

## NEW GROUP BOOKING SYSTEM FAQs

- *What does the new service consist of?* From 3 June 2024, for Third-Party Group visits from 24 June 2024, it will be mandatory to proceed with the booking and purchase of tickets via a dedicated call centre. The call centre service is available from Monday to Saturday (public holidays excluded), from 10.00 am to 5.00 pm, at the telephone number +39 02 89919751. There will be a number dedicated to those with contracts and a number dedicated to those without.
- *Who is it aimed at?* The booking system is aimed at qualified guides, tour operators, travel agencies, religious groups, school groups, tourist groups and other such Third-Party Groups, or rather those who autonomously manage their visit to the areas of the Monumental Complex (with their own guide or accompanying person) and who wish to access through the entrances dedicated to groups.
- *What is meant by a group?* By a group it is meant 1 or more persons visiting one or more places in the Monumental Complex accompanied by a qualified guide or accompanying person (by way of example but not limited to: tour leaders, teachers, catechists, priests).
- *As regards reservation methods, is it mandatory to book via the booking centre?* Yes, groups must book via the call centre. Further indications may be provided to accredited subjects.
- *Is it possible to carry out a booking via email or is it necessary to do it telephonically?* Only by telephone; the online purchase of tickets is for individual visitors. If tickets are bought online, visitors will queue at the entrances together with individual visitors. It is possible to purchase a maximum of 5 tickets per transaction online, and it is also possible to acquire the free ticket for the qualified guide, but in that case the guide must go to the group desk to have his/her ticket validated.
- *If a professional guide accompanies a group with individual tickets, it is possible to enter via the group entrance?* No, it is necessary to book access via the call centre.
- *Is it mandatory to buy group tickets for groups of more than 5 people?* Yes, if priority access for groups is desired.
- *As regards the booking of group tickets, is the minimum number of participants 5 plus a guide?* No, the group can also be smaller, but it must be accompanied by a guide.
- *Must the guide be a certified tourist guide or can he/she be a tour leader?* A tour leader will not be able to explain or carry out tour guide activities, only qualified tourist guides can do this.
- *Is there a maximum number of people per group?* 25 people per group, excluding the guide or accompanying person.
- *How will customer registration and verification work?* Verification takes place one time only; you will receive a link with information to fill out when making the first booking. Affiliated subjects will instead already be mapped prior to the service starting.
- *Will it always be necessary to purchase the tickets in order to confirm the booking?* Yes,

the booking will expire in the absence of payment. Payment can be made via credit card or an instant online bank transfer within 7 days of booking; in the absence of payment within these terms, the booking will expire and a new one will have to be made. Following payment of the amount, you will receive a summary of the booking via email with the tickets attached. It will no longer be necessary to go to the cash desk: it will be sufficient to show your tickets at the access points, even in a digital format.

- *The group already has its own microphone system/audio guide/whispers. Can the group use its own microphone system?* Of course, there are no constraints in the use of the system. You are solely reminded that the system is mandatory for visits inside the Cathedral and strongly recommended in the other areas of the Monumental Complex. Amplification systems are forbidden. The Duomo InfoPoint customer service and information as well as the ticket office dedicated to groups with the radio guide rental point are found in the external building in Piazza del Duomo, on the right-hand side of the Cathedral, open every day from 9.00 am to 6.00 pm.
- *Once tickets have already been purchased, in the event of more participants, is it possible to add other tickets only via the call centre or can they be bought at the cash desk before the visit?* Both methods: from the cash desk on the day of the visit subject to availability; via the call centre in the days before the date of the visit, but payment must always be completed in order to receive the tickets, always subject to availability. In any case, the group must never exceed 25 people as per the Monumental Complex Access Regulations.
- *If the group arrives late (or even early, given that last-minute changes happen), how much tolerance will there be in terms of time? Is it necessary to communicate a possible late arrival?* Priority cannot be guaranteed as other groups may have booked. Access may also be denied for organisational reasons, e.g. the closure of one or more areas of the Monumental Complex. The Duomo InfoPoint customer service and information as well as the ticket office dedicated to groups with the radio guide rental point are found in the external building in Piazza del Duomo, on the right-hand side of the Cathedral, open every day from 9.00 am to 6.00 pm.
- *For groups that would like to purchase tickets directly from the cash desk but do not have a booking, will there still be the dedicated cash desk?* In this case they will not have the right to priority access without a booking, they will enter as single visitors. Availability must also be verified. The ticket office cannot issue tickets with a future date.
- *If I lose the tickets?* In the event of loss of tickets sent by email, it is possible to request that they be reprinted at the group desk on the day of the visit. The Duomo InfoPoint customer service and information as well as the ticket office dedicated to groups with the radio guide rental point are found in the external building in Piazza del Duomo, on the right-hand side of the Cathedral, open every day from 9.00 am to 6.00 pm.
- *How can I become affiliated and what are the advantages?* To become an official and authorised Veneranda Fabbrica del Duomo reseller please write to [buyer@duomomilano.it](mailto:buyer@duomomilano.it). Affiliates sign a contract and pay a security deposit. They benefit from a reduced pre-sale fee as well as having a dedicated booking line and the possibility of paying for the bookings the following month by bank transfer upon receipt of the invoice. Affiliates can cancel and request variations following verification of

availability regarding the number of participants and the date and time, no later than 5 working days before the date of the visit. The security deposit requested is a one-off payment, which can be increased based on your monthly turnover. It is not used to settle invoices, but rather is kept as a deposit and returned at the end of the contract after checking for any unpaid invoices. In the event of unpaid invoices, it will be either partially or fully retained to cover these. Affiliation can also be requested by foreign companies.

- *What can I book via the call centre?* The service allows you to choose the type of tickets, the places, times and dates of the visit and rental of the microphone system.
- *Is the pre-sale fee for each booking refundable?* No, the pre-sale fee is never refundable.
- *If I have bought Fast-Track tickets online, can I jump the queue with my group? Can I access the entrance reserved for groups only if I made the booking via the call centre?* With Fast-Track tickets it is necessary to go to the entrance dedicated to Fast-Track ticket holders; no priority is given for qualified guides without a booking.