

# Reservations educational programme

## **Park Güell and Schools**

### Manual



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## Introduction.

This document describes the steps to book tickets to visit Park Güell under our educational programme. The goal is to ease the process and solve any inquiries you might have about it.

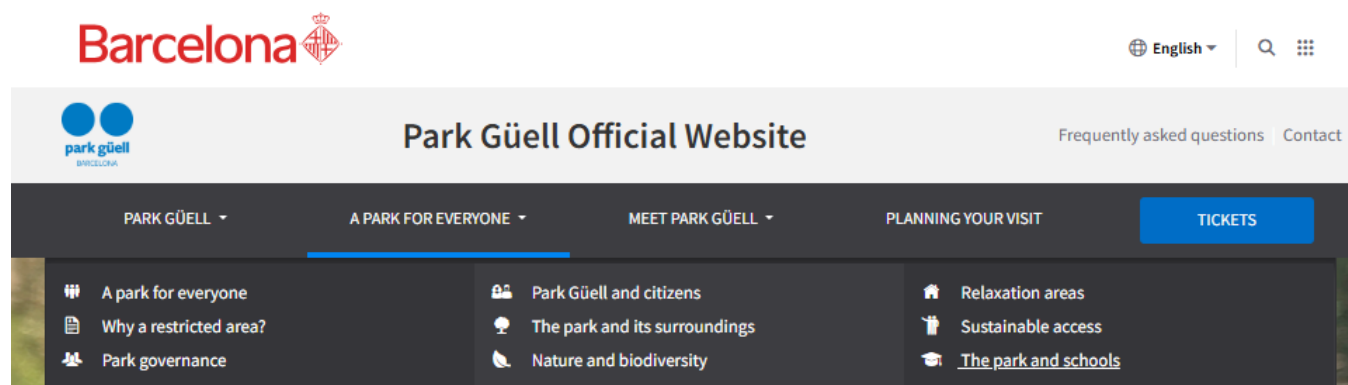
## Approved Browsers.

The system is approved to use with Internet Explorer, Firefox, Edge and Chrome.

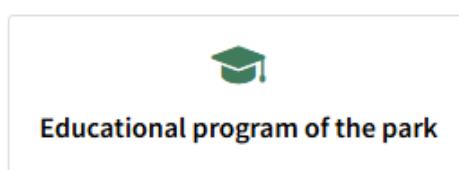
## Access to the Website.

To access the website, you need to use the following link: [parkguell.barcelona](http://parkguell.barcelona)

Once you are in the home page you will have to open the menu **A park for everyone** and then “**The park and schools**” as shown in the following figure:



En la parte derecha de página a la cual seréis dirigidos encontraréis el enlace a la página principal del programa educativo:



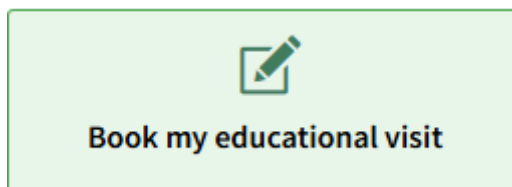
Here you will be able to consult all the information on the school programme and also:

