

GENERAL CONDITIONS OF PARTICIPATION IN OMNIA VATICAN&ROME 2020 INITIATIVES ORGANISED BY OPERA ROMANA PELLEGRINAGGI (Update 02/2020)

INFORMATION

Opera Romana Pellegrinaggi: presentation and mission

Opera Romana Pellegrinaggi (abbreviated to O.R.P.) is an official entity organised by the **Curacy of Rome, a Body of the Holy See**. Its mission is to promote and organise pilgrimages to Sanctuaries and places of particular religious, cultural and ecumenical interest. To achieve this goal, O.R.P. avails of a series of coordinated services (transportation, accommodation and additional facilities) to provide pilgrims with logistical support. This allows them to enjoy the spiritual experience of visiting the destinations and itineraries of the Christian faith in full. The pilgrimage itineraries of O.R.P. and other initiatives are similar to tourism in terms of their organisation, but they differ in terms of their religious and spiritual purpose. O.R.P. proposes and organises **pilgrimages, not trips for tourism**. Opera Romana Pellegrinaggi also offers its **services for welcoming and assisting those coming to Rome on pilgrimages**. The sector entitled "**Omnia Vatican&Rome**" is dedicated to these visitors, and offers a new thematic take on the Christian sites, with pilgrimages carried out on open buses or on foot.

Head offices of Opera Romana Pellegrinaggi

Opera Romana Pellegrinaggi is located in **Palazzo del Vicariato Vecchio "Maffei Marescotti"**, in the extra-territorial area of the Vatican City State, at no. 13/a, Via della Pigna, 00186 Rome.

The "Omnia Vatican&Rome" office is at 9, Piazza Pio XII, 00193 Rome.

The locations of other offices and Info Points run by Opera Romana Pellegrinaggi are indicated on the website www.omniavaticanrome.org.

GENERAL PROVISIONS

1. Validity of General Conditions

These regulations apply to Omnia Vatican&Rome initiatives organised by Opera Romana Pellegrinaggi from 1/01/2019 to 31/12/2020 as published in the 2020 Catalogue, and on www.omniavaticanrome.org.

2. Personal data protection

In order to process your request to take part in our initiatives, and subsequently to be able to manage it, Opera Romana Pellegrinaggi needs to process your personal data; **conferment of your data** is accordingly **obligatory**. The procedures to enable you to take part in our

initiatives can only be completed once you have accepted the processing of your personal data.

The Data Controller is Opera Romana Pellegrinaggi, 13/a via della Pigna, 00186 Rome - e-mail: privacyorp@orpnet.org.

The Data Protection Officer is deacon Andrea Sartori, who may be reached on the following emails: rpd@diocesidiroma.it and rpd.diocesidiroma@pec.it.

The legal basis for the processing is the contract based on which Opera Romana Pellegrinaggi will provide you with the requested service.

Opera Romana Pellegrinaggi guarantees the security and confidentiality of your data. It hereby informs you that your data will be used in accordance with principles of fairness, lawfulness and transparency, and exclusively for the **purpose** of managing your requests to take part in our initiatives, within the limitations of its official mission; under no circumstances will your data be transferred to third parties for commercial purposes.

Where it should be deemed necessary, the **data may be communicated** to the competent authorities and/or to insurance companies and/or to third parties which supply Opera Romana Pellegrinaggi with additional services necessary to allow you to take part in the initiatives.

It may be necessary to **transfer your data** to third-party countries, but this will only occur to an extent which is accessory and instrumental to the purpose of ensuring the chosen experience is made possible for you.

Your data will be **deleted** once the obligatory conservation period set by the regulations which we adhere to has elapsed. Generally speaking, this is 10 years.

At any time, **you may exercise the rights outlined in the Data Protection regulations in force**, in particular the right to access personal data, to rectify or cancel it, to limit processing which concerns you, or to oppose the processing itself, your data portability right, and the right to make a complaint to a supervisory authority.

To exercise your rights, please contact Opera Romana Pellegrinaggi, 13/a via della Pigna, 00186 Rome - e-mail: privacyorp@orpnet.org

3. Procedure for purchasing Initiatives

3.1 You can sign up for Omnia Vatican&Rome initiatives at any of the O.R.P. offices, or on the website www.omniavaticanrome.org.

By making a purchase, you accept these Conditions, bar none.

3.2 To make a purchase online, visit the website www.omniavaticanrome.org, choose the product, fill out the form entering all the requested details (name, surname, e-mail,

telephone number and nationality), confirm you have read, understood and accepted these regulations, and that you authorise Opera Romana Pellegrinaggi to process your personal data.

If the details entered are correct, you will be able to complete the purchase and pay, or cancel the request at any moment

Once you have placed your purchase order, a confirmation email containing the voucher with a purchase code will be sent to the email address entered in the form (for initiatives which do not require booking) and a voucher with a purchase/booking code will instead be sent for all initiatives for which booking is obligatory.

The voucher with the codes will allow the buyer to use the service purchased directly, as described during the purchasing process.

NB: When purchasing an Omnia 72h, users must come to collect it from one of our offices.

The visits covered by the Omnia 72h or 24h may be booked at the same time as the purchase; they can also be booked later via the website or the App OmniaVaticanRome.

The voucher contains a QR Code which can be read off using a smartphone or tablet, but we would still recommend printing off the voucher and bringing a printed copy with you.

We advise against making the purchase just before departure as computer malfunctions, whilst unusual, can sometimes occur.

