

FESTA DEL REDENTORE

Venezia,
16 – 18 Luglio 2021



REDENTORE DI VENEZIA 2021 - FAQ

Book your place to assist the fireworks
July 17, 2021
at 11:30 pm

The 2021 edition of the traditional Festa del Redentore (Redeemer festival) will comply with the regulations and guidelines for the containment of the contagion from Covid-19 and compliance with the local public health and navigation safety regulations.

Frequently asked questions REDENTORE ON LAND

- Information for **residents of the** municipality of Venice

Can I take part in the event?

YES, Due to the current pandemic situation, booking is initially reserved for residents of the Municipality of Venice. If you are a resident of Giudecca Island, you will have priority booking for the Giudecca area. If there are places available, the booking system will also be open to non-residents of the Municipality of Venice

Can I take part in the event with my family and/or friends?

YES, as long as they are all residents of the Municipality of Venice. If there are places available, you can take part in the festival with non-residents of the Municipality of Venice. If you take part in the event with non-cohabiting people, you will have to respect the social distancing regulations of at least one metre.

Can I take part in the event with NON-residents of the Municipality of Venice?

NO, in the first booking phase, all participants must be residents of the Municipality of Venice. If there are places available, the booking system will also be open to non-residents of the Municipality of Venice

We are legally married, but we have two different residences. Can we take part in the event?

If both reside in the Municipality of Venice, you can proceed with a single booking. If one of the spouses is not resident in the Municipality of Venice, it will not be possible to book in the first booking phase.

I booked a table in a restaurant located inside the event area. How can I reach the restaurant?

In order to reach a restaurant located inside the area reserved for the viewing of the fireworks, you will have to enter from the gate closest to the location and show the reservation confirmation to the safety staff.

I study and/or work in Venice Historical Centre. Can I participate in the event?

NO Booking is initially reserved for citizens residing in the Municipality of Venice. If there are places available, the booking system will also be open to non-residents of the Municipality of Venice

My home is located inside the area reserved for the viewing of fireworks. Can I return home freely?

YES, you will have to enter from the gate closest to your home.

My home is located inside the area reserved for the viewing of fireworks. Can I access the site to watch fireworks?

YES, if you are a resident of the Municipality of Venice, you can book your place on land through the online procedure.

Is there an entrance reserved for people with disabilities?

We inform you that all sectors can accommodate people with disabilities. We invite you to take a look at the itineraries proposed by the Municipality of Venice and choose the most accessible sector.

<https://www.comune.venezia.it/it/content/venezia-accessibile-itinerari-senza-barriere>

- **I am NOT a resident** of the Municipality of Venice

Can I take part in the event?

NO, due to the current pandemic situation, booking is initially reserved for residents of the Municipality of Venice. We are sorry to inform you that in compliance with current regulations, it was necessary to reduce the capacity of the spaces to reduce the risk of crowding and ensure interpersonal distancing. If there are places available, the booking system will also be open to non-residents of the Municipality of Venice. We point out that there are no limitations to take part in the event by boat. See the dedicated page

I booked a hotel room in Venice, can I attend the event?

In order to reach a hotel located inside the area reserved for the viewing of the fireworks, you will have to enter from the gate closest to the location and show the reservation confirmation to the safety staff.

I booked a table in a restaurant in Venice, can I attend the event?

In order to reach a restaurant located inside the area reserved for the viewing of the fireworks, you will have to enter from the gate closest to the location and show the reservation confirmation to the safety staff.

- Booking procedure

What data is necessary to proceed with the booking?

At the time of booking, the following will be requested for each participant in the event:

- Name and surname (as indicated in your identity document)
- tax code
- Consent to the exhibition of Covid-19 Green Certification on the day of the event.

How many people can I book for?

You can book for up to 4 people.

At the end of the booking, will I receive an access ticket to the area?

YES, you will receive an email confirming the booking with a PDF file attached to be presented at the entrance gate at the end of the procedure.

Can I book for another person?

NO, the booking is strictly personal.

Can I book my place if I am a minor?

NO, only people over the age of 18 can book.

At what age do children need a reservation?

Children aged six years and above need a reservation. Children younger than 6 will be allowed in the area reserved for the viewing of the fireworks along with their parent's reservation.

I can't book online. Can I go to a counter?

Booking can be done exclusively online.

- Problems with booking

The booking was not successful. I am resident in the Municipality of Venice, but the system does not recognize my data (Name, surname and/or tax code).

Contact the Call Center DIME 041041.

I did not receive the email confirming the booking. The email address entered at the time of booking is correct.

Check the SPAM section of your email box.

I did not receive the email confirming the booking. The email address entered at the time of booking is incorrect.

Contact the Call Center DIME 041041.