- Register my school
- Book my educational visit
- Schools' personal area

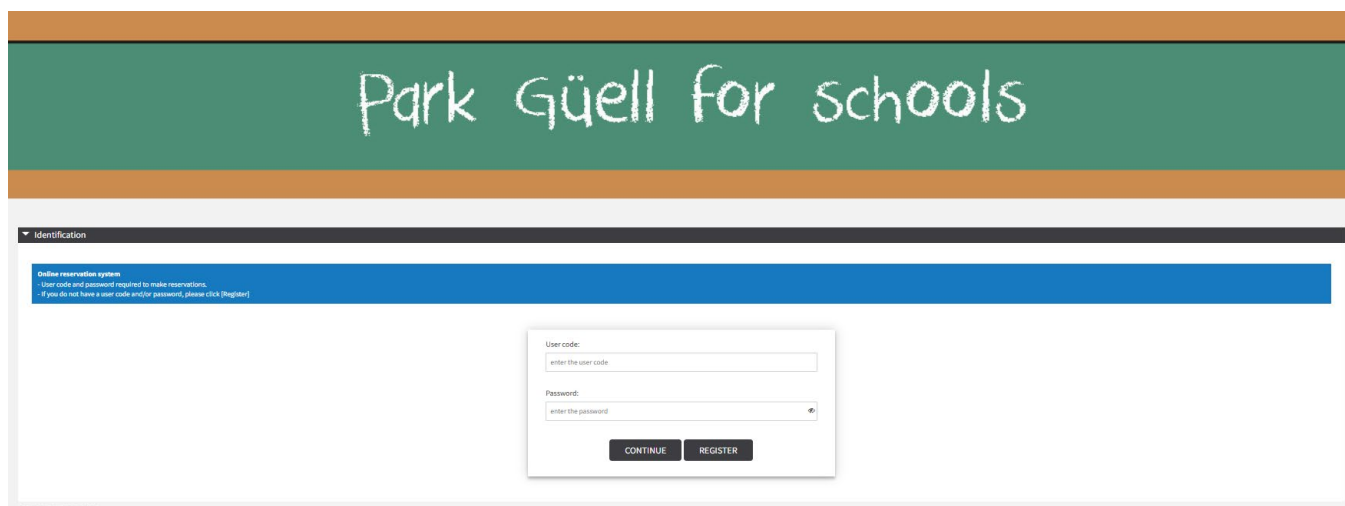
The following sections explain the procedure to follow in each of these options

## Register my School.

Before you can start the reservation process, you will need to register first. In order to proceed, you will have to click the **Register my school** button that appears on the right of the screen, as shown in the following figure:



You will be redirected to the **identification** page, but you do not have your user identification yet, so you will need to click the **Register** button. This button is on the lower right side of the screen, as shown below:

The image shows a web interface for "Park Güell for schools". At the top, there's a green banner with the text "Park Güell for schools" in a white, chalk-like font. Below this is a dark grey header with a dropdown menu labeled "Identification". The main content area has a blue bar with the text "Online reservation system" and a note: "User code and password required to make reservations. If you do not have a user code and/or password, please click [Register]". Below this, there's a white registration form with two input fields: "User code:" and "Password:". The "User code:" field has a placeholder "enter the user code". The "Password:" field has a placeholder "enter the password" and a small eye icon to toggle visibility. At the bottom of the form are two buttons: "CONTINUE" and "REGISTER".

On the next screen you will be asked to provide all the necessary and mandatory details for registering.

Please note that you will need to download a document that you will have to fill, sign and stamp. You will be able to attach this document later in the process. You will find it as:

You can download the [document](#) that must be filled before registering. It must be attached when registering.

Please bear in mind it will take some time to fill in this document, which is indispensable for registering. It must be signed by the person in charge of the activity and stamped by the school. You will have to fill in all the details of your school.

It is important to note that the VAT/TAX id is mandatory, regardless of the country you are from. If they are not correct, your request will be declined.

If you have any doubts about this matter, please contact us at [parkguell@bsmsa.cat](mailto:parkguell@bsmsa.cat)

<b>Nombre de la escuela*:</b>
<input type="text" value="Introduzca el nombre de la escuela"/>
<b>Dirección*:</b>
<input type="text" value="Introduzca la dirección"/>
<b>CP/Población*:</b>
<input type="text" value="Introduzca el CP"/>
<input type="text" value="Introduzca la población"/>
<b>Provincia*:</b>
<input type="text" value="Introduzca la provincia"/>
<b>País (sólo centros de países de la UE)*:</b>
<input type="text" value="SPAIN"/>
<b>Teléfono (sin espacios)*:</b>
<input type="text" value="Introduzca el teléfono"/>
<b>Móvil*:</b>
<input type="text" value="Indique el movil"/>
<b>Idioma*:</b>
<input type="text" value="Castellano"/>
<b>NIF/CIF*:</b>
<input type="text" value="Introduzca el NIF/CIF"/>

You will also be asked for an email address – it is advisable to provide that of the person making the booking – and for a password, as shown below:



E-mail\*:

Confirm e-mail\*:

