

# MANUAL FOR SCHOOL RESERVATIONS

## “Park Güell and Schools” educational programme

### 1. INTRODUCTION

This document sets out the steps to follow for booking tickets to Park Güell while taking part in our educational programme. The goal is to facilitate and clear up any possible queries that may arise during the booking process.

#### 1.1. Approved browsers

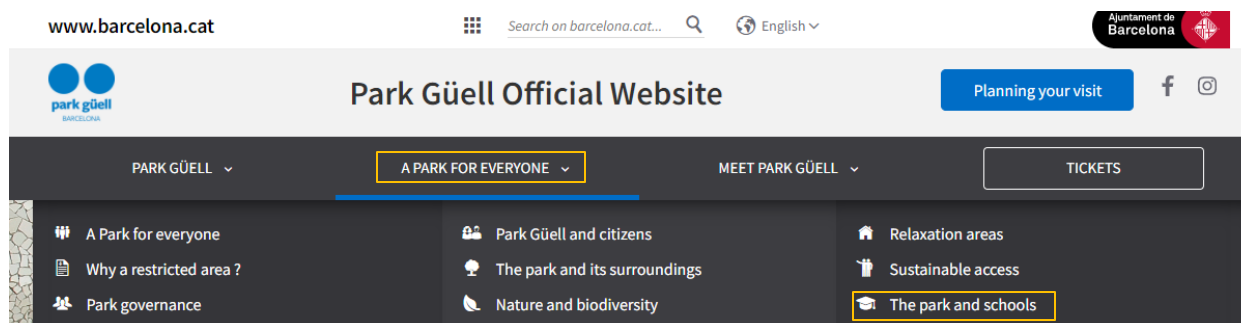
The system is approved for use with Internet Explorer, Firefox and Chrome.

### 2. ACCESS TO THE WEBSITE APP

#### How to start

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

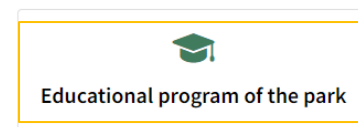
On the main page, you will have to select **A park for everyone** and then **The park and schools**, once there, you must go to the **Educational program of the park** as indicated in the figures attached.



### The park and schools

The 'Park Güell and schools' programme enables all Spanish and EU schools with an educational interest in the site designed by Antoni Gaudí to visit the restricted monumental area.

Park Güell's natural and cultural values make it an emblematic location for



The home page lets you consult information on the school programme:

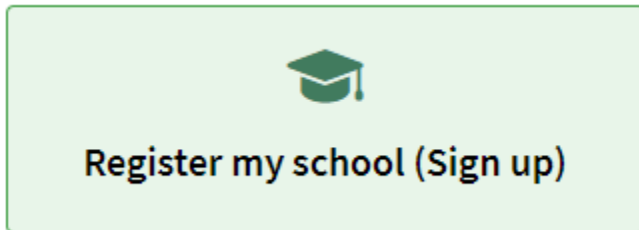
- Register my school

- Book my educational visit
- Schools' personal area

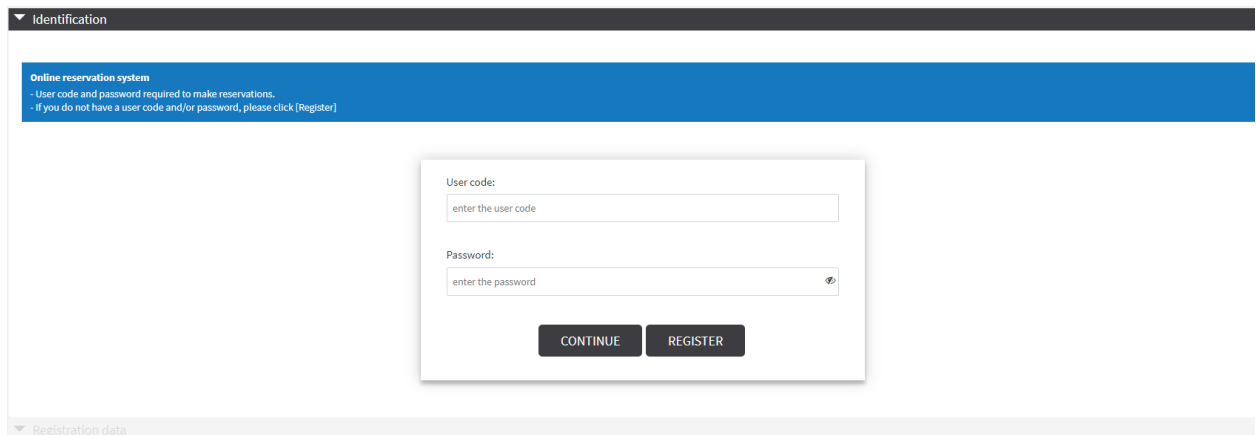
The following points set out the procedure to follow in each of the options.

