



Chasing Stars Experience attendees will need to arrive at the venue a minimum of 20 minutes before experience start time so ticket and security checks can be conducted. After check-in attendees will be issued with their exclusive Matteo Bocelli Chasing Stars Experience laminate which must be worn and visible at all times during the experience.

Relevant ID corresponding to your booking details must be presented (i.e., photo I.D, credit card details, and/or email confirmation).

Attendees will then be escorted to the VIP area. Latecomers who do not arrive at the designated meet point at the confirmed time stipulated will not be permitted. Photography and recording of any kind is strictly prohibited during Soundcheck.

The Chasing Stars Experience provides a wonderful opportunity to meet **Matteo**. Before entering the soundcheck you will be asked to form an orderly queue for a brief meeting and photograph with Matteo. Please follow the directions of venue staff and Matteo's team at all times to ensure the experience is pleasant and safe for everyone. Please ensure that your personal conduct is always respectful. Inappropriate behavior will not be tolerated, and you will be asked to exit the venue.

Photos

- Attendees have the option to take a selfie with Matteo or have a member of our team take a photograph using the attendee's phone/camera
- One quality photo per attendee or group with exceptions of unforeseen circumstances or unless discussed prior
- After your photo you will be shown to a seat inside the auditorium where you can enjoy Matteo's string players who will have begun their soundcheck. Matteo will join promptly after all guests have had their photo.

Meet and Greet Guidelines

To make this day a memorable one and a great experience for all, please note:

- Please refrain from taking photographs of Matteo while he is meeting with other attendees
- Greet Matteo with hands free of items such as bags, jackets, beverages, keys. We suggest you bring as few personal belongings with you as possible as we cannot be held liable for any lost or misplaced items (small purses and medical equipment will be permitted).
- Always be mindful of not over-exceeding the personal space of Matteo unless HE offers an invitation to come closer.
- No affectionate acts such as hugging, kissing or caressing will be allowed.
- No requesting preferred poses or attempting to maneuver Matteo into position
- No hands in pockets or reaching into pockets at any point of the photo before or after

- Refrain from hand shaking; a wave is sufficient. Matteo may choose to place an arm loosely around your shoulder for the photograph
- Any gifts should be presented to Matteo's security/venue staff for inspection and approval before presenting.
- No autographs or request for autographs are allowed. Signed items will be available for sale later at the show. Please do not put Matteo in a difficult position by asking.
- Keep conversations very brief to ensure everyone has an equal amount of time. Matteo's team reserves the right to cut any conversations short.
- Any inappropriate gifts such as any type of drugs, sexually related items, alcohol or food of any sort will not be permitted. Please remember that any gifts will have to accompany Matteo throughout the duration of the tour so keep these small and easy to store. A nice card is preferred.
- Security reserves the right to search any bags upon entry to the Experience.
- Staff reserves the right to refuse admission or eject any person from the event due to security concerns on an individual basis.
- All event attendees must adhere to venue and artist rules and regulations and are subject to search/security screening on site. No weapons or sharp objects of any kind are permitted.

Every effort will be made to ensure that this experience will be an enjoyable and memorable occasion. We thank you in advance for your understanding and flexibility with arrangements on the day of the event.

Thank you and enjoy!