

# 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.

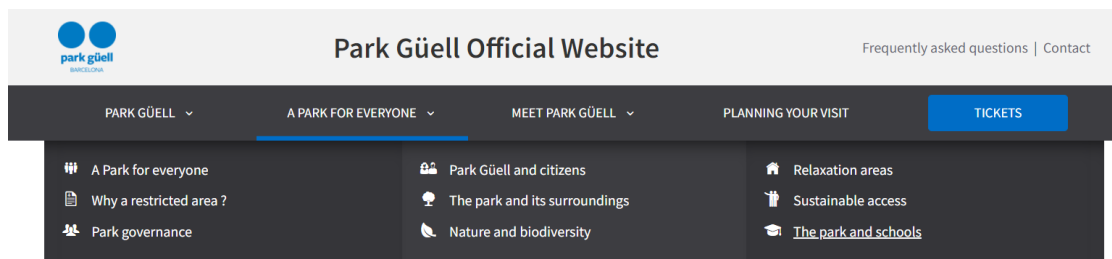
### Approved browsers

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

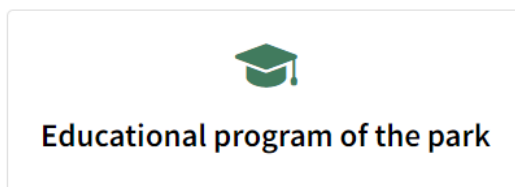
## ACCESS TO THE WEBSITE

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:



On the right side of the page you will be directed to, you will find the link to the educational programme homepage:



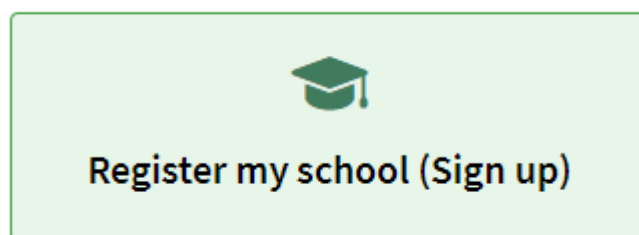
Here you will be able to consult all the information on the school programme and also:

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

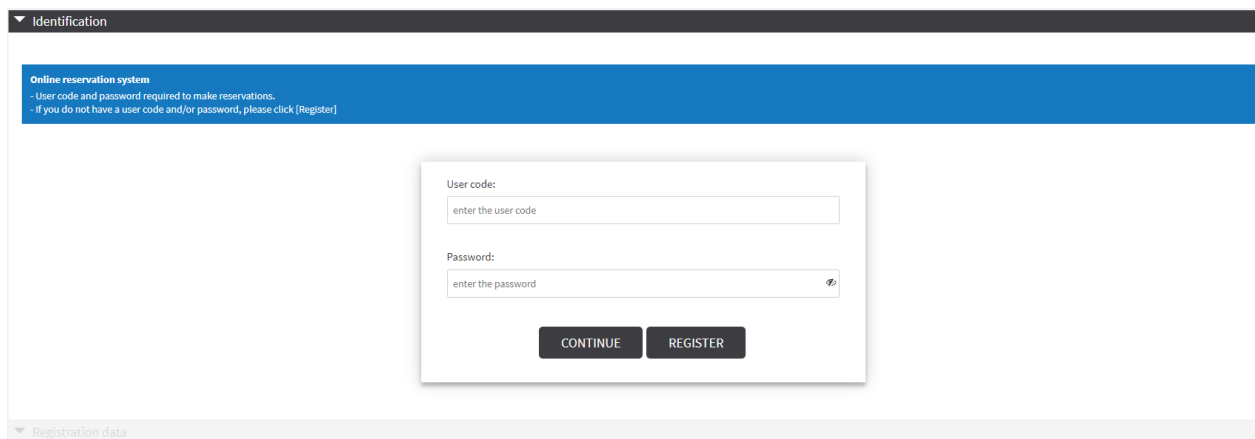
The following sections explain the procedure to follow in each of these options.

## 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 screenshot shows a web interface for the 'Online reservation system'. At the top, there is a blue header with the text 'Online reservation system' and two lines of instructions: '- User code and password required to make reservations.' and '- If you do not have a user code and/or password, please click [Register]'. Below this is a white form box containing two input fields: 'User code:' with the placeholder 'enter the user code' and 'Password:' with the placeholder 'enter the password'. Below the fields are two buttons: 'CONTINUE' and 'REGISTER'. The page is framed by a dark grey header with a dropdown arrow and the text 'Identification', and a light grey footer with a dropdown arrow and the text 'Registration data'.

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 [parkquell@bsmsa.cat](mailto:parkquell@bsmsa.cat).

