

## Frequently asked questions about the André Rieu Vrijthofconcerts in Maastricht

### Where can I purchase tickets?

Always buy your tickets at an official ticket sales point. This prevents you from buying counterfeit tickets that do not give access to the concert or from paying too much.

[www.visitmaastricht.com](http://www.visitmaastricht.com) is an official online ticket sales point for the André Rieu concerts at the Vrijthof. You can buy tickets via our website [Visit Maastricht](#) or [www.andrerieu.com](http://www.andrerieu.com).

Please note: When the concert is almost sold out, tickets may still be available but not grouped together. 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.

### What is a terrace package?

A terrace package includes the following: Before the start of the concert, you can enjoy a wonderful dinner on one of the vibrant café terraces on Vrijthof square. As you enjoy your dinner you can see Vrijthof square slowly filling up with people. You stay at the restaurant for the duration of the concert, and large screens are placed around the square where you can watch the concert. Unfortunately, a view of the stage cannot be guaranteed. However, you get to enjoy the wonderful music, vibrant atmosphere, and there is even space for a waltz.

### What are travel package deals?

The travel package deals are listed under hotel package deals. These package deals include concert tickets for the square and hotel rooms.

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

In that case you contact the ticket office at +31 (0)20 299 3647.

### How can I book a travel package for more than 6 people?

Packages for groups up to 20 people can be reserved via +31 (0)85 488 0681 or [travel@andrerieu.com](mailto:travel@andrerieu.com).

Group packages of 20 people or more can be reserved via +31 (0)85 488 0681 or [groups.travel@andrerieugroup.com](mailto:groups.travel@andrerieugroup.com).

## **How can I book a terrace package for more than 6 people?**

You can only make bookings via the website for a maximum of 6 people.

If you want to book for more than 6 people, you must make multiple bookings.

At some restaurants it is also possible to place a booking directly with the restaurant. Please contact the relevant restaurant for this.

## **How do I reserve a wheelchair seat?**

Special wheelchair/accompanist seats are available on Vrijthof square. You can reserve a seat by calling +31 (0)20 299 36 47. Travel packages for wheelchair/accompanist places can be reserved via +31 (0)85 88 0681 or [travel@andrerieu.com](mailto:travel@andrerieu.com).

## **I want to buy tickets to give someone as a gift. How do I do this?**

The tickets are personal. In this case you can buy the ticket via our website in the name of the person going to the concert. You will receive the e-tickets by email.

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

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

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

The confirmation mail is sent immediately after completing the payment. It may take a few minutes before it reaches your email address. You will receive your concert tickets no later than two weeks before the concert.

## **Can I choose my own seat numbers?**

You choose the rank yourself; you cannot choose a row and seat number. The tickets are sold according to "Next Best Available Seating", which means that the booking system allocates the best available seat at that moment. You can find your row and seat number on your ticket.

## **Is there a seating arrangement?**

Yes, there is a seating arrangement. Every guest is allocated a chair number. There will be ushers present to show you to your seat.

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

All purchases are final. Adjustments cannot be made to bookings. Tickets for André Rieu concerts ordered via [www.visitmaastricht.com](http://www.visitmaastricht.com) are subject to the Paylogic [terms and conditions](#). We recommend that you take out a cancellation insurance when ordering your tickets.

## **What time does the concert start?**

The concerts begin at 9:00 PM on Vrijthof square.

## **Where is the entrance?**

There is an entrance on Grote Staat, on Bredestraat, and on Statenstraat. A ticket office will be opened from 5:00 PM on Statenstraat. The gates open at 6:30 PM. At approximately 8:00 PM a yet unknown orchestra will give a lively street performance with marching-band music.

## **At what time is Vrijthof square closed off?**

Vrijthof square will be closed off from 5:30 PM to 2:00 AM. Between 5:30 PM and 00:30 AM only pedestrians with a ticket, access pass, or wristband will be allowed to enter the square.

## **What time does the concert end?**

The concert is expected to end between midnight and 12:30 AM.

## **Will the concert go ahead despite bad weather?**

The concert on Vrijthof square will go ahead even if it rains and the organizers will hand out rain ponchos. As this is an open-air concert, we recommend that you bring warm rainwear. Umbrellas are not allowed during the concert.

## **May I bring an umbrella?**

No, umbrellas are not allowed. The reason for this is that umbrellas block the view for others, which is obviously undesirable. If you have an umbrella, you must leave it at the entrance and you will get it back after the concert.

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

You may take your rollator or wheelchair with you to your seat. You may then place these at the side of the square so that they are out of the way. The ushers will help you with this.

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

## **I have trouble walking, where can I be dropped off that is close to Vrijthof square?**

Before the start of the concert, you can be dropped off at Keizer Karelplein and your driver can leave via Statenstraat. The shortest route to the Vrijthof for wheelchair users is via Witmakerstraat, Kapoenstraat, St. Jacobstraat or via the St. Servaasklooster.

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

There is an interval halfway through the concert. During this interval you can order drinks and snack at the various food stands.