### 3. REGISTER MY SCHOOL

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



Another screen will then appear for **identification**. You won't have your user identification yet, so you will need to click on the **Register** button. This button appears in bold, in the lower part of the screen on the right, as shown below:

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 login form. The form has two input fields: "User code:" with the placeholder "enter the user code" and "Password:" with the placeholder "enter the password" and a small eye icon to the right. Below the fields are two buttons: "CONTINUE" and "REGISTER". At the bottom of the page, there is a light grey footer with a dropdown arrow and the text "Registration data".

A screen will immediately open up asking you to provide all the necessary and mandatory details for registering. Please note that you will need to have downloaded a signed and stamped document beforehand, filled in by the person in charge of the activity, confirming the school's details. It will appear in the register as follows:

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

You must 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 your school's details below, which must match the school's tax details:

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**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 your 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\*:**

When you complete 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. Once you have selected the PDF file, click the attach button and then confirm the registration. You can check whether it is correct once the green tick appears at the side, as shown in the following image:

**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

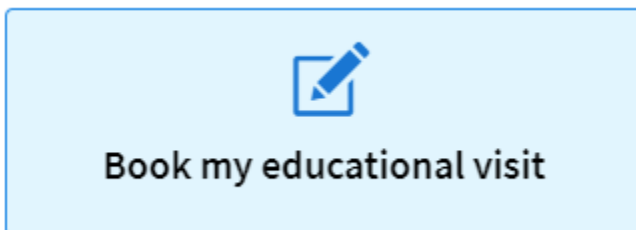
You will need to accept the data protection policy. Once you have entered all the information, click on the following button:

**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.

#### **4. BOOK MY SCHOOL VISIT**

If you have received an email from us confirming your registration with 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, to “Planning your visit”, then “Educational Programme” and finally click on the second icon on the right:



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

Identification

**Online reservation system**  
 - User code and password required to make reservations.  
 - If you do not have a user code and/or password, please click [Register]

User code:

Password:

CONTINUE REGISTER

You must now enter the following details:

- User identifier: Enter the number we sent you in the registration email.
- The password is the one you created when you registered.

Finally, click on the “continue” button to go on with the process.

## 5. BOOKING

This section is very easy and intuitive and all you need to do is complete all the boxes shown below:

1 - Ticket reservation access for schools Admission to Park Güell

2 - Select the number of students and rate

Rate:  Students\*  Age:  Teachers:  Total €

**Important information**  
 - The maximum amount of students allowed per reservation is 60. For larger groups, we recommend you to contact us.  
 - Students\*. Here you will have to enter the number of students, do not include teachers or other accompanying people.  
 - You can select up to 6 teachers/accompanying people, since there is a 10 students per teacher ratio.

CONTINUE

### 5.1. Type of visit

First specify the “rate” type:

- Free School Visit (€0/group)
- Guided Experience (€60/group). The maximum number of students per group is 30, so any numbers above that (from 31 students) will be regarded as another group, in which case the price would be  $€60 \times 2 = €120$

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

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

Students\*  Age  Teachers

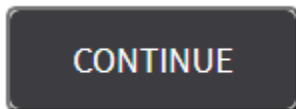
### 5.3 Calculate the amount

The amount will be calculated. Depending on your selection, the amount will be calculated, which may be €0, if you have chosen the free school visit, or up to €120 if you have two guided-tour groups.