The problem encountered is not included in the cases previously presented. Who can I contact?

Contact the Call Center DIME 041041.

- Post-booking questions

I booked, but I cannot take part. Can I cancel my booking?

YES, it is possible to cancel the booking by clicking on the appropriate link in the confirmation email of the booking

Can I change a name and/or add another person?

NO, it is not possible. To make changes, you will need to cancel your booking and proceed with a new booking.

I booked exclusively for myself. Can I add another person?

NO, it is not possible. To make changes, you will need to cancel your booking and proceed with a new booking.

Can I change the Area booked?

NO, The Assigned Area cannot be changed. To make changes, you will need to cancel your booking and proceed with a new booking.

I have received confirmation of booking. Can I change the access time to the area?

NO, the access time cannot be changed. To make changes, you will need to cancel your booking and proceed with a new booking.

I lost my ticket. What can I do?

You can retrieve your ticket by writing your tax code and the phone number used during the booking procedure, connecting to the "Retrieve booking" page

<https://redentore.veneziaunica.it/recupera>

- Information about the schedule of the event

What time should I arrive?

The access time to the area is indicated on the ticket.

Must I show the ticket at the entrance?

YES, IT IS MANDATORY. In the absence of a valid ticket or QR Code, access will be denied

Must I print the ticket?

It is not mandatory to print the ticket. You can just show the digital format of the ticket directly from your smartphone.

Do I have to show my ID at the entrance?

Make sure you have your ID with you as it may be required at the entrance to the gate.

What does the ticket contain?

The ticket contains a QR Code for each participant to be exhibited MANDATORILY at the entrance of the area reserved for viewing fireworks.

In addition, the ticket informs participants about:

- Area (San Marco, Zattere, Giudecca)
- N° of the Sector booked
- Sub Sector booked
- Access time to the area
- Name of the area
- Event security policy

What is meant by Covid-19 Green Certification?

Given what is defined by the Prime Ministerial Decree June 17, .2021, the Green Certification proves:

- You have been vaccinated against SARS-CoV-2:
- You have recovered from SARS-CoV-2 infection in the last 6 months
- You have taken a rapid molecular or antigenic test with a negative result to the SARS-CoV-2 virus in the last 48H

We invite you to consult the government website for more information:

<https://www.dgc.gov.it/web/>

Will I have a numbered seat?

Once you have entered your Sector, position yourself at the signs.

Do I have to wear a mask?

The use of a mask is mandatory in all areas of the event. For more information, carefully read the security information received by email when booking.

I have not booked, can I still go to Venice?

Yes, you can go to Venice, but you will not be able to access the area reserved for viewing fireworks.

The area reserved for viewing fireworks is SOLD-OUT. Can I still participate in the event?

The area reserved for viewing fireworks cannot be accessed without booking.

You take part in the Redentore event by boat or follow the live streaming of fireworks on the Venezia Unica social channels.

I have a booking in one of the Sectors of the Giudecca Island. Can I walk across the Ponte Votivo Bridge?

YES, we remind you that the pedestrian transit on the Ponte Votivo Bridge will be interrupted in advance, so make sure you have read the opening hours.

I am late. Can I still enter the Sector indicated in my booking?

In the case of late arrival, you will have to wait for people on time to enter first.

Frequently asked questions REDENTORE BY BOAT

- Information to take part in the Redentore event by **Boat**

Can I take part in the event by boat?

YES, Booking is open to everyone, residents and non-residents in the Municipality of Venice. It will be up to the captains/boat drivers to comply with the requirements dictated by the regulations concerning public health and navigation safety.

Can I take part in the event with my family and/or friends?

YES, as long as social distancing of at least one metre between participants is ensured. It will be up to the captains/boat drivers to guarantee the requirements dictated by public health and navigation safety regulations.

Can I take part in the Redentore event by gondola?

YES, we invite you to contact the gondola service for more information at (+39) 0412410085 or via email at info@gondolieritravel.com. Check the following website for further information: <https://www.gondolieritravel.com/>

Can I take part in the Redentore event by taxi?

YES, we invite you to contact the taxi service for more information.

- Booking procedure

I am the captain of a boat. Can I book?

YES, the booking must be carried out by the captain/boat driver.

I am not the captain of a boat. Can I book?

NO Only the boat's captain/driver can book the parking space.

What data are necessary to proceed with the booking?

When booking, the captain/boat driver must indicate:

- Name and surname (as indicated in the identity document)
- Tax code
- Consent to the exhibition of Covid-19 Green Certification on the day of the event

What is the maximum number of attendees for each booking?

The maximum number of participants depends on the boat's capacity, as established by the regulations on local public health and safety of navigation. Consult the regulations for further information.

Will I receive a ticket at the end of the booking phase?

