

# maastricht:

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

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

The concerts begin at 9:00 PM on Vrijthof square. 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 the De Koninklijke Harmonie Sainte Cécile 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 4:30 PM to 2:00 AM. Between 4:30 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.

### **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 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.

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

Special wheelchair seats are available on Vrijthof square. You can reserve a seat by calling +31 (0)20 700 9802 (charges depend on your country and telephone provider) (Paylogic).

### **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.

### **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.

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

We do not know which concerts are filmed.



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## **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.

## **Can I purchase drinks and snacks on Vrijthof square during the concert?**

Before the start of the concert and during the interval you can purchase snacks (ice cream, waffles, spring rolls, etc.) at the food stands.

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

Yes, additional toilet units will be placed on Vrijthof square next. 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.

## **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/>

## **Who is the guest artist?**

Every year, André Rieu has an exciting line-up of guest appearances. The names are only released at the very last moment and are André Rieu's closely guarded secret.

## **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 on the following site: [www.maastrichtbereikbaar.nl/en/homepage](http://www.maastrichtbereikbaar.nl/en/homepage) and [www.visitmaastricht.com/accessibility](http://www.visitmaastricht.com/accessibility).

Please note: P+R Maastricht Noord are located on the outskirts of the city. You can park here, but buses and trains will no longer be running to or from these car parks by the time the concert ends.

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

You can find out information about parking and overnight options for camper vans in Maastricht here: [www.maastrichtbereikbaar.nl/en/car/parking/mobile-home](http://www.maastrichtbereikbaar.nl/en/car/parking/mobile-home)

Camperplaats Maastricht is located on the outskirts of Maastricht (Bosscherweg 35):

[www.camperplaatsnederland.nl](http://www.camperplaatsnederland.nl).

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

- Camping Oosterdriessen in Eijsden
- Camping de Cauberg in Valkenburg a/d Geul.

## **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. ([www.tickli.nl/en/tickets/shuttle-service-andre-rieu-2019-1](http://www.tickli.nl/en/tickets/shuttle-service-andre-rieu-2019-1))



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## **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 onwards.

## **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 43 3636362. The taxi driver will recommend a suitable place to pick you up. A common meeting point is on Kommel, where the Kruisherenhof 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 [www.9292.nl](http://www.9292.nl). Please note that no public transport will be running after the concert has ended. No special shuttle bus service is arranged.

## **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.

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

Our website provides an overview of hotels and B&Bs in Maastricht. ([www.visitmaastricht.com/overnight-stays](http://www.visitmaastricht.com/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 Accommodation Package (ticket and hotel accommodation) on our website: [www.visitmaastricht.com/andre-rieu](http://www.visitmaastricht.com/andre-rieu).

## **Where can I purchase tickets?**

We recommend purchasing tickets at an official sales point, such as the Maastricht Visitor Center. You can also purchase tickets in our shop and on our website [www.visitmaastricht.com/andre-rieu](http://www.visitmaastricht.com/andre-rieu).

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.

## **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.

## **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.

## **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 the city centre of Maastricht (Kleine Staat 1). We are open every day.



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

On concert days, the Maastricht Visitor Center organizes city walks with a local tour guide. You have to sign up to join the guided tour. For more information, visit [www.exploremaastricht.nl/en](http://www.exploremaastricht.nl/en). There are many tips and ideas for things to see and do in Maastricht on our website, see [www.visitmaastricht.com](http://www.visitmaastricht.com).

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

The centre of Maastricht has many different restaurants. Visit our website to discover them all ([www.visitmaastricht.com/things-to-do/food-and-drink](http://www.visitmaastricht.com/things-to-do/food-and-drink)). We recommend that you book a table at one of the restaurants. All restaurants on Vrijthof square are reserved for the café terrace packages.

## **What is a café terrace package?**

A café 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.**

Please contact the Maastricht Visitor Center. You can call us from Monday to Saturday between 9:00 AM and 5:00 PM. You can also e-mail us at [info@visitmaastricht.com](mailto:info@visitmaastricht.com).

## **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: [www.paylogic.com/nl/terms-conditions](http://www.paylogic.com/nl/terms-conditions). We recommend that you take out cancellation insurance when ordering your tickets.

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

No, pets are not permitted.

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

No problem. Contact the Maastricht Visitor Center's call centre. You can call us from Monday to Saturday between 9:00 AM and 5:00 PM, telephonenumber 0031 43 3252121. You can also send an e-mail to [info@visitmaastricht.com](mailto:info@visitmaastricht.com) or send us a text message via WhatsApp on 0031 6 10 627 195.