Total €

*\*Starting at 1trfgvb 20 students, the parking service can be added to the booking. It is optional and chosen further on. It costs an extra €18. Parking service bookings are for 90 minutes per coach and one can be made per school.*

Once you have specified all the information, click on the “continue” figure:



### 5.4 Choose the day of your visit

Available days are marked in dark blue and unavailable days in grey, as shown in the following figure:

3 - Select the date of the visit

September 2020							October 2020							November 2020						
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	4							1
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29
														30						

Not available

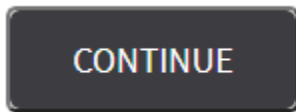
DATE OF THE VISIT:



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

*\*The closest days will not appear in the selection, as there is a minimum period of 2 weeks in advance for making bookings on our system.*

Click again on the “*continue*” button to go on with the procedure:



### 5.5 Choose the timeslot for your visit

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 front row.

4 - Select the time-band of your visit			
Start time	Description		Select
09:30	Admission to Park Güell		<input type="checkbox"/>
10:00	Admission to Park Güell		<input type="checkbox"/>

Click on the “*continue*” button to go on.

### 5.6 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, the cost will also appear in the summary.

Click on the “*continue*” button to go on.

### 5.7 Booking summary

A summary of the booking will appear below with all the details. You will also have to state the name and mobile number of the person in charge of the activity, so that if we need to contact you on the day of the visit, we will have their contact details at hand for fast and flexible communication.

Finally, you will need to state the language you want the maps and information leaflets to be in. For the guided experience, you will have to state the language you want your tour to be in (Catalan, Spanish, English, French or Italian). You must complete all the fields.

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

Since our aim is to offer schools a quality visit that justifies the educational and cultural side to Park Güell, at this stage you will need to answer three questions to tell us about the 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?

### 5.9 Data protection

Once you have answered the questions, you will need to accept the data protection information and click on the “finish” button.

Declaro que he llegit aquestes condicions i que les accepto.

**INFORMACIÓ SOBRE PROTECCIÓ DE DADES**

Les dades personals que ens heu proporcionat seran tractades d'acord amb la següent informació: RESPONSABLE: Barcelona de Serveis Municipals, SA (BSM.SA). FINALITAT: Gestió i desenvolupament del servei. LEGITIMACIÓ: Relació contractual, interès legítim i si s'escau, consentiment de l'interessat. DESTINATARIS: Per complir la finalitat anterior pot resultar necessari comunicar les dades a les empreses del Grup BSM, a Administracions Públiques i a proveïdors que presten serveis al Grup BSM. DRETS: Podeu exercir els drets d'accés, rectificació, supressió, oposició, portabilitat i limitació, a través de l'adreça de correu electrònic [protecciondades@bsmsa.cat](mailto:protecciondades@bsmsa.cat). INFORMACIÓ ADDICIONAL: Podeu consultar informació addicional i detallada sobre protecció de dades a l'enllaç <https://www.parkguell.cat/avis-legal-politica-de-privacitat/>

Consentó rebre promocions i comunicacions sobre Serveis i activitats del Grup BSM.

Finalitzar (0.00€)

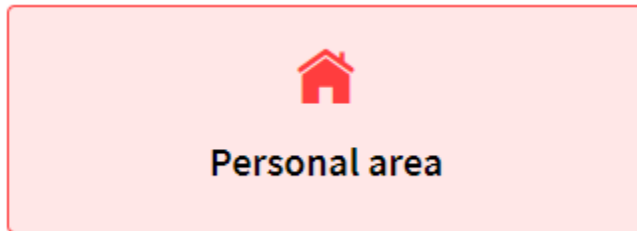
If there is a pending cost, for parking or the guided tour, you will then need to pay for your booking by credit card.

Following the validation of the reservation, you will receive your tickets as well as all the necessary information to prepare your visit.

