrated by VFD or under its responsibility or the incorrect integration of the Duomo Card Digital Content and/or the Madonnina Webcam Service by the Customer derives from a lack of integration instructions provided by VFD to the Customer.
- 4.3 VFD will keep the Customer informed on a biannual basis of the available updates, also security updates, necessary in order to maintain compliance with the Duomo Card Digital Content and/or the Madonnina Webcam Service with the Contract and undertakes to provide them to the Customer in the period of time during which the Duomo Card Digital Content and/or the Madonnina Webcam Service must be provided in accordance with the Contract, it being understood that VFD is not responsible for a lack of conformity resulting from the lack of the relevant updates, in the event that, subject to the adequate and correct information to the Customer of the availability of the update, the installation instructions and the consequences of failure to install, the Customer does not install, within a reasonable time, or erroneously installs the updates provided by VFD.
- 4.4 There is no lack of conformity if, at the moment of conclusion of the Contract, the Customer was specifically informed of the fact that a particular characteristic of the Duomo Card Digital Content and/or the Madonnina Webcam Service deviated from the requisites subject of the conformity provided for by the Consumer Code and the Customer has expressly and separately accepted this deviation at the time of conclusion of the Contract.
- 4.5 VFD reserves the right to verify the actual failure to supply the Duomo Card Digital Content and/or the Madonnina Webcam Service or the effective existence of the lack of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service in the Contract reported by the Customer.
- 4.6 In the event of a lack of conformity being found in the Duomo Card Digital Content and/or the Madonnina Webcam Service, the action aimed at asserting the lack of conformity is statute barred, in any case, within 26 (twenty-six) months from the last act of supply.
- 4.7 To report a lack of conformity or a defect in conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service, the Customer must send communication by email to the following address [info@duomomilano.it](mailto:info@duomomilano.it).
- 4.8 It is specified that proof of purchase (invoice and/or OC with proof of the relative payment) of the Duomo Card and/or Madonnina Webcam Service must be attached to the communication, otherwise it will not be possible to activate the legal guarantee of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service provided for in the Consumer Code.
- 4.9 In the event of failure to supply the Duomo Card Digital Content and/or the Madonnina Webcam Service, reported according to the aforementioned methods, VFD will indicate the deadline within which it will supply the Duomo Card Digital Content and/or the Madonnina Webcam Service to the Customer; in the event of VFD's failure to supply the Duomo Card Digital Content and/or the Madonnina Webcam Service within the aforementioned deadline, the Customer will be entitled, pursuant to Art. 135 *septiesdecies* of the Consumer Code, to request the termination of the Contract and the refund of the part of the Duomo Card Price and/or Madonnina Webcam Service Price corresponding to the period in which the Duomo Card Digital Content and/or the Madonnina Webcam Service did not conform to the Contract; the refund will be made within 14 (fourteen) days from the communication in which the Customer informs VFD of the desire to exercise the right to terminate the Contract and with the same payment method used by the Customer, unless the Customer, in the communication in which he/she informs VFD of the desire to exercise the right to terminate the Contract, indicates a different method for the refund and without having to bear any expense relating to the reimbursement.
- 4.10 In the event of a lack of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service, reported according the aforementioned methods, VFD will offer the Customer, pursuant to Art. 135 *octiesdecies* of the Consumer Code, the restoration of the conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service, within a reasonable period, without charging expenses or without notable inconvenience for the Customer, unless the requested remedy is impossible or imposes disproportionate costs to VFD, taking into account all the circumstances pursuant to Art. 135 *octiesdecies* of the Consumer Code.
- 4.11 Alternatively, VFD will offer the Customer, pursuant to Artt. 135 *octiesdecies* and 135 *noviesdecies* of the Consumer Code, a reduction of the Duomo Card Price and/or Madonnina Webcam Service Price, proportional

to the decrease in value of the Duomo Card Digital Content and/or the Madonnina Webcam Service and for the period in which the Duomo Card Digital Content and/or the Madonnina Webcam Service did not conform to the Contract, or the termination of the Contract, except in the case in which the lack of conformity is minor, with refund of the part of the Duomo Card Digital Content and/or the Madonnina Webcam Service corresponding to the period in which the Duomo Card Digital Content and/or the Madonnina Webcam Service did not conform to the Contract; the refund will be issued within 14 (fourteen) days from the communication in which the Customer informs VFD of the desire to exercise the right to terminate the Contract and with the same payment method used by the Customer, unless the Customer, in the communication in which he/she informs VFD of the desire to exercise the right to terminate the Contract, indicates a different method for the refund and without having to bear any expense relating to the reimbursement.

