



# MANUAL FOR GROUP RESERVATIONS



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## **1. INTRODUCTION**

This document indicates the steps necessary to make group reservations to access the regulated zone of Park Güell.

The goal is to make the reservation process more understandable and clarify any doubt related.

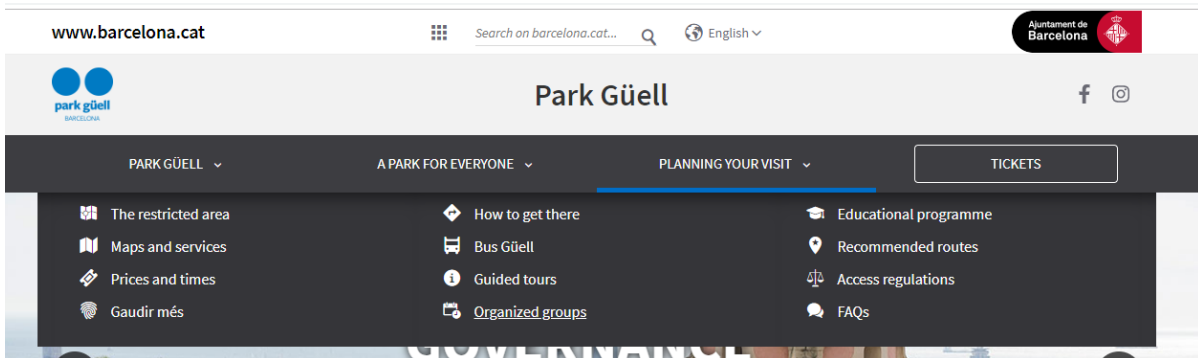
### **1.1. Approved browsers**

The system is supported by the following browsers: Internet Explorer, Firefox, Chrome, Opera or Safari.

## 2. ACCESS TO THE WEBSITE

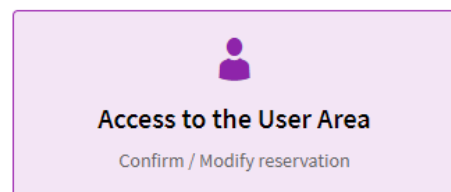
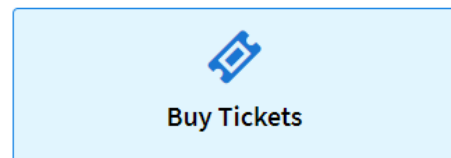
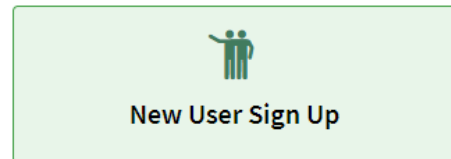
In order to access the website, use the URL: [parkguell.barcelona](http://parkguell.barcelona)

On the homepage, click on the header option **Planning your visit** → **Organized groups**, as shown below:



**There are three options:**

- New User Sign Up
- Buy Tickets
- Access to the User Area



The sections below show the procedure to be followed for every option.

### 3. NEW USER SIGN UP

If you are a new user, you will need to click on **New User Sign Up** and then **Register**. A larger screen will be displayed and you will need to fill in all the requested details. Within a period of 24 to 48 hours, you will receive an email with a user code and password, which will allow you to make group reservations. All the following details are mandatory:

**Name of the company****Address****Postcode/Town :****State/Province:****Country:****Telephone number:****Language:****TAX identification number****E-mail:****Confirm e-mail:****Password:****Confirm password:**

## 4. TICKET RESERVATION

If you click on **Buy Tickets** option, you will see the login screen.

User code:

Password:

Once you enter your User code and Password, both provided by email once the register process is completed, click **Continue** to start the reservation process.

### 1. Select the number of people

Note that discounts will be applied on the *General ticket* fare after selecting the access time-band. In this kind of reservation, there is a single price for all members of the group, regardless of their age.

On the other hand, the Official Guides approved by the Catalan government do not have to be included in the reservation, but the rest of companions must have a ticket.