**Name of the school\*:**

**Address\*:**

**Postcode/Town\*:**

**State/Province\*:**

**Country (only EU country centers)\*:**

**Telephone number (without spaces)\*:**

**Mobile\*:**

**Language\*:**

**TAX identification number\*:**

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\*:**

At the end of the registration, you will need to attach the above-mentioned document:

**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**

 Ningún archivo seleccionado

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

Seleccionar archivo Registration School.pdf

Attach ✓

Delete

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

Confirm registration

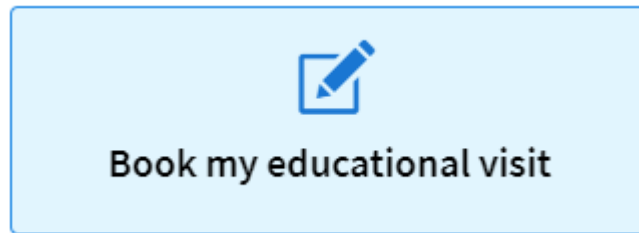
You will receive the keys to access the restricted school-bookings area within a period ranging from 24 to 48 hours, once your request has been reviewed.

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.

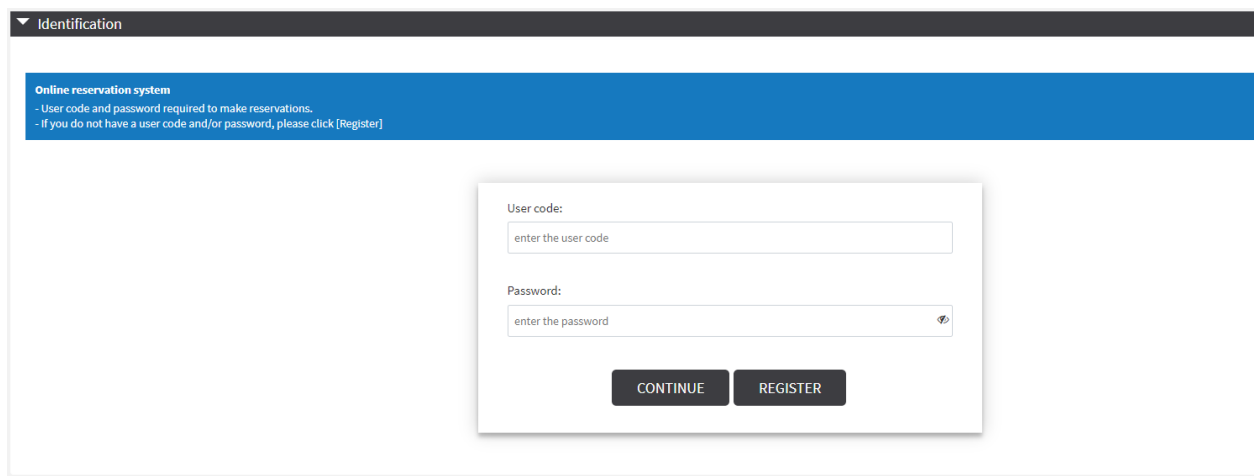
## BOOK MY SCHOOL VISIT

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:

A screenshot of a web application interface. At the top, there is a dark grey header with a dropdown arrow and the text "Identification". Below this is a blue banner with the text "Online reservation system" and two lines of smaller text: "- User code and password required to make reservations." and "- If you do not have a user code and/or password, please click [Register]". The main content area is white and contains a white form box with a grey border. Inside the form box, there are two input fields: "User code:" with a placeholder "enter the user code" and "Password:" with a placeholder "enter the password" and a small eye icon to the right. Below the input fields are two dark grey buttons: "CONTINUE" and "REGISTER".

Now you can enter the following details:

- User code: Enter the number we sent you in the registration email.
- 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

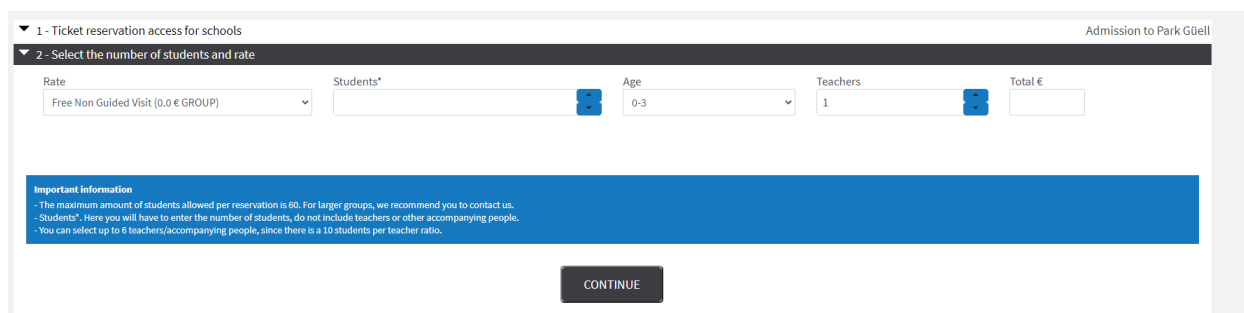
This section is intended to be easy and intuitive, and it only requires to complete the following steps.