4.12 Upon termination of the Contract, VFD will have the right to prevent any further use of the Duomo Card Digital Content and/or the Madonnina Webcam Service by the Customer, in particular making the Duomo Card Digital Content and/or the Madonnina Webcam Service with the relative Access Code inaccessible or by deactivating the relative user account, and the Customer undertakes, for him/herself and his/her assignees, to not use the Duomo Card Digital Content and/or the Madonnina Webcam Service and to not make it/them available to third parties.

4.13 VFD has the right to modify the Duomo Card Digital Content and/or the Madonnina Webcam Service, in addition to what is necessary to maintain compliance of the same in the Contract, also in the case of updating the files contained therein, improvement of the relative quality, content maintenance and modification, without additional costs for the Customer and informing the Customer with adequate notice of the method and time in which the modification will take place by email; the Customer, if such modification negatively effects use of the Duomo Card Digital Content and/or the Madonnina Webcam Service or access to the same by the Customer, unless such negative consequences are negligible, has the right to withdraw from the Contract free of charge within 30 (thirty) days from the date in which the information is received or, if later, from the moment in which the Duomo Card Digital Content and/or the Madonnina Webcam Service is/are modified by VFD, except in the case that VFD allows for, without additional costs, the keeping of the Duomo Card Digital Content and/or the Madonnina Webcam Service without modifications, without prejudice to conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service in the Contract.

## **5. Right of Withdrawal – Booking cancellation**

### **5.1 General Regulations**

5.1.1. VFD, in full conformity with the Consumer Code, informs the Customer of the terms, conditions and procedures to exercise the right of withdrawal or the cases of exclusion of the same.

5.1.2. The Customer and/or Group acknowledges and accepts, each for him/herself and his/her assignees, that in the event of withdrawal from a purchase and/or cancellation of a Booking, for any reason, carried out online and/or through the Call Centre, without prejudice to the provisions of the following articles in relation to each Service, does not have the right to a refund of the amount paid for the presale commission, which will definitively remain acquired by VFD, any exception to this is now withdrawn.

### **5.2 Ticket**

5.2.1. Pursuant to Art. 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Artt. 52 et seq. of the Consumer Code does not apply to transactions carried out through the Website. The Customer, in fact, acknowledges that since the Contract concerns products and services relating to free time to be provided on a specific date or within a specific period of execution, the right of withdrawal referred to in Art. 52 of the Consumer Code does not apply;

5.2.2. without prejudice to the provisions for the Date Change and New Ticket Solution, the Ticket is not modifiable or refundable in any way, not even in the event that the Customer decides not to carry out the visit for personal reasons, such as, by way of example but not limited to, organisational reasons and/or related to waiting times.

### **5.3 Duomo Card**

5.3.1. Pursuant to Art. 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Artt. 52 et seq. of the Consumer Code does not apply to transactions carried out through the Website. The Customer, in fact, acknowledges that since the Contract concerns products and services relating to free time to be provided on a specific date or within a specific period of execution, the right of withdrawal referred to in Art. 52 of the Consumer Code does not apply. Furthermore, the Contract concerns a Service which the Customer uses at the time of purchase;

5.3.2. without prejudice to what is indicated in the previous Art. 5.3.1., pursuant to Art. 59, Paragraph 1, Letter o) of the Consumer Code, given that the start of the execution of the Contract coincides with the forwarding of the completed Order form certifying payment of the Duomo Card Price, and the Customer having, for him/herself and his/her assignees, consented, at the start of the execution of the Contract in the aforementioned terms, the Customer expressly declares, for him/herself and his/her assignees, to accept the loss of the right of withdrawal, subject to confirmation by VFD by forwarding the OC and the availability to access the Duomo Card Digital Content, with which it confirms to the Customer the aforementioned express consent and relative acceptance;

