



MANUAL FOR RESERVING AND TICKET PURCHASING FOR GROUPS FOR THE MONUMENTAL ZONE OF PARK GÜELL



Barcelona, 11 July 2013

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1. INTRODUCTION

This document sets out the steps to be followed for making a reservation and also for purchasing tickets for entering the Monumental Zone of Park Güell.

The objective is to aid understanding and to clear up any doubts that might arise in the procedure for groups and authorised clients.

1.1. Approved browsers and requirements for access

You will need an Internet connection. The application is approved for the following browsers: Internet Explorer 8.0 or higher, FireFox, Chrome, Opera or Safari.

2. ACCESS TO THE WEBSITE APPLICATION

In order to enter the environment, you will need to use the following URL: www.parkguell.cat

This application will be available 24/7.

At the home page, click on the header option **Buy tickets > Organized groups and professionals**, as shown in the figure below:

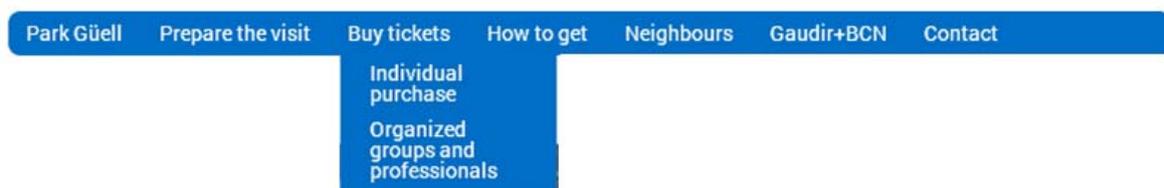


Figure 1. Access from home page www.parkguell.cat

There are four options:

- Ticket reservation
- Register
- Confirmation or modification of the reservation
- Contact

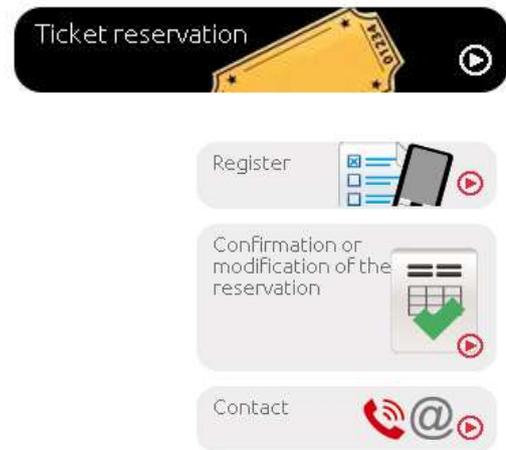


Figure 2. Shortcuts

The following sections in this document set out the procedure to be followed in each one of the options.

3. REGISTER

If you are a new user you will have to click on the Register tab; an enlargement of the same screen will be displayed with the heading “**RESERVING/ REGISTER FOR ORGANIZED GROUPS**”, where you will be asked for all the necessary and obligatory details and will be informed that within a period of 24-48 hours you will receive the passwords to enter the restricted zone for professional purchases.

The mandatory details for registering are:

- Name of the company
- Registered office
- Postcode and town/city
- Province
- Telephone
- Country
- Language
- Tax ID code/number
- E-mail
- Password, and subsequent confirmation of the chosen password

Name:

Address

Postcode/Town :

Province

Telephone number

Country:

Language:

Tax number

E-mail:

Confirm e-mail:

Password:

Confirm password:

Obligatory particulars marked in bold.

Important notes:
The registration process is obligatory in order to be able to acquire tickets for groups of more than 9 persons. Once the application has been made we will contact you within 48 hours to provide you with a user name which, together with the password with which you registered will allow you to enter the reservation zone. If you have any query or need clarification about the registration process, please contact us on telephone 902 200 302 o e-mail comercialparkguell@bsmsa.cat. We request that you state your query and your contact particulars (telephone and e-mail) so that we can contact you as soon as possible.

I declare that I have read these conditions and accept them

I do not want to receive information

Figure 3. Details for user registration

4. TICKET RESERVATION

If you click on the “**Ticket reservation**” tab, the first thing you will see is the login screen.

Once the registration process has been completed, users will receive an e-mail with which they will be given a “**user identifier**” and a “**password**” that will allow them access to the restricted purchasing zone.