If you should not receive the confirmation email (please check whether your PC security settings have marked the email as spam) after completing the online purchase procedure, this means the transaction has not been successful and the bank has not charged the cost of the order to your account; in this case we recommend waiting a few minutes before repeating the process. If, on the other hand, the bank informs you that the charge has been made but you have not received a confirmation email, please write to us at info@omniavaticanandrome.org. We will check and answer your email. In the latter case, we require at least three days to run our checks, so the Omnia card may only be used once the checks have been made.

4. Withdrawal

Please note that once you have signed up for the chosen initiative and paid for the ticket, the transaction may no longer be cancelled. Refunds cannot be made for tickets purchased.

The right to withdraw is not applicable.

5. Initiatives in conjunction with other Partners

For Omnia Vatican&Rome initiatives organized by Opera Romana Pellegrinaggi in conjunction with other partners, we would kindly ask you to visit the official websites to read the terms and conditions of the services they manage. These services are accordingly beyond the control of the O.R.P., which declines any responsibility for them.

6. Changes or cancellation of Initiatives due to extraordinary circumstances

Opera Romana Pellegrinaggi may not be held responsible for any changes and/or cancellations of Omnia Vatican&Rome initiatives, where said changes and cancellations

are due to extraordinary events and/or conditions beyond its control. By way of non-exhaustive example, these may include religious celebrations and/or provisions of the Holy See and/or local authorities, demonstrations, strikes, security-related reasons, extraordinary events and extreme weather conditions.

In these circumstances, Opera Romana Pellegrinaggi shall not reimburse the ticket booked/purchased, but shall instead attempt to move the visit to the first alternative date doing everything in its power to assist the visitor/pilgrim.

7. Times and festivities

In order to plan your visit and ensure you have up-to-date information about opening hours/days and festivities in the various locations, we would invite you to check the website www.omniavaticanrome.org, or the site specifically referred to in the description of the chosen initiative.

8. Clothing, bags, umbrellas

The sacred nature of the sites involved in Omnia Vatican&Rome initiatives calls for suitable and decorous clothing (shoulders and legs covered).

Please note that security staff at the various sites concerned will check to ensure hand-held bags are of the appropriate kind, and may ask visitors to leave their bags at the cloakroom.

9. Controversies

O.R.P. and the participant undertake to amicably settle any controversies which arise regarding the interpretation and application of these "General Conditions" or which in any case depend on participation in O.R.P. initiatives, including by means of out-of-court settlements (negotiation and/or mediation).

In the event it should not prove possible to settle the controversy amicably, it remains understood that the Court of Jurisdiction shall be exclusively that of Rome (Italy), with the exclusion of any other court.

10. Comprehension of the applicable regulations

Those taking part in the various Omnia Vatican&Rome initiatives of the O.R.P. must be familiar with the provisions governing them, or they must have read, understood and accepted these "General Conditions", the text of which is available on the website www.omniavaticanrome.org as well as at the offices of Opera Romana Pellegrinaggi.

Taking part in one of the Omnia Vatican&Rome initiatives involves complete acceptance and observance of the regulations that apply to it, in compliance with these General Conditions.

11. Omnia Vatican&Rome Initiatives

11.1 OMNIA

DESCRIPTION

Omnia offers a number of services to help pilgrims wishing to gain a better understanding of the roots of Christianity, and to admire Rome's wealth of art, history and culture.

Depending on the duration of their stay in Rome, visitors can choose from the OMNIA 24-hour card or the OMNIA 72-hour card. Each OMNIA card comes in a kit, as follows:

24-hour OMNIA card kit:

- ✓ no. 1 card (the “Omnia Card”) valid for Opera Romana Pellegrinaggi initiatives;
- ✓ no. 1 map (the “Omnia Map”) indicating Vatican&Rome sites, some of the main monuments in the centre of Rome, the stops on the Vatican&Rome Open Bus and offices of Opera Romana Pellegrinaggi.

72-hour OMNIA card kit:

- ✓ no. 2 cards (the “Omnia Card” valid for initiatives of Opera Romana Pellegrinaggi and “Roma Pass” valid for cultural and tourist attractions and transportation within Rome itself);
- ✓ no. 1 map (the “Omnia Map”) indicating Vatican&Rome sites, some of the main monuments in the centre of Rome, the stops on the Vatican&Rome Open Bus and offices of Opera Romana Pellegrinaggi.

Omnia Card

Allows access with priority entrance to some of the most enchanting sites in the Christian world:

- Vatican Museums and Sistine Chapel
- Vox City App for visiting St Peter's Basilica
- Audio-guide tour of the Basilica and Cloister of St. John in Lateran (not included in 24-hour Omnia card and 48-hour Omnia card) and entrance to the Treasury Museum
- The Carcer Tullianum
- Cloister of St. Paul's Outside the Walls Basilica
- Free usage of the Vatican&Rome Open Bus circuit on a “hop-on hop-off” buses, for Omnia
24 or 72 hours depending on the card chosen

Roma Pass (included only in the 72-hour OMNIA Card)

Allows:

- Free entry to the first 2 consecutive museums and/or archaeological sites chosen on the Roma Pass circuit; any exhibitions within the museum can also be visited free of charge.
- Reduced entry to the successive Roman museums and/or archaeological sites on the Roma Pass circuit; the reduction includes any exhibitions within the museum.
- Free usage of the local public transport network operated by ATAC (bus, tram, underground A/B/B1/C and regional railways lines Roma-Lido, Roma Flaminio Piazza del Popolo-Viterbo and Roma-Giardinetti), within the Rome area, for 72 hours from the first validation (for accessing museums and/or archaeological sites and/or local public transportation).
- Discounts for partner exhibitions, events and services
- *Roma è* tourism and cultural services

To find out more about how to use the Roma Pass and consult the list of museums and/or archaeological sites which are included, along with details of public transportation which is not included, please consult the Roma Pass Guide, or visit the website www.romapass.it.