Park Güell does not offer Official Guides for organized groups, as an agency you must contract the guide on your own.

▼ 2 - Select the number of people

Rates	No. of people*
<input type="text" value="Groups"/>	<input type="text"/>

## 2. Select the date of the visit

The calendar will show in different colors the dates that are available and **Sold out** when the capacity is full. If there are no tickets for sale it will show **Not available**.

3 - Select the date of the visit

May 2019							June 2019							July 2019						
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						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

Sold out
Not available

DATE OF THE VISIT:

**Important notes:**  
- Remember that reservations can be made up to 3 months before the day of the visit.

## 3. Select the time-band of your visit

On the next screen you will find the different time bands and which discount will be applied on the base fare.

4 - Select the time-band of your visit

Start time	Description	Discount	Parking	Select
08:00	Admission Regulated Zone of Park Güell	63%	<input type="checkbox"/>	<input type="checkbox"/>
08:30	Admission Regulated Zone of Park Güell	63%	<input type="checkbox"/>	<input type="checkbox"/>
09:00	Admission Regulated Zone of Park Güell	55%	<input type="checkbox"/>	<input type="checkbox"/>
09:30	Admission Regulated Zone of Park Güell	55%	<input type="checkbox"/>	<input type="checkbox"/>
10:00	Admission Regulated Zone of Park Güell	55%	<input type="checkbox"/>	<input type="checkbox"/>
10:30	Admission Regulated Zone of Park Güell	40%	<input type="checkbox"/>	<input type="checkbox"/>
11:00	Admission Regulated Zone of Park Güell	40%	<input type="checkbox"/>	<input type="checkbox"/>
11:30	Admission Regulated Zone of Park Güell	36%	<input type="checkbox"/>	<input type="checkbox"/>
12:00	Admission Regulated Zone of Park Güell	36%	<input type="checkbox"/>	<input type="checkbox"/>
12:30	Admission Regulated Zone of Park Güell	36%	<input type="checkbox"/>	<input type="checkbox"/>

If your reservation is for 20 people or more, we recommend you to book a parking slot. The booking is for one hour and a half and the price is 9 € on low season and 12 € on high season. Parking time starts 15 minutes before the time of visit.

Once your reservation is configured, the next step is to confirm it. Check all the reservation details on the screen *Confirmation of the reservation* (date of visit, number of people, selected time band and parking slot if selected). If you wish to delete anything you can do it by clicking the **delete** button on the left side of the screen.

Delete	Activity	Date visit	Start time	No. of people	Rates	Price	Amount	
	Admission Regulated Zone of Park Güell	31-07-2019	20:30	20	Groups	3.00 €	60.00 €	
						<b>Total</b>	<b>60.00 €</b>	
						<b>Obligatory prepayment</b>	<b>20.00 %</b>	<b>Amount</b>
							<b>12.00 €</b>	
						<b>Will remain pending</b>	<b>48.00 €</b>	

**Important notes:**

- In order to confirm your reservation, it is mandatory the prepayment of the 20% of the total amount. We remind you that this amount will not be refunded under any circumstances.
- The outstanding 80% must be paid 7 days before the day of the visit otherwise the reservation will be automatically cancelled.
- In case you make a reservation within the 7 days before the day of the visit, the total amount must be paid by credit card.
- You may increase or decrease the number of people by no more than 20% of the former reservation number as long as there is availability.
- You can make a maximum of 6 reservations per session.

Buttons: [Add a new reservation](#) [Continue](#)

On the same screen you will find two options: *Add a new reservation* and *Continue*.

If you wish to add another reservation, select **Add another reservation**, and follow the same procedure as before.

On top of the screen you will find the total amount for your reservations and a short summary of them.

BSM

Amount: 60.00 €

31-07-2019

Number of activities	Number of people	Total price
1	20	60.00 €

[Back to basket](#)

1 - Ticket reservation access for organised groups

2 - Select the number of people

Rates:

No. of people\*:



Once the reservation is made, click **Continue** and you will see the following screen.