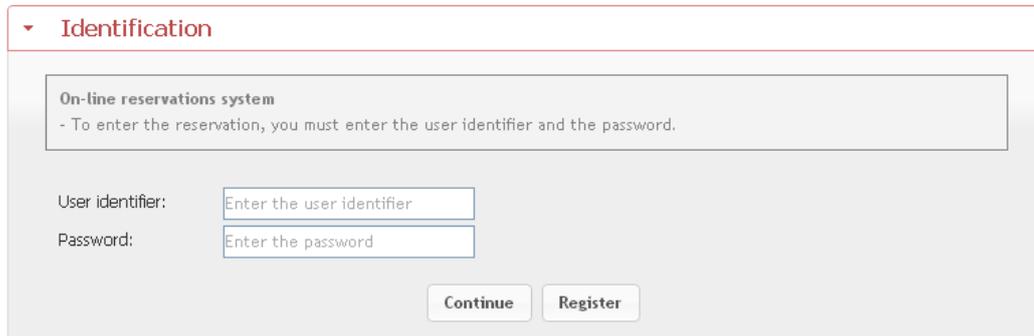


Figure 4. Registered users identification

Once the “User identifier” and “Password” have been entered, click on the “Continue” tab and you will be taken to the purchasing application.

The next screen displayed is the one that gives the option of purchasing the tickets, in this case for the activity “**Visit to the Historic Area of Park Güell for groups**”:

- a) You should start the process at point number 2 “**Select the number of persons**”.

In this step you will be able to:

- 1) Select the number of persons for whom you wish to make the reservation; you are shown the “**General ticket**” with a single price of 7 € (VAT included), to which discounts will be applied depending on the time-band selected. Remember that, once the reservation has been made and the corresponding amount paid, you will be able to modify the number of persons in the group by up to 20% above or below the initial number.
- 2) Select the number of free group accompanying persons. Remember that free access to the Monumental Zone is only available for official guides with accreditation from the Government of Catalonia, who will have to show their credentials at the access control points and/or at the ticket offices. Other accompanying persons will have to have tickets.

▸ **1** Access to ticket reservation for organised groups Visit the Historic Area of Park Güe...

▾ **2** Select the number of persons Number of persons: 0

Tariffs	Persons	Accompanying person*	Total €
Groups (7.00 € PAX) <input type="button" value="v"/>	22 <input type="button" value="↑"/> <input type="button" value="↓"/>	2 <input type="button" value="↑"/> <input type="button" value="↓"/>	154.00

Code of the promotion:

Important note

- Select here the number of persons for whom you wish to make the reservation. The maximum reservation number is 70 persons. Once the reservation has been made and the corresponding amount paid, you will be able to modify the number of persons in the group 20 % upwards or downwards from the initial number.
- If you wish to reserve a place in the Park Güell coach park, the minimum number of persons in the group has to be equal to or more than 20. This option is available in step 4 of this reservation.
- (*) Official guides with accreditation from the Government of Catalonia have free access to the Monumental Zone of Park Güell, subject to accreditation with the official identification both at the ticket offices and the access control points. Other accompanying persons have to have a ticket. If your visit requires more than 3 official guides, please contact us on telephone 934091830 or via 'e-mail comercialparkguell@bsmsa.cat
- All prices include VAT (21%)

Figure 5. Selection of the desired reservation details

b) From here you continue, choosing **“Select the date of the visit”**. On this screen you are shown a calendar with a maximum advance reservation of three months for making the visit.

Using a colour code, the legend shows what dates are **“Available”** for reservation and the dates for which reservations cannot be made (**“Sold out”**), as the precinct capacity is full, and **“Not available”** if they are not for sale.

▶ **1** Access to ticket reservation for organised groups Visit the Historic Area of Park Güe...

▶ **2** Select the number of persons Number of persons: 22

▾ **3** Select the date of the visit 07-11-2013

October 2013							November 2013							December 2013						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6					1	2	3							1
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
28	29	30	31				25	26	27	28	29	30	23	24	25	26	27	28	29	
													30	31						

Available
Sold out
Not available

Date of the visit:

Important note

Choose the date on which you wish to visit Monumental Zone of Park Güell.
Remember that the maximum in advance that you can make a reservation is 3 months.

Figure 6. Selection of the desired reservation details

- c) Once the number of persons with whom it is wished to make the visit and the date of the visit have been selected, you continue by selecting the time-band under **“Select the time-band of your visit”**

On this page you will have to choose the start time of your visit. You will find that, depending on the time you choose, you will be able to have a larger or smaller percentage discount on the price of the tickets, with a minimum discount of 15% on the price of the general tickets (7 €, VAT included).

