

Rules for the Use of Vouchers - B2B Operators

Dear Customers,

following the closure of the museums and cultural sites due to the Covid-19 health emergency, the reimbursement procedure by means of vouchers has been implemented (pursuant to art. 88 of Legislative Decree n. 18/2020).

The reimbursement procedure - which CoopCulture has applied (had to apply) without fail - has undergone some changes and additions in the months since its adoption. These changes were promptly taken into account and were updated accordingly on the website information page, in parallel with our operational tools.

We would like to reiterate that all of this has been done in full and total adherence to what is mandated by the granting Bodies.

Pursuant to the last modification of article 88, made with the Relaunch Decree on May 19, 2020, the deadline for requesting/issuing vouchers has been extended to September 30, 2020 and the duration/effectiveness of the voucher has been extended to 18 months.

Coopculture has prepared an online procedure for requesting a refund with a voucher, which has made it possible to identify the PNR of the purchases made, and to validate it in order to be reused for new bookings, starting from July 1, 2020 through December 31, 2021.

For all applications accepted by June 30, it is set for July 1 the issue of the voucher and therefore the generation of the PNR is validated by the system for the purpose of a new booking.

All vouchers issued in this way can be used for 18 months, from July 1, 2020 to December 31, 2021. It will be necessary to revise the tickets/services purchased in a manner compatible with the new methods of access and use, subject to possible changes (extensions or reductions) related to any changes in the public health situation.

In the case of multiple bookings assigned to a single PNR, vouchers can only be issued for those which have remained unused and created for entry dates included in the period March 8, 2020 to September 30, 2020, indicated in art. 88.

The voucher amount may therefore not always correspond to that of the refund request.

Clients (tour operators and travel agencies) who have activated an agreement with Coopculture for the use of a rolling deposit, will be enabled to use the B2B platform to make new purchases, using a "voucher credit", which will be distinguished by ticket quotas and service quotas.

The Coopculture staff will periodically check the proportional use of the two quotas, ensuring that the balance defined at the time of starting the process of using the voucher payment is maintained.

The new booking can only be made for tickets/services of the site originally booked and the voucher credit amount can be used, until the two distinct tickets/services quotas are sold out.

In the event that one of the two quotas runs out before the other, in order to continue the purchases of the type of products for which the voucher credit has run out, it will be necessary to replenish the deposit, in the usual manner provided in the Major Client Agreement, but taking care to specify which of the two quotas the payment must be dedicated to.

Therefore, it will not be possible to use the voucher credit associated with the ticket quota, for the purchase of services, and vice versa.

Best Regards,
Coopculture Staff