



## **FAQ - ENTRY FEE**

**(updated as of 12/12/2023)**

### **- What is the Entry Fee (CDA)?**

In order to promote sustainable and conscious tourism as well as the adoption of good practices in tourism, the City Administration has provided for the determination of the entry fee to the Old City of the Municipality of Venice and other smaller islands of the lagoon. This fee is established under national legislation (art. 4 paragraph 3-bis of Legislative Decree 23/2011, Law 145/2018, Law 122/2010).

The application of the fee implements the regulation of tourist flows, and its proceeds are used to finance tourism-related interventions, including those for the maintenance, enjoyment and rehabilitation of local cultural and environmental heritage and related local public facilities.

For the year 2024, on a trial basis, there will be no reservation or payment of the entry fee for those going to one of the smaller islands of the lagoon.

### **- What is the difference between tourist tax and Entry Fee?**

In the Municipality of Venice, all guests staying in accommodations (hotels, room rentals, B&Bs, etc.) are required to pay the Tourist Tax, which is collected directly by the facility manager. The tax is calculated by applying, for each guest, the rate set by the Municipality to the number of nights the person stays in the facility (up to 5 nights).

The Entry Fee is applied as an alternative to the tourist tax and is aimed at all those who instead enter the Old City without staying in an accommodation facility in the City of Venice, subject to the exclusions or exemptions provided.

### **- How will the Entry Fee (CDA) be applied in 2024?**

For the year 2024 the need was felt to start an initial application phase of the entry fee on a trial basis, aimed at verifying its effects also from the perspective of a better management of tourist flows - also in terms of encouraging virtuous behaviour in entering the Old City of Venice as well as discouraging unscheduled day visits - and the organization of public services.

On a trial basis for 2024, the visit booking and entry fee payment (except for those meeting the exclusion and exemption conditions) will apply:

- 1) only to those days scheduled in the 8:30 a.m. to 4 p.m. time slot.
- 2) to enter the Old City of the Municipality of Venice and NOT the smaller islands in the lagoon;
- 3) in fixed form and amounting to €5.00.

### **- Since when has the platform to book admission and/or pay the entry fee been active?**

The multichannel, multilingual platform will be active from 16 January 2024 and can be reached at <http://cda.ve.it>.

### **- When do I have to pay the entry fee?**

The entry fee must be paid prior to entering the Old City of the Municipality of Venice.

- **Do I have any advantages if I make the booking and payment many days in advance?**

No. On a trial basis for the year 2024, there are no different amounts of the entry fee depending on the time interval between its payment and expected entry.

- **I don't have internet, how can I book and/or pay the access fee?**

Only for exceptional cases will payment points be available at Piazzale Roma and the Venice-Santa Lucia Station square.

- **On which days do I have to book entry to the City and pay the entry fee?**

On a trial basis for 2024, booking and payment of the entry fee will apply from 8:30 a.m. to 4 p.m. on the following days:

- 25, 26, 27, 28, 29, 30 April
- 1, 2, 3, 4, 5, 11, 12, 18, 19, 25, 26 May
- 8, 9, 15, 16, 22, 23, 29, 30 June
- 6, 7, 13, 14 July

- **On any of the days on which the entry fee is charged, are there any time slots in which the fee is not charged?**

Yes, on a trial basis for 2024, the entry fee does NOT apply from 4 p.m. to 8:30 a.m. the next day and no booking is required.

- **Can one enter and leave the Old City on the same day, taking advantage of the same booking and payment?**

Yes, for the scheduled days of enforcement, booking or payment of the access fee is valid for the whole day.

- **How does the booking and entry fee payment system work?**

Those who plan to visit the Old City of Venice without staying overnight on the trial days for 2024 must book their visit on the specific computer application and, except for the conditions of exclusion and exemption provided by the Regulations, make the relevant payment of the fee. Bookings are made by entering the visitor's first and last name in the form at <http://cda.ve.it> or in the dedicated app. Once you have registered, you will be able to choose whether to download the voucher with QR-code and booking code or receive an email to the email address of the person who made the booking.

- **How do I prove that I have booked/paid for entry to the Old City?**

Through the display of the voucher with QR-code.

- **How much does the entry fee cost?**

For the year 2024, on a trial basis, the entry fee is €5.00 for all those who do not meet the exclusion and exemption conditions.

- **Can entry fee prices vary?**

No, on a trial basis for 2024, on trial days the fee will always be €5.00.

- **Is there a daily attendance threshold?**

The trial for the year 2024 does not include the application of the concept of a daily threshold, understood as the number of entries beyond which the fee due may have different amounts.

- **Is there a maximum number of entries?**

No.

- **Can I book entry to the City and pay the entry fee for multiple consecutive days?**

Yes, multiple consecutive days of entry to the Old City of the Municipality of Venice can be selected.