USING THE OMNIA CARD AND ITS VALIDITY

You must always have the Omnia Card with you, and it must be displayed to inspectors upon request.

The Omnia Card can be collected and activated after it has been purchased. It will be valid for 24 or 72 hours following its first usage.

All visits must be made by and no later than the date of validity of the Omnia Card (24 or 72 hours).

INFORMATION FOR VISITS INCLUDED IN THE OMNIA CARD

If you wish to add further accesses, guided tours or audio-guides over and above those already included in the Omnia card, please ask at our offices for information.

➤ [Entrance to the Vatican Museums and Sistine Chapel](#)

While you are on the visit, please ensure you carefully follow the guidelines in the communication you are sent at the time of booking, which is compulsory.

Visits take place at a fixed time; to check the times, visit www.omniavaticanrome.org.

To find out what sectors can be visited, opening and closing days, times and dates for **visiting the Vatican Museums by night**, please refer to www.museivaticani.va.

Free Entry

Free entry to the Vatican Museums, without queuing, is available for people in possession of certification proving that they have an invalidity level greater than 74%. Free entrance can also be extended to the chaperone if the disabled visitor is not self-sufficient. Free tickets for disabled visitors and their chaperones cannot be booked online. They are issued upon presentation of the relevant documentation at the “Special Permits” and/or “Reception” desks located in the entrance hall of the Vatican Museums.

Free guided tours in Italian Sign Language (LIS) are also available free of charge, but must be booked. Tactile multisensory tours are available for the visually impaired and the blind. Visitors who only lipread can ask to be accompanied by a specialized didactic member of staff.

For bookings please contact us:

Telephone: +39 06 69883145 - +39 06 69884676 - +39 06 69884947

E-mail: tours.musei@scv.va (in the subject, please indicate "Visits for the blind").

Accessibility:

Most of the areas in the Vatican Museums are accessible to people with physical disabilities.

To help you on your visit, however, the Vatican Museums recommend a barrier-free itinerary that, thanks to the assistance of the Custodian Staff of the Vatican Museums, makes it easy to reach the main services and points of interest.

For reasons linked to space, access or usage is not available to visitors with mobility scooters and electric wheelchairs in certain parts of the museum. In these cases, it is possible to rent a wheelchair free of charge. Wheelchairs are subject to availability and may be borrowed by leaving a valid identity document at the coatroom.

Free guided tours in Italian Sign Language (LIS) are also available but must be booked. Tactile multisensory tours are available for the visually impaired and the blind. Visitors who only lipread can ask to be accompanied by a specialised didactic member of staff.

For bookings please contact us:

Phone: +39 06 69883145 - +39 06 69884676 - +39 06 69884947

E-mail: tours.musei@scv.va (Please indicate "Visits for the blind" in the object).

Access for guide dogs for the blind is only permitted if on a leash and with a muzzle.

Prior written consent must be obtained with sufficient notice, by writing to the following email address: accoglienza.musei@scv.va.

For more information, please visit the site www.museivaticani.va.

➤ **[Vox City App for visiting St Peter's Basilica](#)**

It is obligatory to book beforehand to access St Peter's Basilica with the Vox City App.

To use the audio-guide (in Italian, English, French, German, Spanish and Chinese) it is necessary to have a smartphone or other compatible device to download the App. Please follow the instructions contained in the communication provided at the time of booking with care.

If you do not have a suitable device, multilingual audio-guides are available from the Vox desk in front of the Holy Door; we would, however, advise you that these devices are subject to a supplementary cost and cannot be reserved. As a result, we cannot guarantee that they will be available when required. In this event, Opera Romana Pellegrinaggi may not be held responsible for its failure to provide an audio-guide, and no refunds shall be owed.

The Omnia does not include access to the **Cupola** (Dome) and the **Museo del Tesoro** (The Treasury Museum) (tickets can be purchased inside the Basilica).

For up-to-date information about visiting times and closing days, check on the website www.omniavaticanrome.org, or download the OmniaVaticanRome app.

➤ [**Guided tour of the Basilica and Cloister of St. John in Lateran**](#)

[**\(Included only in the 72-hour OMNIA Card\) and entrance to the Treasury Museum**](#)

In order to visit the Basilica and the Cloister, please present yourself at the welcome desk situated inside the Basilica near the Cloister, or at the desk beside the Holy Door.

The Omnia does not include access to the Sancta Sanctorum (tickets can be purchased inside the Basilica from the welcome desk near the Cloister, or from the offices of Opera Romana Pellegrinaggi).

For up-to-date information about visiting times and closing days, check on the website www.omniavaticanrome.org, or download the OmniaVaticanRome app.

➤ [**Entry to the Carcer Tullianum**](#)

The Carcer Tullianum and archaeological complex museum can be visited; upon paying a supplement, visitors can add a multimedia tour to their visit (and view videos and using a tablet) which features reconstructions of the original settings. It also provides additional information about findings made during the digs.

Visits must be booked, and always start at 8.30am, whilst the time of the last visit varies according to the time of year. To see an updated calendar, please visit www.omniavaticanrome.org or download the OmniaVaticanRome app.

Accessibility:

For logistical reasons, the site cannot be visited by disabled persons or those with walking difficulties.

