

## Terms & Conditions

### PREAMBLE

*The customer acknowledges having read and understood these terms and conditions before validating his/her order.*

*The purchase of tickets involves unreserved compliance of these terms and conditions.*

*Concert halls may have special access and security conditions, which also apply to the customer.*

*The original language of these terms and conditions is French. This english text is an informal courtesy translation. In the event of any conflict between the English and French version, the French shall prevail.*

*Terms and Conditions are subject to change without notice, the current version is available on [www.opmc.mc](http://www.opmc.mc)*

### 1. Reservations

- ◆ Tickets are available:
  - At the Casino de Monte-Carlo Atrium ticket office, open Tuesday to Saturday from 10am to 5:30 pm and on Sundays when a show is scheduled (except during the annual closing period).
  - By correspondence to Billetterie OPMC - Atrium du Casino de Monte-Carlo - BP197 -98004 Monaco Cedex
  - By telephone: +377 92 00 13 70

A ticket office opens at the concert hall 1 hour before and closes 15 minutes after the concert.

Online purchase: all concerts are available for purchase at [www.montecarloticket.com](http://www.montecarloticket.com), subject to availability.

- ◆ All reservations (at the ticket office, by telephone or by correspondence) must be paid for within 48 hours, after which they will be put back on sale without notice.
- ◆ In the event of strong demand or almost sold-out concerts, the OPMC reserves the right to ask for immediate payment of reservations.
- ◆ Customers are allowed to choose their seat whenever possible. However, under no circumstances they could claim exclusive use of a seat, even for subscriptions. OPMC reserves the right to change the allocation of a seat, without any right to repayment nor compensation.

### 2. Price

- ◆ Ticket prices are quoted in euros and include tax and VAT. Ticket prices includes rental fees.
- ◆ All prices are subject to change without notice.
- ◆ Reduced-price tickets are not eligible for e-ticketing; a proof must be provided before ticket collection at the venue.
- ◆ Discounts cannot be applied after the tickets have been paid for. Promotional or special offers that may occur occasionally are non-retroactive.

### 3. Tickets

- ◆ Tickets are non-refundable unless the concert is cancelled.
- ◆ **TICKET EXCHANGE SERVICE:** possibility of exchanging your concert ticket for another concert of the same season of Orchestre Philharmonique de Monte-Carlo (not including Concerts at the Palais Princier), subject to availability. Exchanges must be made the day before the concert at the latest, exclusively at the Casino Atrium ticket office. Exchanges are only possible in the same or in a higher category. A fee of €3 per ticket will be charged. This service is free of charge for members of Les Amis de l'Orchestre Philharmonique Association (AOP), and does not apply to subscriptions tickets (except select'5 & 10).
- ◆ Tickets cannot be resold at a higher price.
- ◆ Customers are advised to provide their contact details so that they can be kept informed of any changes to the show.
- ◆ Non-nominative reservations can only be made at the ticket office and for immediate payment.

- ◆ In exceptional circumstances, and on written request, duplicates may be issued only to the holder of the reservation, and under his/her responsibility.
- ◆ No duplicates will be issued for non-nominative ticket reservations.
- ◆ It is strictly forbidden to reproduce, duplicate or forge a ticket in any way whatsoever.
- ◆ The ticket is only valid for the concert it relates to, on the date, at the time and under the conditions indicated on the ticket. It must be kept until the end of the event.

#### **4. Reception of the public and access conditions**

- ◆ The concert venue is accessible 30 to 40 minutes before the performance. Entrance to the auditorium is subject to ticket control.
- ◆ Concerts start strictly on time. Latecomers will not be admitted to the concert hall until a musical break (seating not guaranteed), and will be able to regain their seats only after intermission.
- ◆ Except for concerts specifically designed for young audiences, access to concerts is forbidden to children under 3 and not recommended for children under 5. Children must be accompanied by an adult responsible for their behaviour.
- ◆ Management reserves the right to refuse admission to any person likely to disrupt the concert, without refund.
- ◆ Smart dressing is required. For certain concerts (for example Concert at the Palais Princier) elegant wear (jacket and tie) is mandatory.
- ◆ Pets are not allowed in the concert hall (with the exception of guide dogs).
- ◆ Food and beverages may not be consumed in the concert hall.

#### **5. Programme**

- ◆ Management reserves the right to alter the program.
- ◆ The cast, nor the performers are contractually binding.

#### **6. Photography and recording**

- ◆ It is strictly forbidden to film, photograph or record.
- ◆ Mobile phones must be switched off for the duration of the show.

#### **7. Responsibility**

- ◆ OPMC accepts no liability for any damage to personal belongings of customers.
- ◆ OPMC is not responsible for lost, stolen or misused tickets.

#### **8. Event cancellation**

- ◆ If the concert is interrupted after half its intended duration, tickets will not be refunded.
- ◆ In the event of a concert cancellation, ticket will be refunded to the person whose name is registered in the reservation file, upon return of the ticket, and limited to its price. All requests for refunds must be submitted within 40 days following the date of the cancelled concert.
- ◆ No cash refunds will be made.

#### **9. Access for people with reduced mobility**

Our different concert halls have reserved areas for people with reduced mobility that would stay in their wheelchair during the concert. In order to facilitate their reception, you are strongly advised to notify us at the time of the booking, or by telephone +377 92 00 13 70.