Password (min 6 characters)\*:

Confirm password\*:

You will also be asked for an email address – it is advisable to provide that of the person making the booking – and for a password, as shown below:

Upload file (you can download it [here](#))  
It must be in PDF format and no larger than 1Mb in size.  
Once filled in and added, click on the 'Attach' button



No file chosen

The document will have to be filled in by hand and scanned. You can attach the PDF file using the **Seleccionar archivo** button. If the green tick appears next to Attach, as shown below, it worked correctly:



Upload file (you can download it [here](#))  
It must be in PDF format and no larger than 1Mb in size.  
Once filled in and added, click on the 'Attach' button

Document\_alta\_EN.pdf

✓

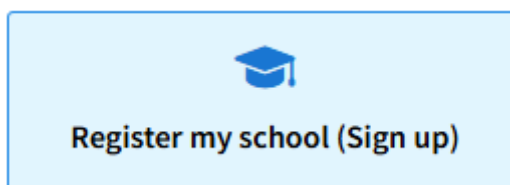
You will need to accept the data protection policy. Once you have entered all the information, click the following button:

You will receive the keys to access the restricted school-bookings area within a period ranging from 24 to 48 hours, once your request has been reviewed.

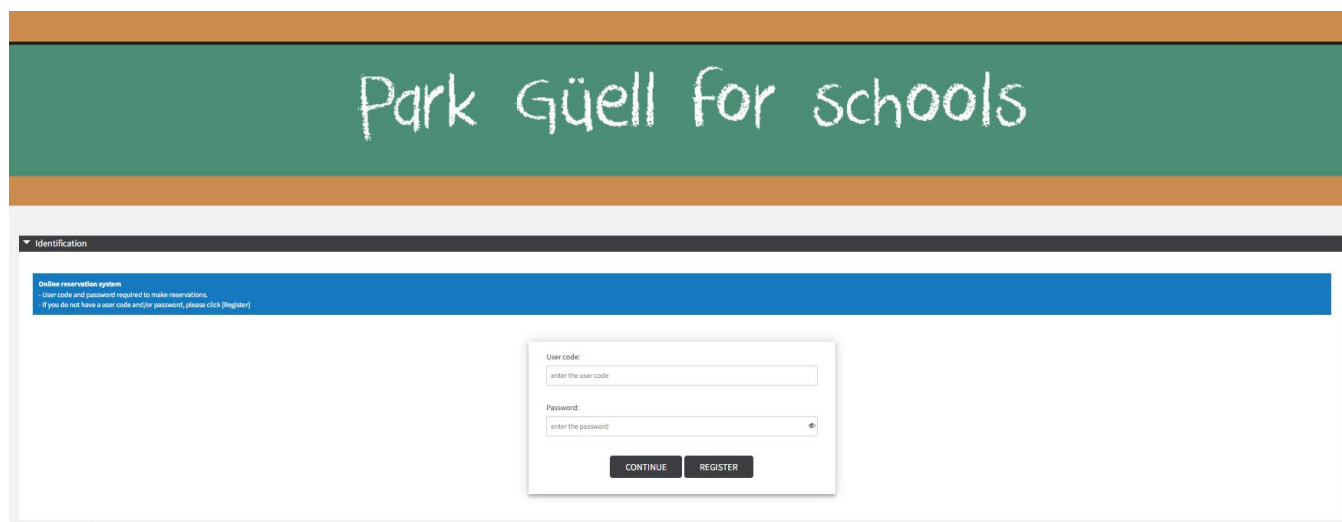
If any registration detail is missing or the registration document lacks a signature or stamp, the request will be refused until the required details have been received.

### Book my school visit.

If you have received an email from us confirming your registration into the booking system, that means you can move on to the next step. At this stage you will need to go to the home page, **A park for everyone** and then **The park and schools**. Then click the second icon on the right:



Once you enter this section you will see the following screen:



Now you can enter the following details:

1. User code: Enter the number we sent you in the registration email.
2. The password is the one you created when you registered.

Finally, click **Continue** to go on with the process.

We recommend you to make sure that you are not entering any blank spaces before and after the code and password.