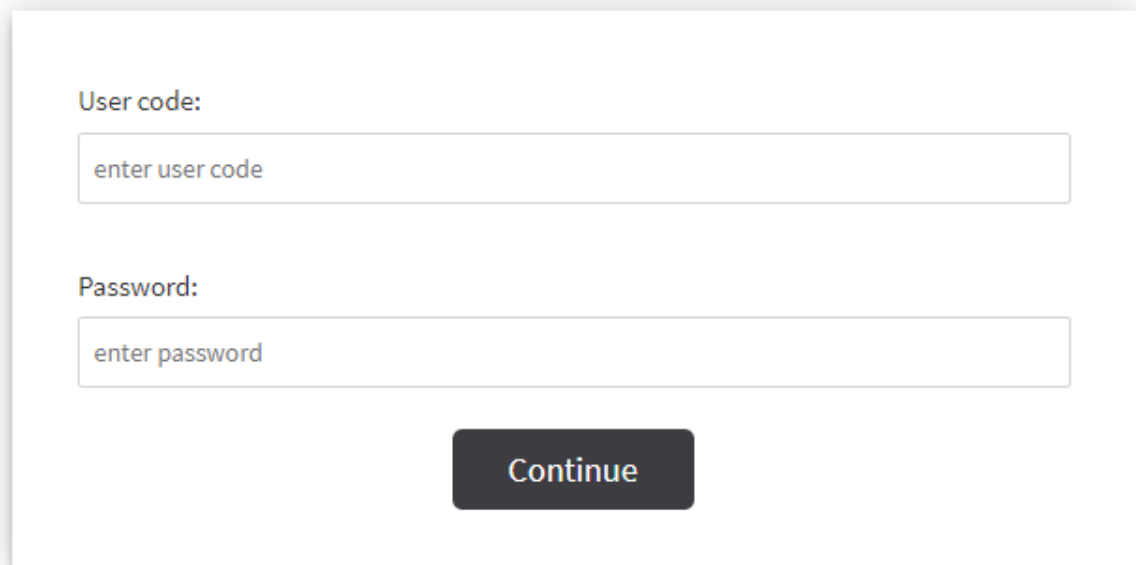
Park Güell reserves the right to cancel the reservation in case it does not accomplish the requirements of the program “Park Güell and schools”.

## 6. SCHOOLS' PERSONAL AREA

If you go back to the home page where the menu is, you can enter your personal area.



There you will be able to access information on your visit once it has been confirmed by us. You will also be able to download your ticket and parking receipt, if you need them. All you need to do is enter your user details and password and click on "continue" to access them.

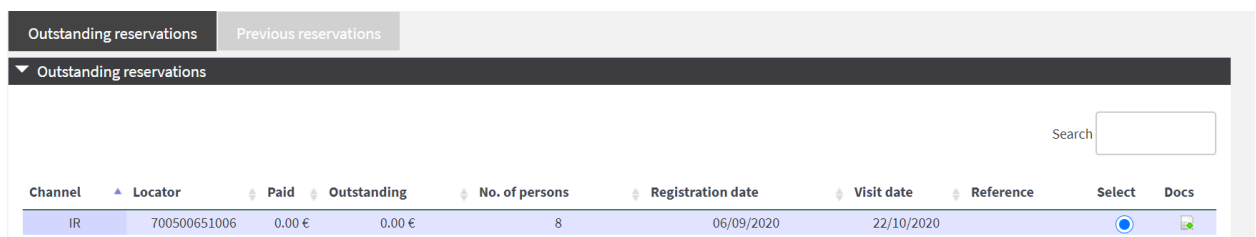
A white rectangular form with a subtle drop shadow. It contains two input fields and a button. The first field is labeled "User code:" and contains the placeholder text "enter user code". The second field is labeled "Password:" and contains the placeholder text "enter password". Below the fields is a dark grey button with the word "Continue" in white text.

User code:

Password:

Continue

Once you are in your personal area, your booking will be displayed as shown in the following figure:

A screenshot of a web application interface showing a table of reservations. At the top, there are two tabs: "Outstanding reservations" (active) and "Previous reservations". Below the tabs is a search bar. The table has columns for Channel, Locator, Paid, Outstanding, No. of persons, Registration date, Visit date, Reference, Select, and Docs. A single row is visible with the following data: IR, 700500651006, 0.00 €, 0.00 €, 8, 06/09/2020, 22/10/2020, and icons for Select and Docs.

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="radio"/>	

Download the documents relating to your visit from the “Docs” section, through the green arrow.

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)