Remember that from the chosen start time you have a maximum of 30 minutes to enter the Monumental Zone of Park Güell.

▼ **4 Select the time-band of your visit**

Start time	Description	% discount	Parking	Select.
08:30	Visit the Historic Area of Park Güell	Dte. 40%	<input type="checkbox"/>	<input type="checkbox"/>
09:00	Visit the Historic Area of Park Güell	Dte. 40%	<input type="checkbox"/>	<input type="checkbox"/>
09:30	Visit the Historic Area of Park Güell	Dte. 35%	<input type="checkbox"/>	<input type="checkbox"/>
10:00	Visit the Historic Area of Park Güell	Dte. 35%	<input type="checkbox"/>	<input type="checkbox"/>
10:30	Visit the Historic Area of Park Güell	Dte. 35%	<input type="checkbox"/>	<input type="checkbox"/>
11:00	Visit the Historic Area of Park Güell	Dte. 20%	<input type="checkbox"/>	<input type="checkbox"/>
11:30	Visit the Historic Area of Park Güell	Dte. 20%	<input type="checkbox"/>	<input type="checkbox"/>
12:00	Visit the Historic Area of Park Güell	Dte. 15%	<input type="checkbox"/>	<input type="checkbox"/>
12:30	Visit the Historic Area of Park Güell	Dte. 15%	<input type="checkbox"/>	<input type="checkbox"/>
13:00	Visit the Historic Area of Park Güell	Dte. 15%	<input type="checkbox"/>	<input type="checkbox"/>
13:30	Visit the Historic Area of Park Güell	Dte. 15%	<input type="checkbox"/>	<input type="checkbox"/>
14:00	Visit the Historic Area of Park Güell	Dte. 15%	<input type="checkbox"/>	<input type="checkbox"/>
14:30	Visit the Historic Area of Park Güell	Dte. 15%	<input type="checkbox"/>	<input type="checkbox"/>
15:00	Visit the Historic Area of Park Güell	Dte. 20%	<input type="checkbox"/>	<input type="checkbox"/>
15:30	Visit the Historic Area of Park Güell	Dte. 20%	<input type="checkbox"/>	<input type="checkbox"/>
16:00	Visit the Historic Area of Park Güell	Dte. 30%	<input type="checkbox"/>	<input type="checkbox"/>
16:30	Visit the Historic Area of Park Güell	Dte. 30%	<input type="checkbox"/>	<input type="checkbox"/>
17:00	Visit the Historic Area of Park Güell	Dte. 30%	<input type="checkbox"/>	<input type="checkbox"/>
17:30	Visit the Historic Area of Park Güell	Dte. 50%	<input type="checkbox"/>	<input type="checkbox"/>

Showing 1 - 19 of 19 items

Important note

Choose the time-band in which you wish to make the visit. Remember that from the chosen time you have a maximum of 30 minutes to enter the Monumental Zone of Park Güell.

If the group contains 20 persons or more, we recommend you to reserve a coach parking space. Remember that the maximum stay is 1 hour and 30 minutes at a price of 6 euros.

The coach park reservation time starts 15 minutes before the start time of the visit. If the coach park were full, you can only enter it to take in and allow the passengers to alight. From 20:00 h, the coach park is not available.

Figure 7. Selection of the time-band of the visit, and reservation of parking space, if applicable

If the group is made up of 20 persons or more, we recommend that you reserve a space in the tourist coach park located at Carretera del Carmel, n.º 9. Remember that the maximum stay is 1 hour and 30 minutes, at a price of 6 €. The reservation time of the parking place begins 15 minutes before the start time of the visit. If the coach park is full, you will only be allowed in to let passengers alight from or board the coach. From 20:00 the coach park is not available.

To arrange your reservation you have to select the box for your chosen time-band (for example, 09:00 in the morning if you wish to arrive at the Park

between 09:00 and 09:30, in which case, if you had a coach park reservation, the start time of parking would be 08:45, with your stay finishing at 10:15).

- d) Once your reservation has been arranged, we will proceed to confirm it. The screen that is then displayed marks the “**Confirmation of the reservation**”. Please check the details (date of the visit, persons, time-band selected and coach parking option, if any). This screen shows the characteristics of your reservation. If you wish to change any details before confirming it you may do so by using the “**Delete**” tab on the left of the screen.