## Booking.

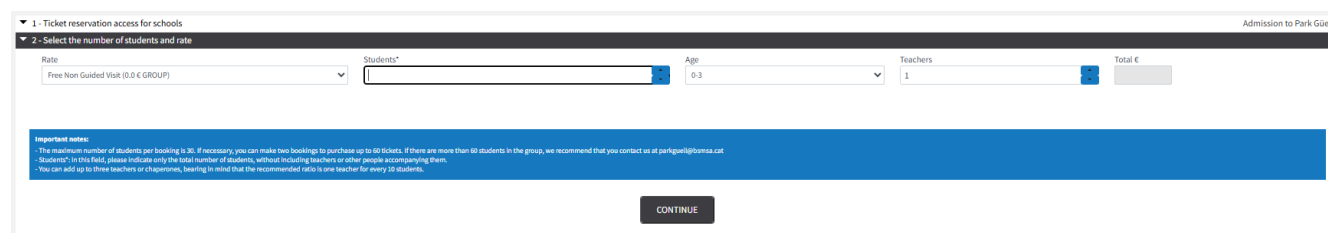
This section is intended to be easy and intuitive, and it only requires to complete the following steps.

### Rate.

First, specify the **rate** or type of visit:

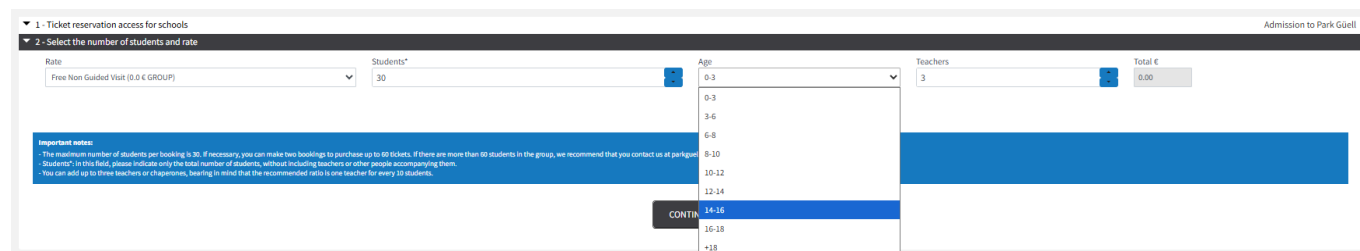
- Free non guided visit (0€/group)
- Guided experience (84€/group)

According to the current regulations, you can only include 30 people in a reservation. Therefore, bigger groups must make two reservations.



Select the number of students, their age group and number of teachers

From the pull-down menu, as shown in the following figure:



You can select up to 3 teachers/accompanying people to each group of 30 students.



### Amount calculation.

Depending on your previous selection, the amount of the reservation will be calculated. It can be €0 if you chose the free visit, or €84 if you chose the guided experience.

Total €	Total €
0.00	84.00

If your reservation is for 8 students or more, you will be able to add a bus parking slot to your reservation. This is optional and can be chosen later. The price of this service is €18 for 90 minutes, and you can only add one to each reservation.

Once you have specified all the information, click **Continue**:

CONTINUE

### Choose the day of your visit.

In the menu that will appear, the available days are marked in blue and unavailable days in grey, as shown in the following figure:

1 - Ticket reservation access for schools
2 - Select the number of students and rate
3 - Select the date of the visit

December 2025

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January 2026

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DATE OF THE VISIT: 20-02-2026

Remember that there will be no availability during public holidays and weekends. At this stage you will need to click the day you wish to make your visit. Your selection will appear in the **date of the visit** square on the right.

Please bear in mind that visit requests must be made at least 2 weeks in advance. For this reason, the first 15 days will never be available.

The guided experience is offered exclusively from Monday to Wednesday, at 9.30 am, 10.30 am\*, 12.00 pm and 1.00 pm\*. The guided tour service is not available between 7 January and 20 March.

\*Visits scheduled for 10. 30 am and 1. 00 pm will begin 15 minutes after the time booked.