- **Is the voucher with QR-code named?**

Yes.

- **For a household of two or more people, can the booking and payment be cumulative?**

Yes.

- **Will a family of several people have a single QR-code?**

QR-coded vouchers are named.

- **For how many people can I book entry and/or pay the entry fee?**

Booking and payment can be cumulative.

- **Can the QR-code be used on a different date than the date for which it was issued?**

No, you can only use it for the requested date(s).

- **How do I recognize the personnel authorized to inspect people entering the Old City?**

They will be clearly identifiable by wearing a bib and/or identification card.

- **If I go to one of the smaller islands of the Lagoon, do I have to pay the entry fee?**

No, for the year 2024, on a trial basis, there is no booking or payment of the entry fee for those going to one of the smaller islands of the lagoon.

- **Which smaller islands of the lagoon are affected by the entry fee?**

Venice Lido (including Alberoni and Malamocco), Pellestrina, Murano, Burano, Torcello, Sant'Erasmus, Mazzorbo, Mazzorbetto, Vignole, S. Andrea, La Certosa, S. Servolo, S. Clemente, Poveglia, Sacca Sessola. The islands of San Michele and Giudecca are included in the perimeter of the Old City.

- **How do I demonstrate transiting Piazzale Roma, Tronchetto and Santa Lucia Station with the purpose of visiting only the smaller islands?**

The fee is not due if you only visit the smaller islands without visiting the Old City. The organization of the inspections will take these cases into account.

- **How do I prove that I am excluded/exempt from paying the entry fee?**

Excluded/exempt individuals, with the exception of residents and those born in Venice, will need to acquire an exclusion/exemption title (voucher with QR-code) via portal at the link: <http://cda.ve.it> or dedicated application.

- **I am a resident of the City of Venice: Am I excluded from booking and paying the entry fee?**

Residents are excluded from booking and payment of the entry fee, and upon inspection, if any, they will be able to prove their condition by showing a document of proof.

- **I was born in Venice, do I need to book entry and/or pay the entry fee?**

No, those born in Venice do not have to book and/or pay the entry fee, but they must prove, upon inspection, if any, their status by showing a document from which their birth in Venice is derived.

- **I changed my residence but I don't have the updated document, how do I prove my status?**

Upon inspection, if any, the user must declare the new residence, which will be verified by the City Administration.

- **I am a non-resident worker and not born in the City of Venice, do I have to book or pay the entry fee?**

Workers who are not resident and not born in the Municipality of Venice, employed and self-employed, including commuters, with a permanent (including temporary) operational base in the Old City can acquire an annual continuous voucher. Workers who need to travel to the Old City occasionally for their work will need to book entry by acquiring a voucher valid for the days on which the entry fee is charged. Only after an inspection attesting entry to Venice, may additional information demonstrating worker status be requested.

- **I am a non-resident student and not born in the City of Venice, do I have to book or pay the entry fee?**

Students who are non-residents and not born in the Municipality of Venice, including commuters, of schools of all levels with a permanent place of operation in the Old City can acquire an annual continuous voucher. Students on a study trip or visit must book entry by acquiring a voucher valid only for the days on which the entry fee is charged.

- **I am an individual/household member (non-resident), owner or timeshare owner of a property in the Old City of which I pay IMU - property tax, do I have to pay the entry fee?**

No, non-resident property owners or timeshare owners and their household members will need to acquire an exemption voucher valid as long as ownership remains and in any case to be renewed annually (if in good standing with IMU -property tax - payment). Bookings will not have to be made at individual entries, but there will only be a requirement to show the exemption voucher upon inspection, if any. For timeshares, the voucher is valid for the timeshare period.

- **Who is exempt from paying the entry fee?**

For the day visit to Venice, on days when the trial is active, the following are exempt from paying the entry fee, but will have to make mandatory bookings:

- tourists staying in facilities in the Municipality of Venice;
- temporary residents;
- Veneto residents;
- people with certified disabilities and accompanying person;
- those who need medical examination or treatment;
- companions or visitors of inpatients in a hospital or housed at a healthcare facility;
- athletes for CONI - Italian Olympic Committee - sporting events in the Old City;
- persons summoned for reasons of justice to public offices located in the Old City;

- tenants, spouses, from first- to third-removed relatives and persons visiting residents of the Old City.

For the full list of exemptions see art. 5 of the Regulation.

- **I booked an accommodation facility in the Old City, do I have to pay the entry fee?**

No, because there is a tourist tax to be paid. One must still acquire the booking voucher with QR-code indicating the days of overnight stay (from the day of arrival to the day of departure).

- **I booked an accommodation facility in the municipal area, do I have to pay the access fee?**

No, because there is a tourist tax to be paid. One should still acquire the booking voucher with QR-code, indicating only the days on which one intends to visit the Old City if they fall within the days of enforcement.