Confirmation of the reservation Date of the visit: 07-11-2013

Delete	Activity	Start time	Persons	Groups	Accompanying person	Tariff	Price	Amount	
✖	Visit the Historic Area of Park Güell	12:30	22	1	2	Groups	5.95 €	130.90 €	
	Parking	12:15				General	6.00 €	6.00 €	
Total								136.90 €	
Obligatory prepayment							20.00 %	Amount	27.38 €
Will remain pending								109.52 €	

Important note

- Please check the confirmation details of the reservation (date of the visit, persons, time-band selected and parking).
- It is obligatory to make a prepayment of 20% of the amount of the tickets reserved in order to confirm your reservation. By making this prepayment you formalise the reservation of the coach park, if you have selected it.
- If you wish to make modifications in the number of persons in the group (up to a maximum of 20% in addition to the initial number), you can access to [Management and payment of the reservations](#). We remind you that your reservation has to be confirmed at least 7 days before your visit.

Figure 8. Confirmation of the reservation

At this point you are also reminded of the conditions of the reservation:

- It is obligatory to make an advance payment 20% of the amount of the reserved tickets in order to confirm reservation. Once that pre-payment has been made, reservation of coach parking is also formalised, if it had been selected. This amount will not be refunded under any circumstances, not even if the reservation is cancelled. Once the payment has been completed, you will receive an e-mail confirming the reservation.

- If you wish to make changes in the number of persons in the group (by up to 20% more or less than the initial number), you may access “Management and payment of the reservations”.
- We should also remind you that you have to confirm your reservation at least 7 days before the date of the visit. If you do not do so, your reservation will be cancelled and you will not have the right to a refund.
- BSM will send out all the invoices by e-mail within 24 hours after a reservation has been made.

If you select the “**Continue**” tab, a drop-down menu will be shown, on which you can click on “**Particulars of the reservation**”.

This will show the pre-loaded details you provided at the time of registration, although there are also a number of mandatory details that have to be indicated:

- Person in charge (given name and surname/s)
- E-mail
- Confirm e-mail
- Language
- Observations (if any)

Confirmation of the reservation
Date of the visit: 07-11-2013

Delete	Activity	Start time	Persons	Groups	Accompanying person	Tariff	Price	Amount	
✖	Visit the Historic Area of Park Güell	12:30	22	1	2	Groups	5,95 €	130,90 €	
	Parking	12:15				General	6,00 €	6,00 €	
								Total	136,90 €
							Obligatory prepayment	20,00 %	Amount
									27,38 €
							Will remain pending		109,52 €

Important note

- Please check the confirmation details of the reservation (date of the visit, persons, time-band selected and parking).
- It is obligatory to make a prepayment of 20% of the amount of the tickets reserved in order to confirm your reservation. By making this prepayment you formalise the reservation of the coach park, if you have selected it.
- If you wish to make modifications in the number of persons in the group (up to a maximum of 20% in addition to the initial number), you can access to [Management and payment of the reservations](#). We remind you that your reservation has to be confirmed at least 7 days before your visit.

Particulars of the reservation

Entity:

Address:

Postcode/Town:

Province:

Tax number:

Person in charge (given name/surname):

E-mail:

Confirm e-mail:

Language:

Observations:

Obligatory particulars marked in bold.

In compliance with Organic Act 15/1999 of 13 December, on Personal Data Protection (LOPD), we inform you that your personal data will form part of a file whose owner with responsibility for the file is Barcelona de Serveis Municipals, S.A. (hereinafter, BSM) for the purpose of managing ticket sales for Park Güell. Accordingly, you lend your consent to our using your data for sending commercial information about other products or services that may be of interest to you. Such information may be sent by postal mail, electronic mail or other equivalent electronic means, and will related to services, discounts, promotions, etc. of BSM and of Parc d'Atraccions del Tibidabo, S.A.L. If you do not wish to receive commercial information, please mark the box provided for the purpose. Your personal data will be processed with the greatest confidentiality and complying with the required duty of secrecy. BSM has adopted the technical and organisational measures set out in Royal Decree 1720/2007 of 21 December, which approved the Regulations for implementation of LOPD 15/1999. In order to exercise your rights of rectification, cancellation and opposition you may send a written communication, enclosing a photocopy of your identity card or equivalent identifying document, to Barcelona de Serveis Municipals, S.A., Gran Via Carles III, 85 bis, 08028, Barcelona.