Click again the **Continue** button to go on with the procedure:

CONTINUAR

### Choose the time-band for your visit and the parking

As you will see from the following figure, you will need to choose the time of your visit. If you wish to use the parking service, you will also have the option of choosing it in the first column.

In case your bus only needs to let passengers in and out, you just need to make a single reservation, and it will allow you to enter twice.

Please bear in mind that buses are not allowed to drive up Carretera del Carmel if they do not have a reservation for the bus park.

1 - Ticket reservation access for schools  
2 - Select the number of students and rate  
3 - Select the date of the visit

Admission to Park Güell  
Number of people: 30  
20-02-2025

4 - Select the time-band of your visit

Start time	Description	Parking	Select
09:30	Admission to Park Güell	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10:00	Admission to Park Güell	<input type="checkbox"/>	9 places left
10:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
11:00	Admission to Park Güell	<input type="checkbox"/>	10 places left
11:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
12:00	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
12:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
13:00	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
13:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
15:00	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
15:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
16:00	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
16:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>

**Important notes:**


- The time slots available for the entire group are shown, as well as the number of free spaces in each slot. If the desired slot does not appear, it means that it is already full and there are no free spaces.
- There are not enough free spaces left for your group at the chosen time, we recommend that you consider the booking by purchasing tickets in the morning, under the first purchase section, or modifying the time of the visit.
- The group has 30 minutes to access Park Güell from the time indicated in the booking. Once inside, you can stay as long as you want, although you are not allowed to re-enter once you have departed.
- Parking spaces can be reserved for groups of more than 5 students. The maximum stay is 90 minutes, which can be extended depending on availability at the site. The cost is 0.25. The parking time starts 10 minutes before the visit is due to begin.

CONTINUE

Para continuar, clicad el botón **Continuar**.

### Booking confirmation.

At this stage a summary of your selection will appear, stating the day of your visit, the type of visit and the details shown in the following image:

Confirmation of the reservation									
Delete	Activity	Date visit	Start time	Students	Groups	Teachers	Rates	Price	Amount
	Admission to Park Güell	09-02-2025	10:00	30	1	3	Free Non-Guided Visit	0.00 €	0.00 €
	Parking		09:45				General	18.00 €	18.00 €
								<b>Total</b>	<b>18.00 €</b>

If you have chosen the guided experience and/or parking service, the cost will also appear in the summary.

Click the **Continue** button to go on.

### Booking summary

A summary with all the details of the booking will appear below the previous confirmation. You will be asked to provide the name and mobile number of the person in charge of the activity.

This information will be needed if we have to contact you on the day of the visit.

Finally, you will need to state the language you want the maps and information leaflets to be in.

In case you chose the guided experience, you will have to state the language you want your tour to be in (Catalan, Spanish, English or French). You must complete all the fields.

### Questionnaire for the person in charge of the activity

Since our aim is to offer a quality visit to those schools that visit Park Güell with an educational and cultural objective, here you will need to answer three questions to tell us about your goals and aspects you wish to work on with your students:

Please answer the following questionnaire:

1.- ¿What are the goals of your visit?

2.- ¿What subjects is this visit related to?

3.- ¿Which basic abilities will you work on during the visit?

### Data protection.

Once you have answered the questions, you will need to accept the data protection information and click the **Finish** button.

☒ I have read and I accept BSM's data protection policy.  
☐ I wish to receive promotional information on the services and activities at Park Güell and the rest of BSM businesses.

**Basic information on data protection**  
DATA CONTROLLER: Barcelona de Serveis Municipals, S.A. PURPOSE: To manage user registrations. If you give your consent, we will use your data to send you marketing communications from BSM. RIGHTS: You can exercise your rights of objection, consent withdrawal, restriction, access, rectification, erasure and portability by sending a letter to: C/ Callísria 46, 08025, Barcelona, or by email to: [protecciodades@bsm.cat](mailto:protecciodades@bsm.cat).  
Additional information on data protection can be found in more detail at the following link

Payment

### Payment.

If your reservation has any cost, for a parking or guide service, you will need to pay for your booking by credit card in this step. We only accept online payments with credit (or debit) card.

Once your reservation has been accepted, you will receive your tickets as well as all the necessary information to prepare your visit.