**Confirmation of the reservation**

Delete	Activity	Date visit	Start time	No. of people	Rates	Price	Amount
✖	Admission Regulated Zone of Park Güell	30-07-2019	20:30	20	Groups	3,00 €	60,00 €
	Parking		20:15		General	12,00 €	12,00 €
✖	Admission Regulated Zone of Park Güell	29-07-2019	09:30	10	Groups	4,50 €	45,00 €
<b>Total</b>							<b>117,00 €</b>
<b>Obligatory prepayment</b>						<b>20,00 %</b>	<b>Amount</b>
							<b>23,40 €</b>
						<b>Will remain pending</b>	<b>93,60 €</b>

**Important notes:**

- In order to confirm your reservation, it is mandatory the prepayment of the 20% of the total amount. We remind you that this amount will not be refunded under any circumstances.
- The outstanding 80% must be paid 7 days before the day of the visit otherwise the reservation will be automatically cancelled.
- In case you make a reservation within the 7 days before the day of the visit, the total amount must be paid by credit card.
- You may increase or decrease the number of people by no more than 20% of the former reservation number as long as there is availability.
- You can make a maximum of 6 reservations per session.

Add a new reservation
Continue

**Particulars of the reservation**

Entity:

Address:

Postcode/Town:

Province:

TAX identification number

Reference:

Person in charge (given name/surname):

E-mail:

Confirm e-mail:

Language for the maps:

Mandatory data marked in bold.

Note: Billing details will be the ones registered in our data base, and invoices cannot be modified once they have been made. If these details are not correct, please contact with parkguell@bsmsa.cat before completing this purchase.

I declare that I have read and accept these conditions.

**DATA PROTECTION INFORMATION**  
The personal data that you provide us shall be processed in accordance with this information: RESPONSIBLE PARTY: Barcelona de Serveis Municipals SA (BSM,SA), PURPOSE: Management and development of service. LEGITIMISATION: Agreement. The data will be kept as long as the relationship with you or with the company you represent continues, during the time necessary to comply with the legal obligations that may arise. RECIPIENTS: To fulfil the purpose, it may be necessary to report these data to companies in the BSM group, to suppliers of services and public administrations and Courts. You can exercise at any time your rights to access, rectify, suppress, or oppose this processing, or to request portability and limitation by sending an e-mail to protecciodades@bsmsa.cat. ADDITIONAL INFORMATION: You can view additional information on data protection at this link: <https://www.parkguell.cat/en/legal-note-privacy-policy/>

I give my consent to receive promotions and communications about BSM Group services and activities.

Once all the details are complete, it is essential to choose the language for the maps. You will also need to confirm the Protection of Personal data (Act) on compliance of the Law 15/1999 of 13th December. ***I declare that I have read these conditions and I accept them.***

The final step of the reservation process is to proceed with the payment of your booking. You will find the option of paying the total amount of the reservation, **Total payment**, or just the 20% **Prepayment**.

▼ Payment

Please follow all the steps of this process.  
Be patient, as the confirmation may take several minutes.

Payment Details

Card Number

Expiry

Security Code

Cardholder Name

💳 PAY NOW

Once the payment is done, you will see the **Receipt of the reservation**. Simultaneously you will receive an e-mail with your booking details and a "Locator" number.

With that number you will be able to check or modify your reservation in your user area of our website.

