



## Frequently asked questions about André Rieu's winter concerts at MECC Maastricht.

### Where do the winter concerts take place?

MECC Maastricht  
Forum 100 (main entrance)  
6229 GV Maastricht

### What time do the concerts start and end?

Friday and Saturday concerts start at 20:00 (doors open at 17:30).  
Sunday concerts start at 15:00 (doors open at 12:30).

Friday 13-12-2024 from 20:00 to +/- 22:45  
Saturday 14-12-2024 from 20:00 to +/- 22:45  
Sunday 15-12-2024 from 15:00 to +/- 17:45  
Friday 20-12-2024 from 20:00 to +/- 22:45  
Saturday 21-12-2024 from 20:00 to +/- 22:45  
Sunday 22-12-2024 from 15:00 to +/- 17:45

### Where is the best place to buy tickets?

Always buy tickets from an official ticket outlet. This will avoid the risk of purchasing fake tickets that do not give you access to the concert or from paying too much. [www.bezoekmaastricht.nl](http://www.bezoekmaastricht.nl) is an official online ticket outlet for André Rieu concerts.

You can buy tickets through our [Visit Maastricht](#) website or through the [André Rieu website](#).

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

### How can I book tickets for a group of more than 6 people?

Please call Paylogic on +31 (0)20 299 3647.

### What is a travel package?

A travel package consists of a concert ticket and an overnight stay in a hotel. You can book travel packages [here](#).

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

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

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

### **How do I book tickets for a wheelchair space?**

Special wheelchair spaces are available at the MECC. You can book a wheelchair space by calling +31 (0)20 299 3647.

Travel packages for wheelchair/assistance seats can be booked via:  
+31 (0)85 - 488 0681 or [travel@andrerieu.com](mailto:travel@andrerieu.com).

### **I want to book tickets to give someone as a present. How do I do that?**

The tickets are personalized. In this case, you can book the ticket via our website in the name of the person going to the concert. You will be sent e-tickets by e-mail.

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

No, there is no special price for children. Children under 2 are free and can sit on parents' laps. All children over the age of 2 must have a valid ticket. We recommend bringing a passport with you to avoid misunderstandings.

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

You choose your own rank, but row and seat number are allocated for you. You can indicate a preferred section, which can only be done on our website. Tickets are sold according to 'Next Best Available Seating'. This means that the booking system assigns the best available seat at that moment. Your row and seat number can be found on your ticket.

### **Is there free seat choice?**

There is no free seat choice. Every guest has their own seat number. Stewards will be present to show you to your seat.

### **When will I receive my ticket?**

After payment has been completed and received by the booking system Paylogic, you will immediately receive a confirmation e-mail with all the information. Your ticket will be sent later by e-mail. You can expect to receive it in your inbox no later than two weeks before the start of the event.

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

Ticket sales are final and non-refundable, nor may any changes be made. Buying tickets for the André Rieu concerts via [Visit Maastricht](#) is subject to [Paylogic's terms and conditions](#). We advise you to take out cancellation insurance when booking a ticket.

### **Where can I park?**

MECC Maastricht has plenty of parking facilities around the building. Click [here](#) to see these car parks. During the Christmas concerts, a fixed parking rate of €19 applies. You can also buy your parking ticket in advance online at [parking.mecc.nl](http://parking.mecc.nl).

### **Is it possible to cancel my parking ticket?**

It is possible to cancel your parking ticket. If you decide to cancel a placed order, a €2 cancellation fee will be charged. Please send an email to [info@mecc.nl](mailto:info@mecc.nl).

**Where can I park a coach?**

Coaches can park on P4 in front of the main entrance. Parking for coaches costs €65 per concert. Payment takes place on arrival at the venue. It is not possible to make reservations. Please note that when there are a large number of coaches, a traffic controller may direct you to another area which is also within walking distance.

If you wish to pay in advance on account, please contact [parkeren@mecc.nl](mailto:parkeren@mecc.nl).

**Are there disabled parking spaces?**

There is parking for people with disabilities at MECC Maastricht. P3 (about 80 metres from the main entrance) has 70 disabled parking spaces. To use these parking spaces, you will need a disabled pass to avoid being fined. Traffic controllers will direct you to the correct parking space.

