



ASSITANCE

Specific COVID-19 information

In accordance with the safety precautions in place in the Principality of Monaco, the safety precautions in place at the time of the show must be respected.

More information: www.covid19.mc

If you are having difficulty using the website, we advise you to try with Google Chrome.

You have 30 minutes to complete your transaction before your session expires: your cart will be emptied and the places which were in it will be available to all internet users.

If there is an error or an anomaly following your bank card payment, please send an email to the following address: reservation@montecarlofestivals.com before trying to book new seats.

For any questions relating to ticket office opening times for the International Circus Festival of Monte-Carlo, the programme and for other useful information, please visit our website www.montecarlofestival.mc

How to pick up your tickets:

- If you chose the "pick-up at the ticket office" option:

You must pick up your tickets at the Circus Festival ticket office at the following address: Reservations Department – 5 avenue des Ligures, MC 98000 MONACO.

The tickets must be picked up 30 minutes before the show at the latest.

- If you chose the "E-ticket" option:

You will receive an email with a PDF attachment containing the electronic tickets with a barcode. They must be printed on white paper in A4 format and presented at the entrance.

You can also display the contents of the PDF file on a mobile device (smartphone, tablet, etc.) at the entrance. The screen must not be damaged and screen brightness adjusted to allow the E-ticket to be easily read.

- If you chose the "delivery to your home address" option:

You will receive your tickets by registered post within 10 days, at the address entered during the creation of your user account. Postage costs are charged at 7.00€ (seven euros).

If you do not receive your tickets or E-tickets, please email us at reservation@montecarlofestivals.com or contact us by phone on +377 92 05 23 45.