## Rate

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

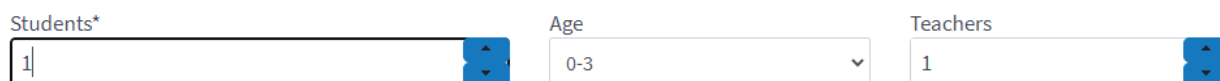
- Free non guided visit (0€/group)
- Guided experience (60€/group)

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.

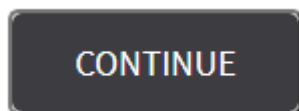
## Amount calculation

Depending on your previous selection, the amount of the reservation will be calculated. It can be €0 if you chose the free visit, or €60 if you chose the guided experience

Total €

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**:



Choose the day of your visit

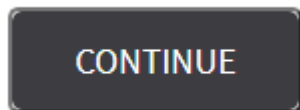
In the menu that will appear, the available days are marked in blue and unavailable days in grey, as shown in the following figure:



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.

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



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.

▼ 4 - Select the time-band of your visit

Start time	Description	Parking	Select
09:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
10:00	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
10:30	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
11:00	Admission to Park Güell	<input type="checkbox"/>	<input type="checkbox"/>
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 information**

- Only available time bands for the whole group are shown, as well as the remaining vacancies. If the desired time is not shown, that means it is full and there is no availability.
- If there are only a few vacancies for the desired time band, we recommend to purchase the remaining tickets through our website on the Buy tickets section. Or you can also change the time of the visit.
- The group has 30 minutes to access Park Güell. Once inside, you will be able to stay as long as you wish, but if you exit, you will not be allowed back in.
- A parking spot can be reserved for groups larger than 20 students for 90 minutes, which can be extended based on availability upon arrival. The price is 18 euro. The parking reservation time starts 15 minutes prior to the visit start time.

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

## 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	22-10-2020	10:00	8	1	1	Free Non Guided Visit	0.00 €	0.00 €
								<b>Total</b>	<b>0.00 €</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:

Admission to Park Güell - (22-10-2020)

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 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](mailto: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.

## 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.

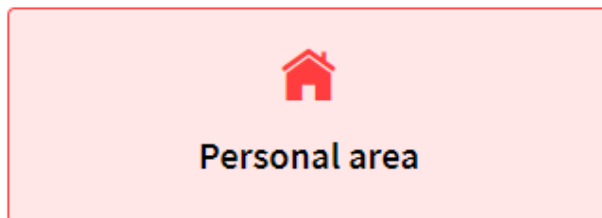
**Park Güell reserves the right to cancel the reservation in case it does not accomplish the requirements of the program “Park Güell and schools”.**

## 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.

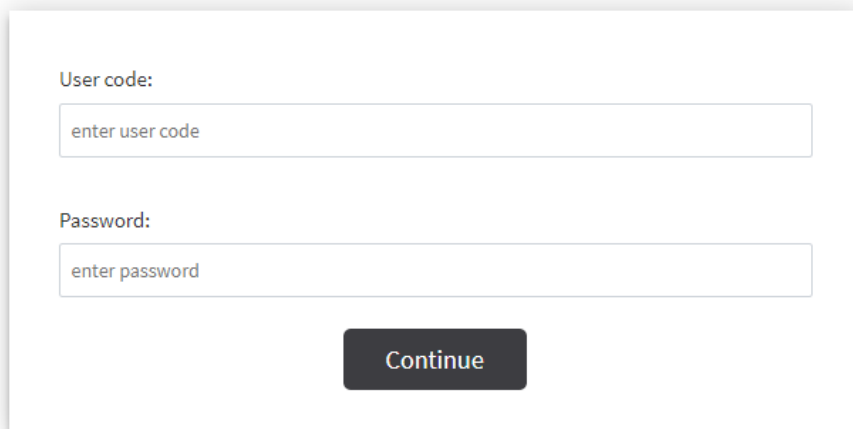
## SCHOOL'S PERSONAL AREA

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		Previous reservations							
Outstanding reservations									
Channel	Locator	Paid	Outstanding	No. of persons	Registration date	Visit date	Reference	Select	Docs
IR	700500651006	0.00 €	0.00 €	8	06/09/2020	22/10/2020		<input type="checkbox"/>	



Thank you!

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/en/planning-your-visit/educational-programme> or email us at [parkguell@bsmsa.cat](mailto:parkguell@bsmsa.cat)