- 5.3.3. the provisions of Art. 4.13 above remain unchanged with reference to modification by VFD of the Duomo Card Digital Content;
- 5.3.4. no refund and/or replacement of the Duomo Card Price, service charges and any shipping costs shall be provided under any circumstances should the Customer renounce the contents of the Duomo Card.
- 5.4 Guided Tour access to the Monumental Complex to carry out the relative visit**
- 5.4.1. VFD may cancel, at its sole discretion, the Booking and/or access to the Monumental Complex to carry out the relative visit for liturgical needs, also extraordinary ones, urgent and undelayable maintenance/restoration at the Monumental Complex and/or other organisational needs of VFD, as well as due to atmospheric phenomena and/or Causes of Force Majeure, that make impossible the opening, access and/or viability of the site concerned in the Booking. In all the aforementioned cases, VFD will propose to the Group, alternatively, to: *i*) reschedule the Booking in a date to be established, in any case within the following 12 (twelve) months of the Booking date, or *ii*) proceed with a 100% refund of the total amount paid, it being understood that the amount paid for the presale commission will remain definitively acquired by VFD, any exceptions to this are now withdrawn;
- 5.4.2. with specific reference to Small Groups and Scheduled Guided Tours, the Group, upon completing the Booking, may cancel the Booking by sending, within the terms set out below, an email to the address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it) for Small Groups and thematic Scheduled Guided Tours or to [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for Groups of families with children, forming part of the Scheduled Guided Tours, it being understood that, if the cancellation occurs: *i*) from the date of Booking to 3 (three) working days prior to the date of the Guided Tour, the Group will not be required to pay the amount of the Guided Tour or 100% of the total amount paid will be refunded; *ii*) from 2 (two) working days prior to the date of the Guided Tour to the day of the Guided Tour, or on the same as the Guided Tour or if the Group does not show up, no refund shall be provided;
- 5.4.3. with specific reference to Large Groups and Educational Groups, the Group, upon completing the Booking, may cancel the Booking by sending, within the terms set out below, an email to the address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it) for Large Groups or to [didattica@duomomilano.it](mailto:didattica@duomomilano.it) for Educational Groups, it being understood that, if the cancellation occurs: *i*) from the date of Booking to 5 (five) working days prior to the date of the Guided Tour, 100% of the total amount paid will be refunded; *ii*) from 4 (four) working days prior to the date of the Guided Tour, or on the same as the Guided Tour or if the Group does not show up, no refund shall be provided;
- 5.4.4. with specific reference to Very Large Groups, the Group, upon completing the Booking, may cancel the Booking by sending, within the terms set out below, an email to the address [tour@fabbricaservizi.it](mailto:tour@fabbricaservizi.it), it being understood that, if the cancellation occurs: *i*) from the date of Booking to 10 (ten) working days prior to the date of the Guided Tour, 100% of the total amount paid will be refunded; *ii*) from 9 (nine) working days prior to the date of the Guided Tour, or on the same as the Guided Tour or if the Group does not show up, no refund shall be provided;
- 5.4.5. with specific reference to Third-Party Groups, the Group, upon completing the Booking, may cancel the Booking by sending, within the terms set out below, an email to the address [cancellazione.gruppi@duomomilano.it](mailto:cancellazione.gruppi@duomomilano.it), it being understood that, if the cancellation occurs: *i*) from the date of Booking to 6 (six) working days prior to the date of access to the Monumental Complex to carry out the relative visit, the Group will not be required to pay the amount for access to the Monumental Complex to carry out the relative visit or 100% of the total amount paid will be refunded; *ii*) from 5 (five) working days prior to the date of access to the Monumental Complex to carry out the relative visit to the same day of access to the Monumental Complex to carry out the relative visit, or on the same day as access to the Monumental Complex to carry out the relative visit or if the Group does not show up, no refund shall be provided.
- 5.5 Madonna Webcam Service**
- 5.5.1. Without prejudice to the provisions of the following Art. 5.5.4., the Customer, only and exclusively in the case in which he/she qualifies as a “consumer” pursuant to and for the purposes of the Consumer Code and these GCS, from the date of conclusion of the Contract according to the provisions of Art. 2.6.6., has a period of 14 (fourteen) days to withdraw from the same (hereinafter, the “**Withdrawal Period**”), without having to provide any reason and without having to incur costs different from those provided for in Art. 56, Paragraph 2 and Art. 57 of the Consumer Code, declaring, for him/herself and his/her assignees, to have been fully informed by VFD about the terms, conditions and procedures for exercising the right of withdrawal in accordance with Art. 54, Paragraph 1 of the Consumer Code. The notice of withdrawal can be sent to VFD by email to [buyer@duomomilano.it](mailto:buyer@duomomilano.it);
- 5.5.2. following the withdrawal exercised within the terms and methods set out in Art. 5.5.1. above, VFD will re-credit the Customer, through the same payment method used by the Customer at the time of purchasing the Madonna Webcam Service, unless the Customer expressly agrees otherwise and on condition that any costs as a consequence of the refund are not incurred, the Madonna Webcam Service Price, within 14 (fourteen) days from the date of receiving the notice of withdrawal. It is understood that, in the absence of withdrawal within the aforementioned terms, VFD will definitively retain the Madonna Webcam Service Price regardless of the actual use of the Madonna Webcam Service by the Customer;

