**FAQ ACCREDITATION**

1. **What is meant by the “illustrative report”?**  
   The illustrative report is a document in which the Operator describes the quality products and/or services paired with tickets for the Colosseum Archaeological Park. This report should highlight the cultural, educational, inclusive, and sustainable aspects of the Offer, in accordance with the criteria outlined in the Public Notice.
2. **How to complete the Excel sheet and what payments are required?**  
   In the Excel sheet for the expression of interest, the Operator indicates the number of tickets requested for each type and time slot. At this stage, no payment is required. Payment for preemption rights and the cost of tickets will occur after the allocation of tickets, following the methods outlined in the Operator Regulations and Appendices.

2.1 **How to distinguish between full-price, free, and guide tickets when filling out the Excel sheet?**  
In the Excel sheet, the Operator specifies the desired quantities but not the ticket type, which will be determined at the time of confirmation and ticket issuance.  
Free tickets for authorized tour guides are not included in the count as guides can independently obtain their tickets.

2.2 **Can the “preemption right” cost be included in the customer’s invoice?**  
No. The preemption right is a cost borne by the Operator and must not appear in the invoice provided to the final customer.

1. **Is the preemption right payable for each ticket?**  
   Yes, the preemption right must be paid for every ticket reserved/allocated, regardless of the type. This fee is non-refundable.
2. **Stamp duty**  
   Currently, invoices are automated for every transaction. From June, with the introduction of the sliding scale account, the possibility of a single monthly invoice is under review.
3. **How does the B2B platform work, and is API integration available?**  
   The B2B platform and, subsequently, the APIs (expected from June 2025) allow the Operator to view availability, select slots, reserve, and purchase tickets.

5.1 **How many user accounts can an Operator have?**  
Multiple user accounts can be created depending on the Operator’s needs, as outlined in Appendix A - Technical-Operational Procedures.

1. **Can accreditation be obtained without requesting tickets?**  
   Yes. The Operator can be accredited to the PAC Operator List even without immediately requesting tickets. This allows the Operator to request access titles later through B2B channels (e.g., email, call center) as needed.
2. **How does the 30% non-finalization of tickets work?**  
   The Operator may leave up to 30% of allocated tickets unfinalized without additional penalties, except for the preemption right already paid, which is non-refundable. This applies if the Operator does not complete the issuance and payment within the established deadlines.
3. **Is the payment deadline 10 or 7 days?**  
   The deadline is 7 days before the visit date.
4. **What can be included in packages, and what is meant by a sustainable or quality offer?**  
   Packages may include quality cultural products and services, such as guided tours by qualified professionals, updated informational materials, compliant audio guides, thematic itineraries, or educational experiences. Sustainability relates to heritage enhancement, responsible management of tourist flows, and environmentally and socially respectful services, as indicated in Article 3 of the Operator Regulations.
5. **Are tickets for the underground available through the expression of interest?**  
   No. Due to the high restrictions in the area, Full Experience – Underground and Arena tickets cannot be requested during accreditation.
6. **When must the Visitor’s name be provided: at reservation or 3 days prior?**  
   The name is required upon ticket confirmation and payment. However, the Operator can modify it once, up to 3 days before the visit date, in compliance with the terms indicated in Appendix A.
7. **Can an accredited Operator purchase tickets through the B2C channel?**  
   No. Accredited Operators must use the official B2B channel exclusively. The Operator Regulations and Contract prohibit purchasing tickets designated for the general public (B2C).
8. **Why does a guide need a ticket if they already hold a professional badge?**  
   Even accredited tour guides, while entitled to free access, must have a nominative entry ticket for control, capacity, and security reasons, in compliance with the Visitor Regulations and current legislation.
9. **What do “Available” or “Not available” and the subsequent “Yes” or “No” mean in the accreditation form?**  
   According to Annex B – Criteria for Ticket Allocation, the options “Available” or “Not available” and “Yes” or “No” in the accreditation form express the Operator’s willingness to adapt ticket requests:

* **“Available” or “Not available” (regarding group adjustments):**
  + “Available” means the Operator is willing to accept reductions or changes to the initially requested ticket quantities to retain the reservation.
  + “Not available” means the Operator will not accept ticket reductions and prefers to forgo the reservation if the exact requested quantity is unavailable.
* **“Yes” or “No” (regarding time slot adjustments):**
  + “Yes” indicates the Operator is willing to shift the schedule within the same day to maintain the group’s completeness if the initially selected time slot is unavailable.
  + “No” indicates the Operator will not accept any time adjustments and prefers to forgo the tickets if the chosen time slot cannot be fulfilled.

The Operator must check the unwanted option.

1. **Is ticket customization allowed?**  
   No, the ticket layout provided by PAC cannot be modified or personalized. However, the PAC-issued ticket can be included within the Operator’s voucher, without any graphic alterations to the official entry ticket.
2. **50% reseller limit**  
   The 50% limit stated in Article 1 of the Regulations and Article 6.iii of the Contract refers to the maximum percentage of tickets an Operator may allocate to each authorized Reseller. As defined in the Operator Regulations and Contract, a “Reseller” is a distributor meeting the requirements of Article 2 of the Public Notice, entrusted by the Operator to distribute the Offer under the terms specified in the Discipline.