## **Will there be toilets on Vrijthof square?**

Yes, additional toilet units will be placed on Vrijthof square next to the Hoofdwacht. Wheelchair users can make use of an accessible toilet at Theater aan het Vrijthof.

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

You are allowed to bring beverages such as a plastic bottle of water (no glass) to the concert. Before the start of the concert and during the interval you can purchase drinks and snacks (ice cream, waffles, spring rolls, etc.) at the food stands.

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

You are allowed to take photos for private use during the concert. Members of the press must register in advance via <https://press.andrerieu.com/>

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

No, pets are not permitted.

## **Who are the guest artists?**

Every year, André Rieu has an exciting line-up of guest artists. The program of guest artists will not be shared prior to the concert.

## **When does the dress rehearsal start?**

We do not have information about the soundcheck or the dress rehearsal.

## **Which language will be spoken during the concert?**

None of the concerts are held entirely in German, Dutch, or English. André Rieu alternates between Dutch, English, and German during his concerts. The concert broadcast on German

television was edited using fragments from several concerts; no concert is exclusively held in German or English.

## **Which concert will be filmed?**

We do not know which concerts are filmed.

## **Where can I park my bicycle?**

The bicycle parking area at Kesselskade is open until 2:30 AM for the concerts.

## **Where can I park?**

Maastricht has more than 7.000 parking spaces. When you drive into the city, you will see signs that display the number of parking spaces available. We advise you to set off early and well-prepared to Maastricht. You can find up-to-date information regarding traffic and parking [here](#). All information about accessibility during André Rieu's concerts can be found [here](#).

## **Will the Vrijthof garage remain accessible?**

Yes, after 6:00 PM the Vrijthof garage is accessible via the Kommel, Oude Tweebergenpoort, Sint Servaasklooster and Vagevuur. You can drive off in the direction of Henric van Veldekeplein-Bouillonstraat. We do recommend that you avoid the Vrijthof garage due to heavy traffic on the Vrijthof.

## **Can I reserve a parking space in advance?**

You can reserve a parking space in advance online via [Q-Park](#). Unfortunately, this is not possible for all parking garages in Maastricht.

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

You can find more information about parking and overnight options for camper vans in Maastricht [here](#).

On the outskirts of Maastricht, you will find two camper sites:

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

You can camp at the following campsites located outside of Maastricht:

- [Camping Oosterdriessen](#) in Eijsden.
- [Camping de Cauberg](#) in Valkenburg a/d Geul.

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

Markt square will be designated as a special parking area for coaches during the André Rieu concerts. Markt square will be accessible via Boschstraat for parking from 6:00 PM. It is not possible or necessary to make a reservation in advance. Parking is free of charge.

## **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, for example, Taxi Frenske Maastricht on the following telephone number:

+31 (0)43 363 63 62.

The taxi driver will recommend a suitable place to pick you up. A common meeting point is on Kommel, where the Kruisherhotel is located. A taxi rank will also be located on Markt square.

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

You may use train and bus transport to Maastricht and within the city itself prior to the concert.

For information about transport schedules and rates: [www.arriva.nl](http://www.arriva.nl) or <https://www.9292.nl>.

Extra night buses run to P+R Maastricht Noord after the André Rieu concerts. [Click here for more information.](#)

## **Is there a shuttle bus service from Valkenburg?**

Yes, you can use a special André Rieu shuttle service that runs between Valkenburg and Maastricht. Tickets can be reserved via [Tickli Ticketshop](#).

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

Our website provides an overview of hotels and B&Bs in Maastricht ([overnight stays](#)).

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 Hotel Package (ticket and hotel accommodation) on our [website](#).

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

You can buy some lovely André Rieu souvenirs at the Maastricht Store. Our shop is located in the city centre of Maastricht (Kleine Staat 1). Click [here](#) for the opening hours.

The entire assortment is also available on the Vrijthof at the official André Rieu merchandise shop.

## **What can I do in Maastricht before the concert?**

On concert days, the Maastricht Store organizes city walks with a local tour guide. You have to sign up to join the guided tour. For more information, visit [Explore Maastricht](#). There are many tips and ideas for things to see and do in Maastricht on our [website](#).

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

The centre of Maastricht has many different restaurants. Visit our website to [discover](#) them all. We recommend that you book a table at one of the restaurants. Keep in mind that all restaurants on Vrijthof square are reserved for the café terrace packages.

## **My question is not listed under the FAQs.**

You can contact us by:

E-mail: [info@visitmaastricht.com](mailto:info@visitmaastricht.com)

Telephone: +31 (0)43 325 21 21

Tuesday to Saturday: 10:00 AM to 4:00 PM

Sunday: 11:00 AM to 3:00 PM

For questions related to you ticket(s), please contact Paylogic:

Telephone: + 31 (0)20 299 3647

Monday to Friday: 9:00 AM to 5:00 PM

Saturday: 10:00 AM to 5:00 PM

Website: [service website](#).