- 5.5.3. in view of the exercising of the right of withdrawal in accordance with the above, VFD will have the right to block any further use of the Madonna Webcam Service by the Customer, in particular making the Madonna Webcam Service with its related Access Code inaccessible and by deactivating the relative user account, and the Customer undertakes, for him/herself and his/her assignees, not to use the Madonna Webcam Service and to not make it available to third parties;
- 5.5.4. pursuant to Art. 59 Paragraph 1, Letter 1) of the Consumer Code, the Customer having expressly, for him/herself and his/her assignees, (i) consented, through the forwarding of the completed Order form and certifying the payment of the Madonna Webcam Service, at the beginning of the execution of the Contract and (ii) accepted through the forwarding by VFD of the OC and Access Code for the Madonna Webcam Service that the Contract has been fully executed by VFD, the Customer expressly declares, for him/herself and his/her assignees, to accept the loss of the right of withdrawal in the event of receipt by the Customer of the OC and the Access Code, sent by VFD, prior to the Withdrawal Period;
- 5.5.5. the provisions of the previous Art. 4.13 with reference to the modification by VFD of the Madonna Webcam Service remain unchanged;
- 5.5.6. no refund and/or replacement of the Madonna Webcam Service Price and service charges shall be provided under any circumstances should the Customer renounce the contents of the Madonna Webcam Service.
- 5.6 Augmented Reality Experience and Virtual Reality Experience**
- 5.6.1. Pursuant to Art. 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Artt. 52 et seq. of the Consumer Code does not apply to transactions carried out through the Website. The Customer, in fact, acknowledges that since the Contract concerns products and services relating to free time to be provided on a specific date or within a specific period of execution, the right of withdrawal referred to in Art. 52 of the Consumer Code does not apply;
- 5.6.2. without prejudice to the provisions of Artt. 2.7.10 and 2.8.10, the price paid at the time of purchase of the Augmented Reality Experience and the Virtual Reality Experience cannot be modified or refunded in any way, not even in the event that the Customer decides not to carry out the Augmented Reality Experience and the Virtual Reality Experience for personal reasons, such as, by way of example but not limited to, organisational reasons.
- 6. Information and Complaints**
- 6.1 For any information or complaint, or for any communication relating to these GCS, the Order and/or Ticket, to the Duomo Card, the Duomo Card Digital Content, the Benefits, the Augmented Reality Experience, the Virtual Reality Experience, the Guided Tours and the Madonna Webcam Service, the Customer can contact Customer Services by writing to [info@duomomilano.it](mailto:info@duomomilano.it).
- 7. Applicable Law**
- 7.1 The GCS are governed by Italian law and must be interpreted according to the Italian language, the official language (and prevailing over other languages) in the Contract between VFD and the Customer.
- 7.2 For anything not expressly indicated in these GCS, the Consumer Code and Italian Civil Code will apply.
- 7.3 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 and/or has its registered office or has elected domicile will be competent.