[**Entrance to the Cloister of St. Paul's Outside the Walls Basilica**](#)

The Cloister can be visited every day. For up-to-date information about visiting times and when the Cloister is closed, please visit www.basilicasanpaolo.org.

➤ [Using the Vatican&Rome Open Bus Circuit](#)

Tours are on open-top double-decker buses or single-storey buses. They are yellow and blue and carry the Vatican&Rome logo on the side. They feature:

- ✓ Commentary available in 8 languages: Italian, English, French, Germany, Spanish, Portuguese, Russian and Polish
- ✓ Assistance provided by Opera Romana Pellegrinaggi multilingual staff
- ✓ 1h 30m tour
- ✓ Frequency around every 15 minutes

The service runs every day including holidays. To check the departure times, please visit www.omniavaticanrome.org.

The route takes in the centre of Rome. It can be followed in full on a continuative basis. Alternatively, it can be divided up with the option of getting on and off the vehicle (hop-on hop-off) at any one of the stops indicated (for information, please check the website www.omniavaticanrome.org).

The initiative is scheduled to run according to the timetables displayed in every office of Opera Romana Pellegrinaggi and the relevant stops. Nonetheless, the local authorities and/or other unexpected and/or inevitable circumstances can occasionally force us to alter the frequency of the scheduled services and/or to alter the route taken, and/or to miss out certain stops. In the latter cases, the alternative route shall still remain within the historical centre of Rome.

When we are given sufficient prior notice, we endeavour to post information about the change in the scheduled route and/or suspension of the initiative on our website. Solely where the latter circumstance is concerned, we will offer the possibility to avail of the service on another date. In any case, no entitlement to a refund shall be due.

Please note that seats are not allocated on the open bus, due to the “hop-on hop-off” system adopted.

Rules of conduct on the Open Buses

For safety reasons, it is obligatory to remain seated while the vehicle is moving, and to fasten seatbelts.

Our staff may prevent persons from boarding the open bus where safety reasons should make it necessary. They may also invite a passenger to leave the vehicle if his or her conduct should constitute a risk to the safety of other passengers. In these cases, no responsibility and/or obligation and/or expense shall be owed by Opera Romana Pellegrinaggi.

Opera Romana Pellegrinaggi shall not answer for any personal objects that are lost and/or left on board the bus and/or for any damage caused by third parties to personal items belonging to passengers during the Initiative.

Passengers are obliged to compensate any damage caused to the vehicle and/or things and/or other persons taking part in the initiative.

It is forbidden to consume alcohol and food on board the open bus.

Passengers are also obliged to respect the safety regulations displayed onboard.

Accessibility:

People with disabilities will be treated with care. Each vehicle can only accept one wheelchair on board.

Animals

Upon request, and notwithstanding any contrary service-related needs of onboard staff members, small cats and dogs are permitted on board. A maximum of two are allowed on each open bus. Dogs must be on a leash, and must be equipped with a basket muzzle.

Owners of animals are obliged to compensate any damage caused to persons, vehicles or things.

It should be noted that, for safety reasons, Opera Romana Pellegrinaggi recommends that passengers avoid bringing animals onboard. OPR expressly declines any responsibility pertaining to said animals.

Guide dogs accompanying the blind are admitted onboard free of charge.

Baggage

Unless onboard staff should have other service-related requirements, the following may be taken onboard free of charge:

- bags no larger than 25x45x80cm

- folding pushchairs and musical instruments no larger than 115x50x20cm in size, without payment of additional charges.

TICKETS

The Omnia Card may be purchased from the offices of Opera Romana Pellegrinaggi and various authorised shops. Alternatively, it may be bought online on our website.

There are three different kinds of tickets:

- 0 - 5 years = free
- 6 - 9 years = reduced*
- From 10 years = full

** Failure to meet the requisites stipulated for the reduced ticket shall involve the purchase of a new ticket (without any refund for the incorrected ticket).*

FREE ENTRY

Before making a purchase, it is wise to check on the official websites of any museums and archaeological sites you intend visiting whether they are planning to close on any particular days during the chosen period. You should also check for eligibility for any free entries and/or reductions due to age, nationality, place of residence and/or profession. Please also check if there are any days scheduled granting free entry.

Most of the sites included in the Omnia Card provide free entry that skips the queues for all disabled persons with a certificate proving their invalidity (this free entry also extends to chaperones accompanying any disabled persons who are not self-sufficient). For this reason, we would not recommend that disabled persons purchase the Omnia Card. Please check whether a specific level of invalidity is required to qualify for free entry.

We would remind you that some visits included in the Omnia Card are subject to a limited availability of places and must be booked. As a result, we would recommend you check availability on our website or in our offices before buying the Card.

For information about what is included in the Roma Pass, please visit www.romapass.it.

All necessary information is updated in real time and posted on our website www.omniavaticanrome.org.

DURATION OF VOUCHER

The voucher received via email is valid for 12 months after the date of purchase printed on the card itself. The Omnia Card may be collected and used within that period.

REFUND AND/OR REPLACEMENT OF THE OMNIA CARD

Please note that no refunds or replacements of the Omnia Card can be made if it is purchased but not collected in the subsequent 12 months, or if the Omnia Card is lost and/or stolen and/or damaged after Opera Romana Pellegrinaggi has handed it over to the User.

The Omnia Card may only be replaced if Opera Romana Pellegrinaggi should ascertain that it does not work properly in its offices.

The individual visits included in the Omnia Card but not used for any reason shall not be eligible for a refund, even in the event of sites being closed, disservices, strikes, changes in the timetable/route, safety reasons and/or weather conditions.

