

Rules for the Guided Tour by Shuttle Bus

to the Fiorano Track Area and Viale Enzo Ferrari in the Ferrari Plant

1. Access to the service

Visitors may participate to the tour after having paid the ticket at the Ferrari Museum counter or on the official reservation website (www.vivaraviaggi.it), at a specified time and according to the availability, and only after purchasing the admission ticket to the Ferrari Museum.

In order to get on the shuttle bus, visitors must show the reservation voucher received by e-mail or handed at the reception of the Ferrari Museum (depending whether the reservation was made through the website or at the museum).

The ticket is valid for the date and time shown on the reservation. The ticket will be no longer valid after the end of the tour, even if the ticket holder does not show up.

The service may be limited or cancelled at any time, according to the availability of the Fiorano track and/or the factory, which can be notified even after the beginning of the tour. If the tour is cancelled, the total amount will be refunded. If the tour is limited, the amount paid will be partially refunded. Refund is done by cash on the same day if the tour has been paid cash or on the credit card if paid with credit card.

A guide will be with the visitors. The guided service is included in the price and is 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 disabled people, as long as the visitor send an email at least one week before the day of the tour to the following e-mail address: booking@vivaraviaggi.it. Children under 18 can take part to the tour if they are accompanied by an adult. No pets are allowed on the shuttle bus.

The guide and the 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.

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

For any objections or complaints, please contact the Ferrari Museum staff or send an e-mail to museo@ferrari.com or booking@vivaraviaggi.it. 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; staff will have the right to view the contents on the device if rules are not followed.
- 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;
- it is obligatory to respect the dignity of the staff and other visitors by keeping a polite and decent behaviour;
- 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.