

# Venice Access Fee

From April 2024, occasional visitors to the Ancient city of Venice are required to book and pay the Access Fee, which is due for entry between 8.30 a.m. and 4 p.m. on specific dates indicated **in the calendar** ([more info](#)) including 11<sup>th</sup> and 12<sup>th</sup> May 2024.

In 2024, the Access Fee will not be applied to the Venice Lido Island.

Those staying in an accommodation facility located in the Municipality of Venice are exempt from paying the access fee. The exemption is valid from the day of arrival to the day of departure.

Please fill in the [Request Exception](#) which is mandatory.

## ***Suggestion***

- Please fill in the request, using a different device from the one you are using to receive the confirmation phone call.

## **STEPS**

### ***1) Main Holder data***

- Days of validity of permanence/exception (start and end date).
- Data of the declarant main holder (Name, Surname, Date of birth, Place of birth, email, repeat email, Residence, accommodation, and address name).
- Click to "Read the privacy policy to enable the checkbox" and click on the enable checkbox to consent to the privacy policy.

### ***2) Additional holders***

- Here you are allowed to insert the other people who are travelling with you.
- Each person must fill in the Request Exception and receive the Exception voucher on their email, it is not sufficient to be add among the Addition Holders.

### ***3) Contact Information***

- Enter a contact number to complete the request with which you will need to make a free call to the number provided on the next page within the specified time.
- The call serves only to verify the match of the indicated number and no vocal response will be provided.

### ***4) Data summery***

- Please check the validity of the information provided and click on the "Confirm" button.
- If you need to modify any information, please click on the "Back" button.

### ***5) Make a toll-free call to the number [\(+39\) 0412744666](#) within 60 seconds***

- The call must come from the number you filled in the "Contact Information page".
- The call does not require a response from the caller and does not generate phone traffic.
- If the provided phone number has been entered incorrectly, you can wait for the time to expire and return to the previous page to modify it.

#### 6) *Generated codes*

- Here you find the Exception voucher.
- Please save the QR code and the voucher code or print the Exception voucher. You must have the Exception voucher with you when you are in Venice Ancient city.
- The same "Exception Voucher" will be sent to your email address with the object "VOUCHER CDA". If you don't receive the email, please check the "Spam box".

#### 7) *Cancellation*

- In the case of an exemption voucher, it is possible to cancel your own and/or that of each person for whom you have applied for exemption ("additional holders") by clicking on the appropriate link received by e-mail and confirming the cancellation for each individual voucher, i.e. for each individual person.

### **Information**

- If you have any problem, please contact the Venice Municipality call center "DIME" calling 0039 041 041 or at [Venice Access Fee information request](#)
- [F.A.Q.](#)

[All information about Venice Access Fee](#)