It is possible to purchase the Omnia Card on behalf of other people or to replace the name linked to the card until the card is actually used; once activated, however, the Omnia Card becomes personal and non-transferrable.

For information on refunds, malfunctions and replacement of the Roma Pass please visit www.romapass.it.

11.2 OPEN BUS TOURS

DESCRIPTION, STOPS AND ITINERARY

Tours are on open-top double-decker buses or single-storey buses. They are yellow and blue and carry the Vatican&Rome logo on the side. They feature:

- ✓ Commentary available in 8 languages: Italian, English, French, Germany, Spanish, Portuguese, Russian and Polish
- ✓ Assistance provided by Opera Romana Pellegrinaggi multilingual staff
- ✓ 1h 30m tour
- ✓ Frequency around every 15 minutes

The service runs every day including holidays. It is possible to combine it with the circuit of Vatican&Rome itineraries. To check the departure times, please visit the website www.omniavaticanrome.org.

For groups, it is possible to hire a vehicle for exclusive use following an itinerary with or without stops to get on or off; for information please get in touch or send an email to info@omniavaticanrome.org.

The route takes in the centre of Rome. It can be followed in full on a continuative basis. Alternatively, it can be divided up (with the exception of the Roma Cristiana One Round Ticket), with the option of getting on and off the vehicle (hop-on hop-off) at any one of the stops indicated (for more information please visit the website).

The initiative is scheduled to run according to the timetables displayed in every office of Opera Romana Pellegrinaggi and the relevant stops. Nonetheless, the local authorities and/or other unexpected and/or inevitable circumstances can occasionally force us to alter the frequency of the scheduled services and/or to alter the route taken, and/or to miss out certain stops. In the latter cases, the alternative route shall still remain within the historical centre of Rome.

When we are given sufficient prior notice, we endeavour to post information about the change in the scheduled route and/or suspension of the initiative on our website. Solely where the latter circumstance is concerned, we will offer the possibility to avail of the service on another date. In any case, no entitlement to a refund shall be due.

TYPES OF TICKETS

The tickets for this initiative have different validity conditions:

- OPEN BUS VATICAN&ROME ONE ROUND
Vatican&Rome ticket for one run no-stop
- OPEN BUS VATICAN&ROME DAILY
Ticket for Hop on and Hop off service usable for one calendar day
- 24-hour OPEN BUS VATICAN&ROME
Ticket for Hop on and Hop off service usable for 24 hours after validation
- 48-hour OPEN BUS VATICAN&ROME
Ticket for Hop on and Hop off service usable for 48 hours after validation
- 72-hour OPEN BUS VATICAN&ROME
Ticket for Hop on and Hop off service usable for 72 hours after validation
- 24-hour TRAVEL CARD VATICAN & ROME*

A ticket which allows access, for 24 hours after first usage, to the Vatican&Rome Open Buses and the local public transport network run by ATAC (buses, trams, underground A/B/B1/C and regional railways Roma-Lido, Roma Flaminio P.zza del Popolo-Viterbo and Roma-Giardinetti), within the Rome area.

- 72-hour TRAVEL CARD VATICAN & ROME*

A ticket which allows access, for 72 hours after first usage, to the Vatican&Rome Open Buses and the local public transport network run by ATAC (buses, trams, underground A/B/B1/C and regional railways Roma-Lido, Roma Flaminio P.zza del Popolo-Viterbo and Roma-Giardinetti), within the Rome area.

We would kindly ask you to note that buying the ticket to take part in this initiative does not entitle the holder to an allocated seat on the open bus due to its very nature (Hop-on Hop-off basis).

Once bought, the tickets are personal and may not be transferred to third parties.

**These tickets include the public transport service offered by ATAC. For regulations, please visit www.atac.it.*

ACCESSIBILITY

People with disabilities will be treated with care. Each vehicle can only accept one wheelchair on board.

FREE ENTRY

Children aged between 0 and 9 inclusive at the time of purchasing the ticket and accompanied by an adult are eligible, as are persons whose medically certified invalidity is higher than 74%. Free entrance can also be extended to the chaperone in case the disabled visitor is not self-sufficient.

CHILDREN

Children may participate in the initiative under the responsibility of their parents and/or accompanying persons.

GROUPS

Groups must have a minimum of 15 paying passengers, regardless of whether they are adults or children. Vouchers for groups are not issued individually for each member of the group. As a result, all those taking part in the group must present themselves together before getting onboard in order to make use of the initiative.

1 free ticket is given for each 25 paying persons.

RULES OF CONDUCT ON OPEN BUSES

The ticket must be validated on the open bus by the onboard assistant, and must be kept intact for the entire journey. It must be displayed upon request by staff members.

The ticket's validity runs from the moment in which it is first validated. This validity depends on the type of ticket purchased; if the ticket expires whilst the holder is on the open bus, the holder must get off the bus at the end of the run.

For safety reasons, it is obligatory to remain seated while the vehicle is moving, and to fasten seatbelts.

Our staff may prevent persons from boarding the open bus where safety reasons should make it necessary. They may also invite a passenger to leave the vehicle if his or her conduct should constitute a risk to the safety of other passengers. In these cases, no responsibility and/or obligation and/or expense shall be owed by Opera Romana Pellegrinaggi.

Opera Romana Pellegrinaggi shall not answer for any personal objects that are lost and/or left on board the bus and/or for any damage caused by third parties to personal items belonging to passengers during the Initiative.