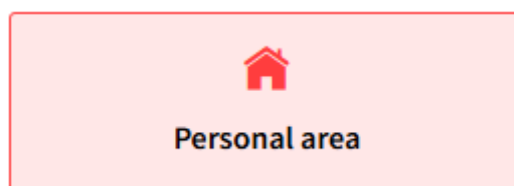
**Park Güell reserves the right to cancel the reservation in case it does not accomplish the requirements of the program "Park Güell and schools".**

### Invoice.

If you have made a payment, you will receive the corresponding invoice during the next 24 hours. This invoice will be generated automatically with the details of your registration, which you will have had the opportunity to check, and it will not be possible to modify it.

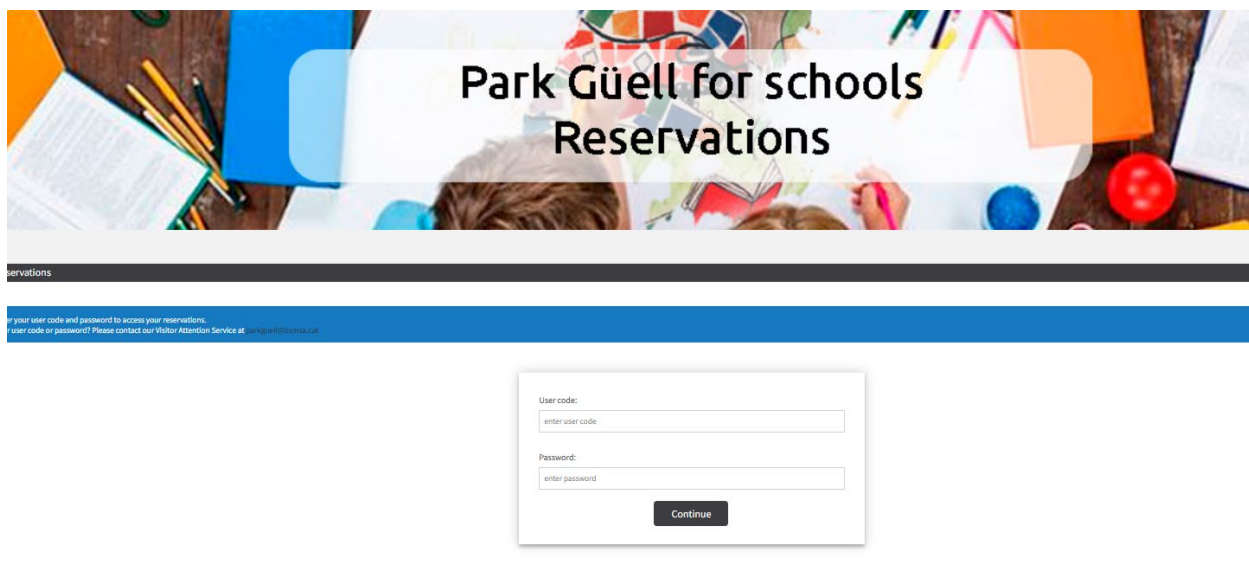
### **School's Personal Area.**

If you go back to the home page of the school programme, you can enter your personal area.



In this area you will be able to access the information on your visit once we have confirmed it. You will also be able to download your ticket, parking receipt and the invoices of your reservation, if you need them.

All you need to do is enter your user code and password and click **Continue**:



Once you are in your personal area, you will find your reservation and you will be able to download the documents by clicking the icon in the **Docs** column:

Outstanding reservations									
Channel	Locator	Paid	Outstanding	No. of persons	Registration date	Visit date	Reference	Select	Docs
IR	700420751811	0.00 €	0.00 €	28	20/11/2025	11/12/2025		<input type="radio"/>	
IR	700130351113	0.00 €	0.00 €	4	10/12/2025	11/12/2025		<input type="radio"/>	



**Thank you for the time you have spent Reading this manual.**

Remember that for any other queries and further information you can consult our website <https://parkguell.barcelona/es/planifica-la-visita/programa-educativo> or email us at [parkguell@bsmsa.cat](mailto:parkguell@bsmsa.cat).