

*Frequently asked questions about the André Rieu winter concerts in Maastricht:*

**- Where can I purchase tickets?**

Always purchase your tickets at an official point of sale. This way, you avoid purchasing fake tickets that will not grant you admission to the concert, or overpaying for your ticket.

The Maastricht Visitor Center is an official point of sale for tickets for the André Rieu concerts.

Tickets can be purchased on our [website](#).

Please note: When the concert is almost sold out, tickets may still be available but the seats may not be next to each other. You will be notified of this when you attempt to book the tickets. If you book these tickets, you will not be seated next to each other.

**- I would like to purchase tickets as a gift. How do I do that?**

The tickets are personalized. If you wish to purchase tickets as a gift, you can simply purchase them in the name of the person who will be attending the concert. Your tickets will be sent to you via e-mail.

**- Is there a discounted price for children?**

No, there is no discounted price for children. Children up to the age of 2 are allowed free entry if they sit on the lap of one of their parents or guardians. Children over the age of 2 must have a valid ticket. We advise you to bring along a passport to ensure there is no confusion.

**- Can I select my own seat?**

You select the circle you wish to sit in, but cannot choose the row or seat number.

You can select your preferred section. This option is only available on our website. The tickets are sold by 'Next Best Available' seating. This means that the booking system assigns the best seats available at that moment. Your row number and seat number are shown on your ticket.

**- Is there a seating arrangement?**

Yes, there is a seating arrangement. Every guest is allocated a seat number.

**- How do I reserve a wheelchair-accessible seat?**

Wheelchair-accessible seats are available at MECC. Wheelchair-accessible seats can be reserved by calling: +31 (0)202993647

**- I would like to bring a group of more than six people to the André Rieu concert**

Please contact [groups@andrerieu.com](mailto:groups@andrerieu.com) or the call centre by calling +31 (0)202993647.

**- Can I cancel or exchange purchased tickets?**

All purchases are final. Adjustments cannot be made to bookings. Ticket orders for the André Rieu [concerts](#) are subject to [SEE tickets](#)'s terms and conditions.

We recommend that you take out cancellation insurance when you book your tickets.



### **- When will I receive my tickets?**

Once payment has been received by the Paylogic booking system, you will immediately receive a confirmation e-mail containing all the information you need. Your tickets will be sent later via e-mail. Your tickets will be e-mailed to you no later than two weeks before the event.

### **- Where do the winter concerts take place?**

Location:  
MECC Maastricht  
Forum 100 (main entrance)  
6229 GV Maastricht

### **- Route and parking**

Information on the route to and parking at MECC Maastricht can be found [here](#).

### **- At what time do the concerts start and end?**

Concerts on Friday and Saturday start at 8 PM.  
Concerts on Sunday start at 3 PM.

Saturday 10 December 2022 from 8 PM to approx. 10:45 PM  
Sunday 11 December 2022 from 3 PM to approx. 5:45 PM  
Friday 16 December 2022 from 8 PM to approx. 10:45 PM  
Saturday 17 December 2022 from 8 PM to approx. 10:45 PM  
Sunday 18 December 2022 from 3 PM to approx. 5:45 PM

### **- At what time do the doors to the venue open?**

The doors will open three hours before the concert starts, so you have plenty of time to enjoy the Christmas market and delicious food and drinks.

### **- Is there an interval during the concert?**

Yes. The interval lasts about 30 minutes.

### **- Where can I park my coach during the concerts?**

The signage will direct you to the right car park.

### **- Where are the taxis?**

As we expect a lot of visitors, we advise you to book a taxi in advance.

You can book a taxi by calling Taxi Frenske Maastricht on the following telephone number: +31 (0)433636362.  
The driver will agree on the pick-up location with you.

### **- Can I use the shuttle bus service or public transport?**

You can use train and bus transport to Maastricht and within the city itself prior to the concert. For information about transport schedules and fares, please see [Arriva](#) or [9292](#).