Passengers are obliged to compensate any damage caused to the vehicle and/or things and/or other persons taking part in the initiative.

Only one wheelchair may access each vehicle at any one time.

It is forbidden to consume alcohol and food on board the open bus.

Passengers are also obliged to respect the safety regulations displayed onboard.

ANIMALS

Upon request, and notwithstanding any contrary service-related needs of onboard staff members, small cats and dogs are permitted on board. A maximum of two are allowed on each open bus. Dogs must be on a leash, and must be equipped with a basket muzzle. Owners of animals are obliged to compensate any damage caused to persons, vehicles or things.

It should be noted that, for safety reasons, Opera Romana Pellegrinaggi recommends that passengers avoid bringing animals onboard. OPR expressly declines any responsibility pertaining to said animals.

Guide dogs accompanying the blind are admitted onboard free of charge.

BAGGAGE

Unless onboard staff should have other service-related requirements, the following may be taken onboard free of charge:

- bags no larger than 25x45x80cm
- folding pushchairs and musical instruments no larger than 115x50x20cm in size, without payment of additional charges.

11.3 VOX CITY APP OR GUIDED TOUR WITH PREFERENTIAL ENTRY TO ST PETER'S BASILICA

DESCRIPTION

The visit must be booked, and includes preferential entry into the Basilica and may be done independently using the Vox City App **if you have a smartphone or other compatible device**, or with a guided tour, both multilingual; please ensure you carefully follow the guidelines in the communication you are sent at the time of booking.

If you do not have a suitable device, multilingual audio-guides are available from the Vox desk in front of the Holy Door; we would, however, advise you that these devices are subject to a supplementary cost and cannot be reserved. As a result, we cannot guarantee that they will be available when required. In this event, Opera Romana Pellegrinaggi may not be held responsible for its failure to provide an audio-guide, and no refunds shall be owed.

TICKETS AND ENTRY TIMES

The tickets differ according to the chosen visit type:

- With multilingual **audio-guide**: 0 - 6 yo = free

7 -17 yo = reduced
18 upwards = full fee

Visits are in Italian, at the times indicated on our website www.omniavaticanrome.org.

□ With **guided tour** option:

0 - 6 yo = free
7 -17 yo= reduced
18 upwards = full fee

Visits are in Italian, English, Spanish, German, French at the times indicated on our website www.omniavaticanrome.org.

Supplements to O.R.P. cards and tickets that can be combined and which have already been purchased are applicable.

Closing days:

Visits cannot be made on Sundays, during Vatican festivities.

11.4 VATICAN MUSEUMS AND SISTINE CHAPEL

DESCRIPTION

The visit includes preferential entry into the Vatican Museums and the Sistine Chapel, and may also be taken with a guide. Please ensure you carefully follow the guidelines in the communication you are sent at the time of booking, which is compulsory.

TICKETS AND ENTRY TIMES

The tickets differ according to the chosen visit type:

- 0 - 5 yo = free
- 6 – 17 yo and students up to 25 = reduced
- 18 yo and upwards = full

A supplement is payable for the guided tour

To check the time of entrance, please check the website www.omniavaticanrome.org.

To find out which sectors can be visited, opening and closing days, times and dates for **visiting the Vatican Museums by night**, please refer to the website www.museivaticani.va.

Accessibility:

Most of the areas in the Vatican Museums are accessible to people with physical disabilities.

To help you on your visit, however, the Vatican Museums recommend a barrier-free itinerary. The assistance of Custodians of the Vatican Museums makes it easy to reach the main services and points of interest.

For reasons linked to space, access or usage is not available to visitors with mobility scooters and electric wheelchairs in certain parts of the museum. In these cases, it is possible to rent a wheelchair free of charge. Wheelchairs are subject to availability and may be borrowed by leaving a valid identity document at the coatroom.

Access for guide dogs for the blind is only permitted if on a leash and with a muzzle. Prior written consent must be obtained with sufficient notice, by writing to the following email address: accoglienza.musei@scv.va.

For more information, please visit www.museivaticani.va.

FREE ENTRY

Entrance to Vatican Museums is free and with no queue for all visitors with medically certified disability of 74% or higher. Free entrance can also be extended to the chaperone in case the disabled visitor is not self-sufficient. Free tickets for disabled visitors and their chaperones are not bookable online but are issued, upon presentation of the relevant documents, directly at the "Special Permits" and/or "Reception" desks in the entrance hall of the Vatican Museums.

Free guided tours in Italian Sign Language (LIS) are also available but must be booked. Tactile multisensory tours are available for the visually impaired and the blind. Visitors who only lipread can ask to be accompanied by a specialized didactic member of staff.

For bookings please contact us:

Phone: +39 06 69883145 - +39 06 69884676 - +39 06 69884947

E-mail: tours.musei@scv.va (Please indicate "Visits for the blind" in the object).

11.5 VATICAN GARDENS MINIBUS TOUR WITH VATICAN MUSEUMS AND THE SISTINE CHAPEL

DESCRIPTION

This initiative, for which booking is obligatory, includes a tour of the Vatican Gardens on a minibus (without stops to get off, lasting around 45 minutes, onboard commentary available in Italian, English, French, Spanish, German, Russian and Portuguese) and preferential entry into the Vatican Museums and the Sistine Chapel (estimated duration of the tour around 1h30m).

Please follow the instructions contained in the communication sent at the time of booking carefully. You must come to the O.R.P. offices of St Peter's, located at no. 9, Piazza Pio XII, one hour prior to the established start time.