YES, At the end of the procedure, you will receive an email confirming the booking with a PDF attached to be printed and displayed on the boat during the entire duration of the event.

Can I book my place if I am a minor?

NO Only people over the age of 18 can book.

Can I book for another person?

NO, the booking is strictly personal.

I can't book online. Can I go to a counter?

Booking can be done exclusively online.

In which area can I book?

The choice of Area depends on the type of boat, as established by the navigation safety regulations. We invite you to consult the regulations before booking.

In which area can I book?

You have to choose the mooring area matching the type of boat

AREA 1 - Gesuati West side of the Votive Bridge: pleasure boats, maritime navigation boats, fishing boats, people transport boats and all other boats with a tonnage of more than 10 tons (gross weight) or having more than one deck. Boats will leave the area towards Lido through the channels on the other side of Giudecca Island, Ghebo dei Cani and Orfanello channels.

AREA 2 - Redentore AREA 3 – Spirito Santo AREA 6 – San Marco Typical local boats, pleasure boats and “mototopi” boats. All these boats must be less than 11 meters long and the board must be less than 100cm high, and with no superstructures.

AREA 7 - San Giorgio Taxi.

AREA 4 - Zitelle Fondamenta delle Zitelle: sailing boats, max 15 metres long, must moor with the poop.

AREA 5 - Dogana Area in front of Magazzini del Sale (Ex Dogana – south side): traditional rowing boats, with outboard motors max 9,9 HP.

AREA 8 – Arsenale East side of the line Rio del Vin – Canale dell'Orfano: pleasure boats, maritime navigation boats, fishing boats, people transport boats and all other boats with a tonnage of more than 10 tons (gross weight) or having more than one deck.

AREA G Gondolas.

- Problems with booking

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The problem encountered is not included in the cases previously presented. Who can I contact?

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- Post-booking questions

I booked, but I cannot take part. Can I cancel my booking?

YES, it is possible to cancel the booking by clicking on the appropriate link in the confirmation email of the booking.

The list of participants has changed. Can I change a name and/or add another person?

YES, you can change the names as long as the number of people on board does not exceed the capacity limit of the boat.

I received booking confirmation for Area X. Can I change the area?

NO. The area chosen cannot be changed. To change the area, you will need to cancel your booking and proceed with a new booking. We invite you to consult the regulations on navigation safety to identify the correct area for your boat type.

I lost my ticket. What can I do?

You can retrieve your ticket by writing your tax code and the phone number used during the booking procedure, connecting to the page "Retrieve booking"

- Information about the schedule of the event

Do I have to print the ticket?

YES, IT IS MANDATORY. You will need to print the ticket and display it on the boat for the duration of the event. The competent authorities will carry out random checks during the event to verify compliance with the requirements dictated by local public health and navigation safety regulations.

What documents will I have to show?

Besides the ticket, you will need to show an identity document and the list of people on board.

In the list, you will have to indicate the name - surname - mobile number of all the people on board your boat, which the competent authorities can collect for contact tracing purposes.

What does the ticket contain?

The ticket informs the captain/driver of the boat about the

- N° of the Area booked.
- Event security policy

What is meant by Covid-19 Green Certification?

Given what is defined by the Prime Ministerial Decree June 17, .2021, the Green Certification proves:

- You have been vaccinated against SARS-CoV-2:
- You have recovered from SARS-CoV-2 infection in the last 6 months
- You have taken a rapid molecular or antigenic test with a negative result to the SARS-CoV-2 virus in the last 48H

We invite you to consult the government website for more information:

<https://www.dgc.gov.it/web/>

What time should I arrive?

The timetable was established by local public health and navigation safety regulations. We invite you to arrive before the start of the fireworks

Do I have to wear a mask?

You will have to wear a mask in all those cases in which it is impossible to maintain the expected social distancing and in closed spaces. For more information, carefully read the security information received by email when booking.

I have not booked, can I still go to Venice by boat?

Yes, you can go to Venice, but you will not be able to access the area reserved for viewing fireworks. Please read the navigation safety regulation.

The area reserved for the viewing of fireworks is SOLD-OUT. Can I still participate in the event?

The area reserved for viewing fireworks cannot be accessed without booking.

What are the rules for navigation?

See the Navigation Safety Regulation for more information.

Where can I download the regulations?

Local public health and navigation safety regulations are available at -

<https://www.comune.venezia.it/it/content/4442021>

<https://www.comune.venezia.it/it/content/ordinanza-congiunta-la-navigazione-festa-redentore>

Can I get off the boat and stop on the shores?

NO, IT IS FORBIDDEN. You can get off/on your boat in the areas NOT reserved for watching the fireworks.

Please see the Redentore on Land section for more information.