



## General Purchase Conditions

These Terms and Conditions aim at regulating the sale and purchase of tickets to the sites involved in the project LeccEcclesiae (hereinafter, “the monuments”), the rules of conduct that must be observed during the course of a visit, and the procedure for making reservations for access to the monuments.

The purchase of a ticket and the entry to the sites of the project LeccEcclesiae imply unconditional acceptance of these general conditions.

### THE PROJECT *LeccEcclesiae*

The project LeccEcclesiae is carried out by Artwork s.c.p.a together with the Archdiocese of Lecce, and involves the following ecclesiastical sites: Duomo and crypt, Basilica of Santa Croce, Church of Santa Chiara, Church of San Matteo, and Ancient Seminary, including the cloister, the chapel of San Gregorio Taumaturgo and the Museum of Sacred Art. Access to the monuments will be permitted only and exclusively with the exhibition of a ticket.

Artwork s.c.p.a is only responsible for the ticket prices published on the official website and displayed in the ticket office. All the sites are open every day from 9:00 am to 9:00 pm.

Visits to the churches are suspended 15 minutes before the beginning of religious services and for their entire duration. Admission times and access may change for special liturgical celebrations.

### TICKETS

The ticket can be purchased at the ticket office located in Piazza Duomo, at the Basilica of Santa Croce and the Church of San Matteo, on the official website, or through entities directly authorised to sell by Artwork. The list of authorised entities is publicised on the official LeccEcclesiae website.

The price of the ticket corresponds to that printed on it, as there are no pre-sale charges and/or service fees, and it cannot be reimbursed, not even in the event that the guest decides not to use it.

In order to purchase the tickets, guests must be at least 16 years old.

To be issued a free or reduced-price ticket, the guest must:

- present a valid form of identification or other card at the ticket office, in order to demonstrate the necessary requirements;
- click on the icon corresponding to the category eligible for free or reduced-price ticket on the website (having to demonstrate, even in this case, to meet the necessary requirements).

Visitors must keep their tickets with them throughout their visit, as Artwork staff may ask to present them at any time, even on the way out.

The paper ticket is valid for 15 (fifteen) days from the date of issue, while the e-ticket is valid for 15 (fifteen) days from the starting date. Within this period, the monuments can be visited in different days, but only a single access to the places included in the ticket price is allowed.

In the event that the ticket is lost, stolen, counterfeit, copied, or obtained in violation of these regulations, the guest will be denied access to the sites of the project LeccEcclesiae.

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## TICKET PURCHASE

Payment of the ticket can be made in cash or via debit/credit card at the ticket office and via debit/credit card at the Basilica of Santa Croce, the Church of San Matteo or on the website.

Depending on the method of purchase used, the ticket will be issued in:

- paper format, if purchased at the ticket office;
- electronic format, if purchased on the internet.

Subject to availability, tickets can be purchased online between a maximum of 20 days (GMT) and a minimum of 1 day (GMT) prior to the date of the visit.

Payment can be made only by debit/credit card (VISA, MASTERCARD) and the Euro is the only currency accepted. Card details are transmitted securely via the payment circuit of Axerve SpA. The amount of the payment will be charged on the day of the visit, unless it is previously cancelled, by midnight (GMT) of the day before the visit. A confirmation e-mail will be sent, with the ticket attached.

## RULES OF CONDUCT

In order to enter the ecclesiastical sites, the guest must be dressed modestly. Specifically, sleeveless or low-cut garments, short pants, mini-skirts, and hats are not permitted.

The visitor also undertakes to comply with the rules adopted by the parish priests in each site.

Offenses against public order and morality are prohibited.

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