TICKETS AND VISITING TIMES

0 - 5 years old = entry not permitted for safety reasons

6 - 17 years old = reduced; 18 and upwards = full

- The visits take place at fixed times which are booked in advance. These vary from summer to winter. The up-to-date calendar is available on our website www.omniavaticanrome.org.

Closing days:

Visits cannot be made on Sundays, during Vatican festivities and on days when the Vatican Museums are closed (visit www.museivaticani.va).

Supplements to O.R.P. cards and tickets that can be combined and which have already been purchased are applicable.

ACCESSIBILITY

The tour of the Vatican Gardens is not accessible to children under the age of 6 and to wheelchair users.

Nearly all sectors of the Vatican Museums are accessible to disabled visitors.

If needed, wheelchairs are bookable for free (accoglienza.musei@scv.va) or upon request at the "Special Permits" desk in the entrance hall of the Vatican Museums (valid ID is required).

FREE ENTRY

Entrance to Vatican Museums is free and with no queue for all visitors with medically certified disability of 74% or higher. Free entrance can also be extended to the chaperone in case the disabled visitor is not self-sufficient. Free tickets for disabled visitors and their chaperones are not bookable online but are issued, upon presentation of the relevant documents, directly at the "Special Permits" and/or "Reception" desks in the entrance hall of the Vatican Museums.

Blind and deaf persons can use an appropriate visiting service, available free of charge, by reserving at the following numbers beforehand: +39 06 69883145 - +39 06 69884676 - +39 06 69884947.

11.6 AUDIO-GUIDE TOUR OF THE LATERAN COMPLEX (BASILICA, BAPTISTERY, CLOISTER, HOLY STAIRS, SANCTA SANCTORUM) and ENTRANCE TO THE TREASURE MUSEUM

DESCRIPTION

The visit begins with the welcome at the desk at the Basilica and includes a tour with a multilingual audio-guide (in Italian, French, English, German and Spanish) of the Lateran complex.

The ticket include entrance to the Treasure Museum.

TICKETS AND ENTRY TIMES

0 - 5 years old = free; age 6 upwards = full

Supplements to O.R.P. cards and tickets that can be combined and which have already been purchased are applicable.

To find out the opening hours and visiting hours of the Cloister, Holy Stairs and Sancta Sanctorum Chapel, the Baptistry, and the Treasury Museum, please refer to our website www.omniavaticanrome.org.

FREE ENTRY

Entrance to Cloister is free for all visitors with medically certified disability of 74% or higher. Free entrance can also be extended to the chaperone in case the disabled visitor is not self-sufficient.

11.7 PAPAL BASILICA OF SAINT PAUL OUTSIDE THE WALLS: CLOISTER, PICTURE GALLERY AND ARCHAEOLOGICAL SITE

DESCRIPTION

The initiative includes entry to the Cloister, the Picture Gallery and the Archaeological Area To find out the visiting hours and opening days, please visit www.basilicasanpaolo.org.

FREE ENTRY

Entrance is free for children up to 5 years.

11.8 MULTIMEDIA VISIT TO CARCER TULLIANUM (Mamertine Prison – St Peter's Prison)

DESCRIPTION

The initiative includes a multimedia tour of the Carcer Tullianum and the museum of the archaeological complex. The estimated duration of the tour is one hour; visitors can personalize their tour with a tablet, observing reconstructions of the original buildings and reading more about the findings made during the recent digs.

TICKETS AND ENTRY TIMES

- Reduced: 6 -17 years old, students up to 25, nuns, members of religious orders and priests

- Reduction: holders of the OMNIA card wishing to visit the museum and make use of the multimedia visit (free entry is only granted to the Carcer Tullianum area).

- Combined: Carcer Tullianum + Archaeological Area

Thanks to the partnership with the Special Superintendence for the Colosseum, the central archaeological area of Rome and Coopculture, it is possible to combine the visit to the Carcer Tullianum with the circuit including the Colosseum, the Roman Forum and the Palatine Hill by entering the Archaeological Area through the turnstiles located near the Mamertine Prison.

The new entry through the Archaeological Area may be used, during opening hours, by holders of the combined ticket and holders of the Roma Pass, Omnia Card and individual ticket for the Archaeological Area.

Supplements to O.R.P. cards and tickets that can be combined and which have already been purchased are applicable.

For information about group visits in other languages, please call +39 06 69896379 or send an email to info@omniavaticanrome.org.

Opening hours of the visit to Carcer Tullianum:

Visits always start at 8.30am, whilst the time of the last visit varies according to the time of year. To see an updated calendar, please consult our website.

FREE ENTRY

Free entry is available to children up to the age of 5, and persons with certified invalidity higher than 74%, but in possession of physical capacities.

ACCESSIBILITY

For logistical reasons, the site cannot be visited by disabled persons or those with walking difficulties.

11.9 CARCER TULLIANUM with multimedia tour and the COLOSSEUM, ROMAN FORUM AND THE PALATINE HILL

DESCRIPTION

The initiative, resulting from the partnership between the Special Superintendence for the Colosseum, the central archaeological area of Rome and Coopculture, makes it possible to combine the visit to the Carcer Tullianum and the archaeological museum with a tour of the nearby Roman Forum, the Palatine Hill and the Colosseum.

The tour of the Carcer Tullianum is enhanced by a multimedia approach allowing visitors to use a tablet (captions in Italian, English and Spanish) and videos to reconstruct the original settings of the archaeological site, and to find out more about the findings made during the recent digs.

It is obligatory to book this initiative. Bookings can only be made at the Carcer Tullianum.