- **How do I prove that I am an exempt person since I stay in an accommodation facility?**

In order to prove one's condition, if one has not received the QR-code from the accommodation facility, the guest must acquire the voucher with QR-code in the dedicated platform indicating the accommodation facility at which he or she will stay overnight.

- **I am an individual who wants to attend a sports competition and I have purchased a dedicated transportation ticket for the event, do I have to pay the entry fee?**

Supporters using specially dedicated lines (typically those departing from the mainland and arriving directly at Penzo Stadium) are not subject to payment or bookings).

- **I am an individual attending events, paid or free of charge, organized by the Municipal Administration or sponsored by the Municipal Administration identified by resolution of the City Council, do I have to pay the entry fee (e.g. April 25 - Bocolo (rosebud) day)?**

Yes, unless they are events identified by Council resolution as exempt from the entry fee. The resolution will also identify how to prove the relevant exemption status.

- **I have to go to see my spouse, civil partner, cohabitant or from first- to third-removed relatives or kins residing in the Old City of the Municipality of Venice, do I have to pay the entry fee?**

No, for the days of enforcement scheduled in 2024, the spouse, civil partner, cohabitant, from first- to third-removed relatives or kins only need to book access to the Old City of the Municipality of Venice (declaring the degree of relationship) as stated in art. 5(1)(t) of the Regulation for the establishment and governing of the entry fee.

- **I am a person married, civil partner, cohabitant or from first- to third-removed relative or kin of a resident in the mainland of the City of Venice, do I have to pay the entry fee to visit the Old City?**

Yes, for the days of enforcement scheduled in 2024, individuals who are married, civil partner, cohabitant or from first- to third-removed relatives or kins of a resident in the mainland of the Municipality of Venice must pay the entry fee to the Old City, if they are not among the individuals meeting the conditions of exclusion (art. 4) and exemption (art. 5).

- **Who are the first- to third-removed relatives or kins?**

The 3rd-removed kinship relationship exists with, among others, great-grandfather, uncle, nephew, while the 3rd-removed kinship relationship exists with, among others, great-grandfather, uncle, nephew of the spouse and civilly united.

- **I am not a relative and would like to attend a funeral in the Old City of the Municipality of Venice, do I have to pay the fee?**

Yes, for the days of enforcement scheduled in 2024, if one doesn't meet the conditions of exclusion (art. 4) and exemption (art. 5) and is not a spouse, civil partner, cohabitant, from first- to third-removed relative or kin up must pay the access fee. The exemption could in any case be acquired through a relative of the deceased who resides in Old City and proceeds to pass on the exemption.

- **I have to attend a celebration (wedding, communion, confirmation etc.) in the Old City of the Municipality of Venice, do I have to pay the fee?**

Yes, for the days of enforcement scheduled in 2024, if one doesn't meet the conditions of exclusion (art. 4 of the regulation) and exemption (art. 5 of the regulations). In any case if the celebration concerns a resident, he or she, or a resident family member, may invite and acknowledge the exemption.

- **I have been summoned for reasons of justice to public offices located in the Old City of the Municipality of Venice, do I have to pay the entry fee?**

No, for the days of enforcement scheduled in 2024, you only need to book entry to the Old City of the Municipality of Venice as stated in art. 5(1)(w) of the Regulation for the establishment and governing of the entry fee.

- **I have to visit a friend/resident in the Old City, do I have to pay the entry fee?**

No, for the days of enforcement scheduled for 2024, friends and acquaintances visiting people residing in Venice Old City or Islands will not have to pay as long as they have an exemption voucher whose activation will be the responsibility of the resident. The exemption voucher may cover all days of stay.

- **I arrive at Piazzale Roma to leave the rental car, and then go to Santa Lucia Station to catch the train, do I have to pay the entry fee?**

No, as long as one takes the shortest route from Piazzale Roma to Santa Lucia Station.

- **Is a person with an active Venezia Unica card exempt from booking and/or paying the entry fee?**

No, Venezia Unica card holders are not exempt from booking and/or paying the entry fee if they do not meet the conditions of exclusion (art. 4) or exemption (art. 5).

- **We are a tour group arriving by bus to visit Venice and paying the Venice limited traffic zone (ZTL) fee for buses, are we exempt from paying the entry fee?**

No, in the current regulation there is no exemption for those arriving in Venice by bus subject to the ZTL fee.

- **What happens if I don't book my entry and/or pay the entry fee?**

The City Administration may use the tools provided by the regulation for the recovery of evasion and avoidance and in particular carry out audits, inspections and site inspections through authorized personnel at the main entry points to the City. The administrative penalty ranges from 50 to 300 euros (+10 euros of the entry fee).