▼ Receipt for the reservation

Company name:	BARCELONA DE SERVEIS MUNICIPALS S.A. (BSM)
Address:	Carrer de Calàbria, 66 - 08015 BARCELONA
TAX identification number:	A 08765919
Reference:	Prova Maria
Holder:	Prova Maria
Entity:	BSM
Current date:	31/05/2019 12:57:59

Reserv. number:	PAR/1/193818
Date of the visit:	31/07/2019

Activity	Start time	Rates	No. of people	Price	Amount
Admission Regulated Zone of Park Güell	20:30	Groups	10	3.00 €	30.00 €
				<b>Total</b>	<b>30.00 €</b>
				<b>Paid</b>	<b>6.00 €</b>
				<b>Remains pending</b>	<b>24.00 €</b>

**Particulars of the payment**

Order number:	119125457144
Authorisation:	803200
Amount paid:	6.00 €

**Prepayment notice served**

- The reservation has been completed correctly. You will shortly receive confirmation at the e-mail address you provided us.
- Remember that 7 days before the visit you must have paid the 80 % remaining of the amount. If you do not do so, this reservation will be cancelled without any right to refund of the amount paid.
- All prices include VAT (21%)

Print

Start a new reservation

Once the booking has been made, and up to 7 days before the visit, you will be able to:

- Modify it, following the mentioned limitations on section 5.3
- Pay the 80% of the amount of the reservation to confirm it and obtain your reservation voucher.
- Cancel it. You will find all the information regarding cancelations in section 5.4 of this manual.

In this section you will also be reminded of the booking conditions:

- It is mandatory to pay the 20% of the amount of your booking in order to confirm it. That amount will never be refunded under any circumstance, even if the reservation is cancelled. Once the payment is done you will receive an e-mail confirming your reservation.
- On the other hand, the reservation must be confirmed ( pay the 80% ) at least 7 days before the date of visit. Otherwise your reservation will be automatically cancelled without refund.
- BSM will send all your invoices by e-mail within 24 hours after the reservation is confirmed.

Please note that reservations made with less than 7 days before the visit, must be fully paid.

In the next section you will find the procedure to modify or confirm the reservation.

## 5. ACCESS TO THE USER AREA

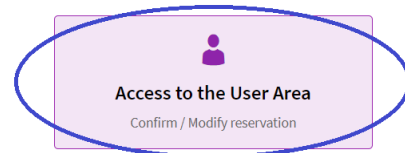
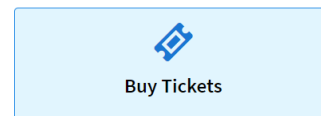
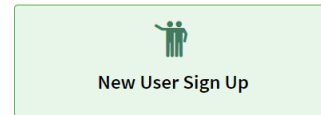
To carry out any of the above actions, access the **Organized groups** area, that you will find on the main page, and press the **Access to the User Area** button.

### What is an organised group?

A group of between 10 and 70 people who make a reservation and/or purchase a joint ticket and have a single ticket for entering the Park Güell restricted area.

### How to make a reservation ?

1. First of all, it is necessary to register in our website clicking on **New User Sign Up**.
2. Once you have been registered, you could start the booking process clicking on **Buy Tickets**.
3. If you have an outstanding reservation, you can confirm or modify it clicking on **Access to the User Area**.



Modification and/or confirmation of reservation

- If you want to modify and/or confirm your reservation, please enter its locator number or identify yourself with your user code and password.  
- If you do not remember your codes, please contact us at telephone number +34 93 409 18 30 if calling from outside Spain.

Enter reservation locator number (barcode):

or, if you do not have the locator, you can search by:

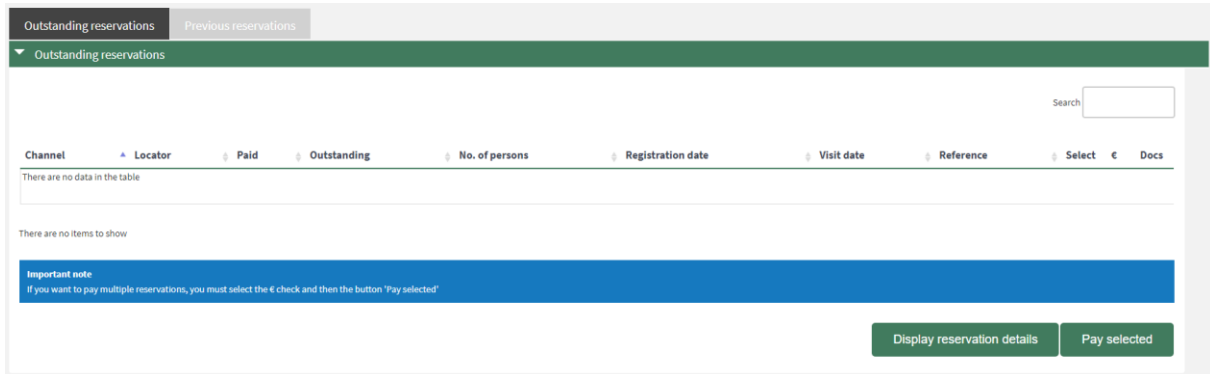
User code:

Password:

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

If you do not remember your **User code** or **Password**, please contact us on +34 93 409 18 30 or sending an email to parkguell@bmsa.cat.

Once you have entered the above details, press on the **Continue** button and go to the **Outstanding reservations** section.



This screen shows all your current reservations. Select which reservation would you like to confirm or modify on the right column (Select) and press the button **Display reservation details**.

If you wish to proceed with the payment and you do not need to view the reservation details, you can check the square **€** and then click to **Pay selected**.

This screen will show the details of your booking: date and time of the visit, number of people, guides and the reserved parking slot if applicable.

On the next step you can choose one of the following options:

- Confirmation and payment
- View the receipt
- Modify the number of people
- Booking cancellation

## 5.1.- Confirmation and payment

The outstanding amount of the reservation can be paid up to 7 days before the day of the visit. Otherwise the booking will be cancelled and no refunds will be made.

A larger screen will be displayed to proceed with the payment.

Modification and/or confirmation of reservation

- If you want to modify and/or confirm your reservation, please enter its locator number or identify yourself with your user code and password.  
 - If you do not remember your codes, please contact us at telephone number +34 93 409 18 30 if calling from outside Spain.

Enter reservation locator number (barcode):

or, if you do not have the locator, you can search by:

User code:

Password:

Continue

Once the payment is accepted, a last screen will be shown, where you will be able to print your **Reservation receipt**. At the same time, you will receive an e-mail with your reservation details and the tickets to access the regulated area of Park Güell.

Payment of booking

Company name: BARCELONA DE SERVEIS MUNICIPALS S.A. (B-SM)				
Address: Carrer de Calàbria, 66 - 08015 BARCELONA				
Tax ID no.: A08765919				
Centre: BSM				
Current date: 31/05/2019 13:40:10				
Locator	Reference:	Holder:	Visit date:	Price
PAR/RR/1/193818	Prova Maria	Prova Maria	31/07/2019	24.00 €
<b>Total</b>				<b>24.00 €</b>
Payment particulars				
Order number: 119133718206				
Authorisation: 171717				
Amount paid: 0.24 €				

Back to reservations consultation
Print

## 5.2. - View the receipt

It allows you to obtain again the receipt and the invoices that were created when you made the reservation.

You can download these documents in the *Outstanding reservations* section of your user area clicking on the icon *Docs*.

Outstanding reservations

Search

Channel	Locator	Paid	Outstanding	No. of persons	Registration date	Visit date	Reference	Select	€	Docs
IR	700831141895	30.00 €	0.00 €	10	31/05/2019	31/07/2019	Prova Maria	<input type="radio"/>		

Showing 1 - 1 from 1 items

## 5.3. - Modify the number of people

When you display an outstanding reservation, you can modify the number of people of that reservation clicking ***Altering number of persons***.

Please be reminded that you will be able to add or subtract up to a 20% of the initial number of people, as long as there are tickets available and your reservation is not fully paid.