I declare that I have read these conditions and accept them

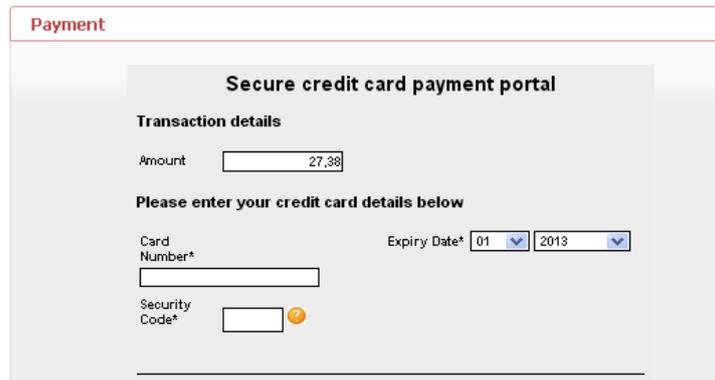
I do not want to receive information about Park Güell

Figure 9. Details of the reservation

Once the details have been completed, you will have to confirm that you have read the notice on Personal Data Protection (LOPD), in compliance with Spain's Organic Act 15/1999, of 13 December.

“I declare that I have read these conditions and accept them”

Once this point has been completed, and in order to be able to end the process, you have to proceed to the section **“Payment” of 20%** .



The screenshot shows a web form titled "Payment" with a sub-header "Secure credit card payment portal". Under "Transaction details", the amount is 27.38. Below, it asks for credit card details: Card Number (input field), Expiry Date (dropdowns for 01 and 2013), and Security Code (input field with a help icon).

Figure 10. Payment

Once the payment has been made, you will be shown a confirmation screen with the **“Receipt for reservation”**. You will have the option of printing it out. Simultaneously, you will receive an e-mail with the details of the reservation and your “Localiser”, which will allow you to identify this reservation in your user zone. You will be able to consult and/or modify your reservation on the website.

Once the reservation has been made, and up to 7 days before the visit, you can:

- Modify it, within the limitations stated above.
- Confirm it and obtain the receipt for the visit.
- Cancel it.

In the following section we set out the procedure for modifying and/or confirming the reservation.

5. CONFIRMATION OR MODIFICATION OF THE RESERVATION

In order to carry out any of the above actions you will have to access the **“Organized groups and professionals”** zone that you will find on the main page and press the **“Confirmation or modification of the reservation”** button.

In order to gain access to modify and/or confirm your reservation, enter the **“Localiser”** number of the reservation (12 digits) that you will find in the e-mail of confirmation, or identify yourself with your **“User identifier”** and **“Password”**.

If you do not remember your “User identifier” or “Password” please contact us on 902 200 302 or, if you are calling from outside Spain, +34 93 409 18 31.

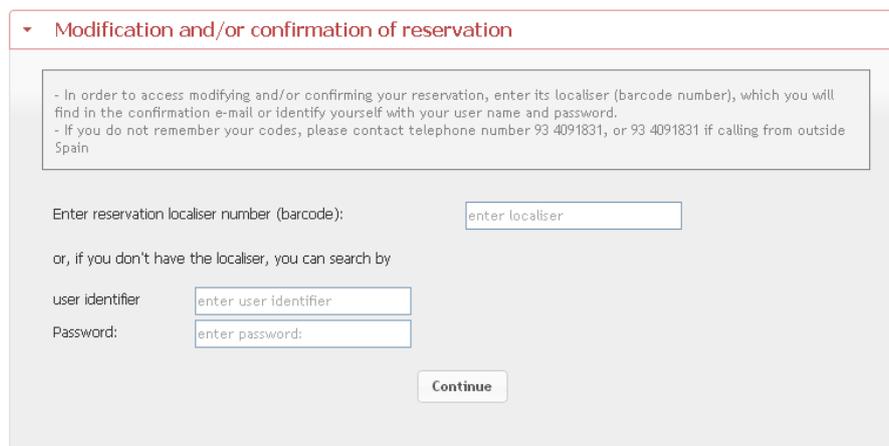


Figure 11. Confirmation or modification of the reservation

Once you have entered the above details, press on the “Continue” button to go to the **“Reservations in course”** section. This screen shows the reservations you have in course.

Use the number buttons and/or the “Next” and “Last” buttons to move through your list of reservations. Select the reservation you wish to confirm or modify in the right-hand column and click on the “**View details of the reservation**” tab.