The Maastricht-Randwyck railway station is 250 metres from MECC Maastricht and is connected to an international rail network. There is also a regular service to Maastricht's main railway station, which is connected to the Dutch national rail network as well as international rail networks.



### **- I have trouble walking. Where can I be dropped off that is close to MECC?**

There is a drop-off point at the main entrance:  
MECC Maastricht  
Forum 100 (main entrance)  
6229 GV Maastricht

### **- Where can I stay in Maastricht?**

Our [website](#) provides a list of the hotels and B&Bs in Maastricht. Due to the high demand for accommodation on the dates of the concerts, we recommend that you book your accommodation as early as possible.

You can also book an [André Rieu travel package](#).

### **- What are travel package deals?**

These package deals include concert tickets and hotel rooms.  
View them [here](#) on our website or on André Rieu's [website](#).

### **- Where can I park my camper van?**

Maastricht does not yet offer spaces specifically for camper vans.  
One spot in the city (Stadion De Geusselt) has free parking spaces for buses, which can also accommodate camper vans.

This parking location is the only one that also has catering outlets.  
Geusselt Maastricht  
Stadionplein 2  
6225 XW Maastricht

There are two camper van locations on the outskirts of Maastricht.

[Camperplaats Maastricht](#) (Bosscherweg 35).  
[Maastricht Marina](#) (Hoge Weerd 20).

Outside Maastricht, you can camp at:

[Camping site Oosterdriessen](#) in Eijsden  
[Camping site De Cauberg](#) in Valkenburg aan de Geul

### **- Can rollators or wheelchairs be taken onto the square?**

You may take your rollator or wheelchair with you to your seat. The bellhops (ushers) will park your rollator in a designated spot.

Tip: Tie a coloured ribbon to your rollator or wheelchair, so that you can easily find it after the concert.

### **Is there a dress code?**

There is no dress code – but feel free to bring a Santa hat!

### **Can I bring a backpack?**

Yes, but it must be no larger than an A4 sheet of paper.



**- Can I bring a seat cushion?**

Yes, but it must be no larger than the size of the seat (50 x 50 cm).

**- Am I allowed to bring beverages to the concert?**

You are allowed to bring beverages such as a bottle of water to the concert. Glass bottles and bottles larger than 1 litre are not allowed.

**- Can I purchase drinks and snacks during the concert at MECC?**

Refreshments are available for purchase at the Christmas market before the concert and during the interval.

**- Am I allowed to take photos during the concert?**

You are allowed to take photos (not with a professional camera, and no flash) during the concert.

**- Where can I purchase André Rieu souvenirs?**

You can buy some lovely André Rieu souvenirs at the Maastricht Visitor Center.

[Our shop](#) is located in Maastricht city centre (Kleine Staat 1).

We are open from Tuesday to Sunday:

Tuesday to Saturday from 10 AM to 4 PM

Sunday from 11 AM to 3 PM

The entire product range will also be available at MECC at our official merchandise shop.

**- What is there to do in Maastricht before the concert?**

Discover the best activities and highlights in December at [Magical Maastricht](#).

On the days of the concerts, the Maastricht Visitor Center provides [city walks in the historical city centre](#) with an Official Maastricht Guide. Please sign up to join the guided tour.

There are many fun tips and ideas for things to see and do in Maastricht on our [website](#).

**- Where can I get something to eat in Maastricht before the concert?**

The centre of Maastricht has many different restaurants. See our [website](#) for all the addresses.

We recommend that you book a table at one of the restaurants.

**- Am I allowed to bring dogs to the concert?**

Pets are not allowed unless they are an official assistance dog.

**- My question is not listed under the FAQs**

No problem. Please contact us at [info@visitmaastricht.com](mailto:info@visitmaastricht.com) or on +31 (0)433252121.

Tuesday to Saturday from 10 AM to 4 PM

Sunday from 11 AM to 3 PM

For questions related to your ticket(s), please contact André Rieu's customer service:

Telephone: +31 (0)202993647

Monday to Friday: 9 AM - 5 PM

Saturday: 10 AM - 5 PM or visit the [customer service page](#).