

TERMS AND CONDITIONS

1.- PROGRAMME CHANGES

The Palau de les Arts, Fundació de la Comunitat Valenciana, reserves the right to cancel or alter any works, dates, schedules, or artists of any published programmes for causes such as illness, technical difficulties, or as a result of circumstances beyond its control.

2.- TICKET REFUNDS

Tickets cannot be refunded except on the cancellation of the performance. Tickets are not transferable.

3.- SEATING CHANGES

The Fundación reserves the right to provide alternate seats to those specified on the ticket within the same zone or a superior category for causes as deemed necessary by the organization.

4.- SEATS PRICE ZONE 2 AS SEATS PRICE ZONE 1

Seats located in row 5 Platea and row 20 Platea Alta of the Sala Principal are classified as price zone 1.

5.- MAXIMUM OF TICKETS

Maximum of 4 tickets per title depending on seating capacity.

6.- TICKET COLLECTION

Tickets can be collected as of 19 May and, in order to avoid any incidence, up to 45 minutes before the start of the performance, otherwise the access into the venues is not guaranteed.

7.- PROMOTIONAL TICKETS

Promotional tickets (youth, student, retirees, pensioners, and handicapped) are to be used only by their specific beneficiaries. The Fundación reserves the right to deny access to anyone or group misusing these tickets.

8.- SUB-TITLES

Sub-titles are provided as a free service for our audience and no ticket refunds will be made for any malfunctions of this service.

9.- SEATS WITH REDUCED VISIBILITY

Seats in zone 5 of the Sala Principal have reduced visibility.

10.- RECORDINGS AND PHOTOGRAPHS

The use of cameras or recording equipment is strictly forbidden in any hall of the Palau de les Arts Reina Sofia.

11.- MINORS

La Fundación does not recommend the presence of children under seven years of age except for those performances specifically designed for the young public. The administration reserves the right to ask that a minor be taken out of the performance if he is considered to be a nuisance to the rest of the public.

12.- PUNCTUALITY

Out of consideration for the general public and for the artists, the public is asked to be punctual. Once the performance has begun latecomers will not be allowed into the hall until there is a suitable break or intermission.

13.- CELLPHONES / WATCHES

The public is kindly asked to disconnect all telephones and alarms as well as any other electronic equipment before entering the halls.

14.- SMOKE FREE

According to the law 28/2005, of the 26 of December, as part of the anti-smoking health measures, smoking is not allowed in any part of the building of the Palau de les Arts Reina Sofia.

15.- RIGHT OF ADMISSION

The Fundación reserves the right to refuse admission to the theatre.

The PALAU DE LES ARTS REINA SOFÍA is a space for the general public.

According to the availability of seats, discounts may be available at the General Ticket Office during the 1st Festival del Mediterrani as follows:

- 1.- 35% discount* on seat prices for:
 - Youth and students under 30 years of age with appropriate Under 26 Youth Card or an ISIC card (student ID).
 - Seniors, retirees, and Tarjeta Cultural de la Generalitat Valenciana card holders.
 - Disabled** (with proof of disability of over 33%).

* Consult location of discounted seats.

** In case of limited mobility please contact the Servicio de Atención Especial to facilitate the access to the theatre by calling +34 902 202 383.

2.- "Last Minute" Discounts

According to seating capacity on performance days, two hours and up to 10 minutes before the performance time, a 50% discount is available.