



## Rules for the Guided Tour by Shuttle Bus to the Fiorano Track and Viale Enzo Ferrari in the Ferrari Plant

### 1. Access to the service

Participants may take the tour after paying the rates posted in the ticket office of the Ferrari Museum and on the relevant reservation website, at the specified time and according to the indicated schedule, while seats are available, and only after purchasing the admission ticket to the Ferrari Museum.

In order to access the shuttle bus, participants must show the reservation voucher received by e-mail or handed in the reception area of the Ferrari Museum (depending whether the reservation was made through the website or in the museum) and pay the ticket to the bus driver in cash or with credit card online and at the museum box office.

The ticket is valid for the date and time indicated in the reservation voucher and expires after the tour is over. The ticket will be no longer valid after the end of the tour the reservation was made for, even if the ticket holder does not show up.

The service may be changed and canceled at any time, according to the engagements of the Fiorano track and/or the factory, which may be notified even a few moments before the beginning of any tour. If cancellations or changes prevent the customer from receiving the service, the amount of the ticket, if already paid, will be fully reimbursed cash on the same day if the tour has been paid cash or refunded on the credit card if paid with credit card.

A guide will accompany the tour. The guide service is included in the price and is normally carried out in Italian and English. The guide may decide whether to perform the service in other languages depending on the specific group composition.

The service is also available for handicapped people, provided this detail is notified upon reservation.

Children under 16 can only take part in the tour if they are accompanied by an adult.

No pets are allowed in the shuttle bus.

The staff, i.e. the guide and the shuttle bus driver, will have the right/task to reproach any visitor who does not comply with the code of conduct set forth here below as they hold it suitable.

Direction will be not responsible for any item that is lost/forgotten in the shuttle bus. Any item found by the bus driver or the guide will be handed in and kept in the Ferrari Museum reception for not longer than 7 days, without any obligation for the Museum to send it to its owner, although the latter is known.

For any objections or complaints, please contact the Ferrari Museum staff or send an e-mail to [museo@ferrari.com](mailto:museo@ferrari.com).

Messrs. AMNE is the company running the shuttle bus service.

### 2. Code of conduct

Visitors are requested to comply with the following safety and conduct rules established by Ferrari S.p.A.:

- taking videos and photos on the shuttle bus is prohibited during the entire tour because of the company's confidentiality reasons; for this purpose, all cameras shall be delivered to the guide on the shuttle bus, and staff will apply a sticker on mobile phones to prevent them from taking photos; if the sticker is removed or even partly tampered, staff will have the right to view the contents of the device.
- smoking or carrying any flammable substance/item is strictly forbidden;
- getting off the shuttle bus during the tour is not allowed;
- eating or drinking is forbidden;
- occupying more than one seat is not allowed;
- damaging/spoiling the shuttle bus in any way is forbidden;
- children and minors are obliged to comply with the rules, so accompanying adults are obliged to look after their conduct;
- it is obligatory to respect the dignity of service staff and other visitors by keeping a polite and decent behavior;
- it is obligatory to speak in a low voice and to behave properly in order to respect all participants' cultural interest and right to understand the explanation;
- in case of indisposition or any other emergency, immediately contact the service staff, who will take all required actions;
- the infringement of any one of the above listed rules of conduct will be the ground for the immediate exclusion from the tour.