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Milan, 19 April 2024

Veneranda Fabbrica del Duomo di Milano

**SUPPLEMENTARY APPENDIX TO THE GENERAL CONDITIONS OF SALE OF THE VENERANDA  
FABBRICA DEL DUOMO DI MILANO  
– MILAN DUOMO CLASSIC PANETTONE VOUCHER**

This appendix, which constitutes an integral and substantial part of the General Conditions of Sale (hereinafter, the “GCS”) of the Veneranda Fabbrica del Duomo di Milano (hereinafter, “VFD”), available, together with the GCS and the unfair contract terms provided therein, at the authorised ticket offices (hereinafter, the “Ticket Offices”), and therefore fully knowable by the Customer, as defined in the GCS, or online on the website [www.duomomilano.it](http://www.duomomilano.it) (hereinafter, the “Website”), and accepted by the Customer according to the methods and terms described in the GCS and the unfair contract terms provided therein, to which reference is made in full, is aimed at regulating the content, method of use by the Customer and the terms of validity of the coupon (hereinafter, singularly the “Voucher” and jointly the “Vouchers”) contained within what is known as the Milan Duomo Panettone (hereinafter, the “Milan Duomo Classic Panettone”), purchasable from Unes Maxi S.p.A. points of sale (*U! Come tu mi vuoi* and *U2 Supermarkets*) or the Viaggiator Goloso stores or from the Duomo Shop point of sale (hereinafter, the “Duomo Shop”) or on the Website in the section dedicated to the Duomo Shop, arising from the collaboration between Viaggiator Goloso and VFD.

**1. Voucher**

- 1.1 The Customer, upon purchasing the Milan Duomo Classic Panettone, will be able to find inside the same a Voucher which allows him/her to obtain, according to the methods described in Point 1.2 below, 2 (two) free “*Rooftops by stairs*” tickets (hereinafter, singularly the “Free Ticket”), it being expressly understood that each Free Ticket: (i) is valid for 2 (two) people; (ii) grants 2 (two) entrances only for visiting the Milan Duomo Rooftops by stairs (iii) is valid only for the day chosen for the visit according to the methods described in these GCS and the unfair contract terms contained therein, to which reference is made in full (hereinafter, the “Date Chosen”), without prejudice to the regulations relating to the Date Change and the New Ticket Solution, as defined in the GCS and the unfair contract terms contained therein, to which full reference is made, with any exception now withdrawn by the Customer against VFD.
- 1.2 Without prejudice to what is indicated in Art. 1.1, the Vouchers, which cannot be converted into money, must be used by the Customer exclusively according to the following methods, and in particular, to obtain the Free Ticket, the Customer must alternatively: (i) personally go to the Ticket Offices and physically present the original Voucher, it being expressly understood that failure to physically present, in whole or in part, the original Voucher, for any reason, or the presentation, in full or in part, of a copy of the same, in any format, physical and/or digital, will make it impossible for the Customer to obtain the Free Ticket, any exception to this is now withdrawn against VFD; (ii) indicate the Date Chosen on the Website and insert the code shown on the Voucher in the dedicated section “*Do you have a Voucher?*”.

**2. Period of validity and use of the Voucher**

- 2.1 The Vouchers relating to the Milan Duomo Classic Panettone may be used by the Customer, for the purposes described in Art. 1.1 above, only from 31 October 2023 to 31 October 2024, it being expressly understood that, beyond the 31 October 2024 deadline, each Voucher will cease to have any effectiveness and/or possibility of use and the Customer will definitively lose the related rights, any exception to this is now withdrawn by the Customer against VFD.
- 2.2 VFD is a third-party and unrelated to any hypothesis regarding loss and/or theft and/or destruction, in whole or in part, of the Voucher, it being expressly understood that: (i) in such hypotheses, the Customer will definitively lose the rights referred to in Art. 1.1 above; (ii) the Voucher is not replaceable nor can another Voucher be issued to the Customer, any exception to this is now withdrawn by the Customer against VFD.

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All further provisions indicated in these GCS and in the unfair contract terms provided therein remain unaffected and unprejudiced, it being understood that this appendix has no novating effect on them.

Milan, 19 April 2024

Veneranda Fabbrica del Duomo di Milano