Details of reservation

Holder: Prova Maria  
Centre: BSM  
Locator: PAR/IR/1/193818  
Visit date: 31/07/2019  
Registration date: 31/05/2019

Activity	Start time	Rate	Persons	Groups	Guide	Price	Amount
Entrada Zona Regulada del Park Güell	20:30	Grups	10	1	0	3.00 €	30.00 €
<b>Total</b>							<b>30.00 €</b>
<b>Paid</b>							<b>6.00 €</b>
<b>Remains outstanding</b>							<b>24.00 €</b>

**Important note**  
If you wish to make any change in the number of persons in the group (as long as places are available) you can only increase or decrease it by up to 20% on the initial reservation. If you make such modifications, the amount will be regularised at the time of confirming the reservation

Activity	Start time	Rate	Persons	Price	Amount
Entrada Zona Regulada del Park Güell	20:30	Grups	<input type="text" value="10"/>	3,00 €	<input type="text" value="0"/> €
				<b>Total</b>	<input type="text" value="0"/> €

[Save changes](#)

Modifications made 7 days before the visit day will be confirm at the end of the payment process.

Once the reservation is fully paid, modifications can only be made by phone on +34 93 409 18 30. Please have your locator number when contacting us.

1. **When adding people to the reservation**, you will receive an e-mail confirming the adjustment.

Once the payment is done, you will receive an updated voucher. You will receive the final invoice within the following 24 hours.

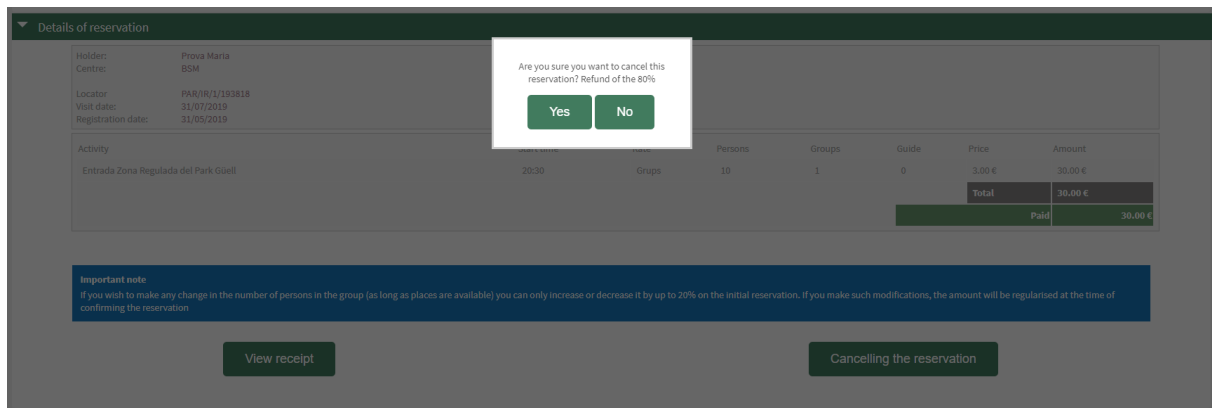
2. **When subtracting people from the reservation** you will receive an updated voucher. Within the next 24 hours you will receive a rectification invoice showing the amount refunded. Please be advised that the payment of the 20% will not be refunded.

If you modify the reservation between 2 and 6 days before the day of the visit, the refunded amount will be the 50% of the modification. On the other hand, if the modification is done at least 7 days before the visit date, you will receive a refund of the 80%. If the modification is done the same day of the visit or the day before, no refund will be made.



## 5.4.- Booking cancellation

If you wish to cancel your booking, you need to select the reservation and click the option **Canceling the reservation**. The reservation will be canceled when you confirm it, and the 20% of the total amount paid will be lost.



Following our policy, when cancelling a fully paid booking:

- 1) The 80% of the total amount will be refunded if cancelled 7 days before the day of the visit.
- 2) The 50% of the total amount will be refunded if cancelled between 2 and 6 days before day of the visit.
- 3) No refund will be made if the booking is cancelled on the day of the visit or the day before.

Within the next 24 hours you will receive a rectification invoice corresponding to the cancellation.