**Where can I park a camper van?**

There are no parking spaces specifically for camper vans in Maastricht.

One location in the city has parking spaces for buses, which can also accommodate camper vans:

Stadion De Geusselt (free of charge). This parking location is the only one that also has catering facilities.  
Geusselt Maastricht  
Stadionplein 2  
6225 XW, Maastricht

On the outskirts of Maastricht, you will find 2 camper van sites:

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

Outside Maastricht, you can camp at:

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

**Where are the taxis?**

Due to crowds, we recommend booking a taxi in advance. You can contact Taxi Frenske, for example. You can do so via the [website](#) or by calling: +31 (0)43-363 6362.

**Can I use shuttle buses or public transport?**

You can use both train and bus transport to and in Maastricht. For information about times and fares, check: [NS](#), [Arriva](#) or [9292](#).

Maastricht-Randwyck railway station is 250 metres from MECC Maastricht and is connected to an international railway network. There is also a regular train service to Maastricht Centraal, which is connected to the (inter)national railway network.



**I have mobility problems, where can I be dropped off close to MECC?**

A 'Kiss and Ride' is provided at the main entrance:

MECC Maastricht  
Forum 100 (main entrance)  
6229 GV Maastricht

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

On our [website](#), you will find a list of hotels and B&Bs in Maastricht. Due to high demand on the dates of the concerts, it is advisable to book a room early.

You can also book an André Rieu [travel package](#). A travel package consists of a concert ticket and an overnight stay in a hotel.

**Can rollators or wheelchairs be brought to the venue?**

You may take your rollator or wheelchair to your seat. The rollator will then be parked in a designated place by the attending stewards.

Tip: Tie a coloured ribbon to your rollator or wheelchair to make it easy to find your rollator or wheelchair after the concert.

**Is there a dress code?**

No, but feel free to bring a Santa hat.

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

Yes, it lasts about 30 minutes.

**Can I bring a bag/backpack?**

Yes, but it must not be larger than A4 size.

**Can I bring a seat cushion?**

Yes, but no larger than the area of the chair, 50x50cm.

**Can I bring a drink to the concert?**

You may bring a drink (e.g. bottle of water). Glass bottles and bottles larger than 1 litre are not allowed.

**Can I buy drinks or a snack during the concert in the MECC?**

Before the concert and during the interval, it is possible to buy a drink and a snack at the winter market.

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

You may take photos (without a professional camera and without flash) during the concert. Press may report in advance via [this website](#).

**Are dogs allowed at the concert?**

No, pets are not allowed unless they are an official assistance dog.

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

You can buy great André Rieu souvenirs at the [Maastricht Store](#).

[Our shop](#) is located in the heart of Maastricht (Kleine Staat 1).

We are open from Tuesday to Sunday:

Tuesday to Saturday from 10:00-16:00

Sunday from 11:00-15:00

The entire range is available in the MECC at the official merchandise shop.

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

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

On concert days, Explore Maastricht also organises [guided city tours](#) for registered participants led by an Official Maastricht Guide.

On our [website](#), you will also find lots of great tips and ideas.

### **In which restaurant can I eat before the concert in Maastricht?**

Maastricht city centre has numerous restaurants. You can find them all on our [website](#).

It is advisable to book a restaurant table in advance.

Get in the mood and book a table at Bar Bistro SAAM, located in MECC Maastricht on Forumplein, for a delicious lunch or dinner before André Rieu's winter concert. Want to book direct? Then click [here](#).

### **I can't find my question in these 'frequently asked questions'.**

Please contact us:

Email: [info@visitmaastricht.com](mailto:info@visitmaastricht.com)

Telephone: +31 (0)43 325 21 21

WhatsApp: +31 (0)6 10 62 71 95

Tuesday to Saturday from 10:00-16:00

Sunday from 11:00-15:00

For questions related to the booking/payment of your ticket(s), please contact Paylogic:

Phone: + 31 (0)20 299 3647

Monday to Friday: 09:00 - 17:00

Saturday: 10:00 - 17:00

Website: [service website](#).

For any other questions about your ticket(s), please contact André Rieu customer service:

Email: [cs@andrerieu.com](mailto:cs@andrerieu.com)