An enlarged view of “**Details of the reservation**” selected will then be displayed. This detailed view of the reservation shows you detailed information about it, including the date and start time of the visit, number of persons, whether or not there are accompanying persons, if a coach parking space has been allocated. It also tells you:

- The total amount of the reservation.
- The amount already paid.
- The amount outstanding.

You now select the action you wish to take with this reservation:

- Showing the receipt.
- Confirmation and payment.
- Modification of the number persons (only by +/- 20% and as long as there is space available).
- Cancellation of the reservation.

5.1. Viewing the receipt

This allows you to obtain again the receipt that was provided at the time of making the reservation, in case you had lost it or wanted to consult it again.

5.2. Confirmation and payment

Confirmation of the visit, i.e. payment of the amount outstanding, can be carried out up to 7 days before the assigned visit date. If this is not done by the stated date, the reservation will be cancelled, and under no circumstances will there be a refund of the amount deposited as a pre-reservation.

The screen will be displayed larger and will show the amount that remains outstanding, as well as the credit card data. That amount that remains outstanding, if no changes have been made to the reservation, corresponds to the remaining 80% owed on the tickets for the visit and 100% of the amount for the reserved coach parking space.

Once the payment has been accepted, a last screen will be displayed with the **“Receipt for the reservation”**, which you can print out. Then you will immediately receive, at the e-mail address you had given us, the **“Receipt for the reservation”**, which within the selected time-band (remember that you have up to half an hour from the start time to enter) will allow you to enter the Monumental Zone of Park Güell.

5.3. Modification of the number of persons in the reservation

Remember that you can only modify by 20% upwards or downwards the initial number reserved, and as long as there is space available.

In the **“Persons”** box, with its accompanying arrows tab, you will be able to increase or decrease the number of persons, within the stated range of 20% upwards or downwards in relation to the first option chosen.

If you exceed that range, the system will not allow you to go any further with the operation.

Once the desired changes have been made, click on the **“Save changes”** button, and you will see that the details have been updated in the details of the reservation.

You can then continue with confirmation and payment, following the procedure set out in section 5.2 of this document.

Remember that the visit must be fully paid and confirmed by 7 days before the date of the visit. At the time of making that definitive payment, the final price of the visit will be adjusted to take account of all changes made.

Despite the above, up to 7 days before the visit, changes may still be made, as long as they lie within a margin of 20% above or below the initial number of persons.

Changes to the reservation can likewise be made up to 2 days before the visit date. However, changes once the reservation has been confirmed **can only be made by calling + 34 93 409 18 30 or via e-mail sent to comercialparkguell@bsmsa.cat. We request that you have the localiser number ready when you contact us, as well as the details of the reservation.**

- 1) If the changes made are upwards (by adding persons to the group, as long as space remains available),** you will receive an e-mail confirmation of the change, which will have to be paid on-line by repeating the procedure described in section 5.3 of this document and selecting the reservation in question.

Once the payment has been made you will receive by e-mail the updated receipt with the tickets. If for any justified reason this payment is not made on-line, then it will have to be made on the day of the visit at the ticket offices in the Park, where you will be given the definitive tickets receipt. In this case, however, we cannot guarantee the additional tickets. The corresponding invoice will be sent to you by e-mail within 24 hours of making the payment by either of the two channels.

- 2) If the changes are downwards, i.e.,** reducing the number of persons in the group, you will receive an e-mail with the modified tickets receipt and, within the following 24 hours, another electronic with the rectifying invoice for the amount of the tickets cancelled.

This invoice will be for a payment of 50% of the modification made, as long as the changes had been made between 6 and 2 days before the visit, and 80% of the tickets cancelled if the changes were made more than 7 days before the visit. Remember that the amount of the initial pre-reservation (20%) will not be refunded in any case.

5.4. Cancellation of the reservation

If the reservation is cancelled once the 20% payment has been made, you have to select the reservation in question and click on the “**Cancellation of the reservation**” tab, following which you will be asked if you agree to the cancellation. If you confirm it, the reservation will be automatically cancelled and you will lose the 20% already paid.

If the cancellation occurs once the reservation has been confirmed (with 100% paid), then, depending on the time the cancellation is made, the amount to be refunded will be:

- 1) If it is at least 7 days before the visit, then 80% of the total will be refunded.
- 2) If it is between 6 and 2 days before of the date of the visit, only 50% of the total amount will be refunded.

The invoice for the change will be sent within 24 hours of the cancellation.