VISITING TIMES:

Visits always begin at 8.30 am for both the Archaeological Area (Colosseum, Roman Forum and the Palatine Hill) and for the Carcer Tullianum, whilst the time of the last visit varies depending on the time of year. To see an updated calendar, please visit our website.

The Archaeological Area is closed on 1 January and 25 December.

Visits are held from Monday to Sunday; for information about group visits in different languages, please call +39 06 69896.379 or send an email to info@omniavaticanrome.org.

To access the Colosseum, Roman Forum and the Palatine Hill, the purchased voucher must be displayed to Opera Romana Pellegrinaggi staff. It will then be exchanged for the corresponding ticket. This ticket shall be valid for two days from its date of activation, and will allow entry once only to the Roman Forum, the Palatine Hill and the Colosseum.

To find out more about how to enter and visit these sites, please see www.coopculture.it.

The turnstile for entering the Roman Forum is located near the exit of Carcer Tullianum; to check the opening and closing times, please visit the site.

FREE ENTRY

Entrance to Carcer Tullianum is free for children up to 5 years and for all visitors with medically certified disability of 74% or higher, but who are physically able.

To find out when free entry is available at the Colosseum, Roman Forum and the Palatine Hill, visit the website www.coopculture.it; for the reductions which apply to Carcer Tullianum, please check our website www.omniavaticanrome.org.

For the Colosseum, Roman Forum and Palatine Hill, a number of different entry conditions are available. Some of these are only available from official CoopCulture ticket offices. For more information, visit www.coopculture.it. or contact O.R.P. staff at the Carcer Tullianum offices on 06 69924652.

ACCESSIBILITY

For logistical reasons, the site cannot be visited by disabled persons or those with walking difficulties.

BEFORE BUYING

Before entering the Colosseum, all visitors and their bags will undergo a security check with a metal-detector; queues may form at the site entry owing to the fact that a maximum

of 3,000 people are allowed on site at any one time for security reasons.

11.10 CATACOMBS

DESCRIPTION

Opera Romana Pellegrinaggi has stipulated an Agreement with the Pontifical Commission of Sacred Archaeology geared towards promoting pilgrimages to the Catacombs along the Via Appia Antica way, namely the Domitilla, San Callisto and San Sebastiano catacombs.

INFORMATION FOR THE VISIT

Entry to the Catacombs is only possible with a guided tour conducted by authorised staff. Booking is obligatory, and is made at the same time as the purchase of the ticket.

Regulations:

- the group of visitors must comprise a number of people in proportion with the Catacomb, and in any case may not exceed 35 people;
- visitors are obliged to display their tickets to the guide, and to keep the ticket until the end of the visit;
- inside the Catacomb, it is forbidden to smoke, take photographs or film videos. Animals may not be brought into the catacombs. Any visitors not observing the rules may be asked to leave by the guide.

FREE ENTRY AND REDUCTIONS

For more information about the categories of people entitled to free entry or reductions, please visit www.catacombeditalia.va.

TICKETS

Full tickets must be purchased from the age of 17 upwards, and are valid for the day and time booked. Booked or purchased tickets may not be refunded.

OPENING TIMES

The opening and visiting times of the Catacombs vary from one to another. For information, please visit www.catacombeditalia.va.

Opera Romana Pellegrinaggi declines any responsibility for changes, or unexpected closures.

11.11 SHUTTLE BUS – FIUMICINO AIRPORT SHUTTLE SERVICE

SERVICE DESCRIPTION

Opera Romana Pellegrinaggi has an agreement with S.I.T. Srl, thanks to which it is able to offer its pilgrims the option of using its shuttle service for Fiumicino Airport at a reduced rate.

The transfer shuttle bus service is available every day of the year. It is run by S.I.T. Srl. Please consult the official website, www.sitbusshuttle.com, for further details about terms and conditions.

SERVICE INFORMATION

The service is provided every day of the year.

The shuttles are all operated by staff employed by S.I.T., the service provider. They leave around every 30/45 minutes from:

FIUMICINO AIRPORT - CENTRAL ROME:

- Fiumicino Airport- Terminal T3 - Stand 12
- Via Aurelia (Boarding/Alighting: Aurelia Ringroad, 19)
- Vatican Area (Alighting: Via Crescenzo no. 28; Boarding: Via Crescenzo no. 2).
- Termini Station (Via Marsala, 5 - in front of Hotel Royal Santina)

First departure at 7.15 am, last run at 00.40am

CENTRAL ROME - FIUMICINO AIRPORT:

- Termini Station (Via Marsala, 5 - in front of Hotel Royal Santina)
- Vatican Area (Alighting: Via Crescenzo no. 28; Boarding: Via Crescenzo no. 2).
- Via Aurelia (Boarding/Alighting: Aurelia Ringroad, 19)
- Fiumicino Airport- Terminal T3 - Stand 12

First departure at 4.45 am, last run at 8.30pm

Please note that it is necessary to be at the stop at least 15 minutes before departure.

For an up-to-date calendar of stops and times, please visit the website www.sitbusshuttle.com/fermate.

TICKETS

Tickets may be purchased online on the Opera Romana Pellegrinaggi website, or from Opera Romana Pellegrinaggi offices.

If the purchased ticket is not used in the chosen time slot, it will still be valid for another trip as long as it is used on the same day.

The ticket can only be purchased on the shuttle itself if the pilgrim is taking part in a pilgrimage run by Opera Romana Pellegrinaggi and has a convocation form, or alternatively holds a ticket for taking part in a Vatican&Rome initiative.