

RESERVATIONS FOUR GROUPS manual



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1. INTRODUCTION

This document presents the necessary steps to make group reservations to access Park Güell.

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

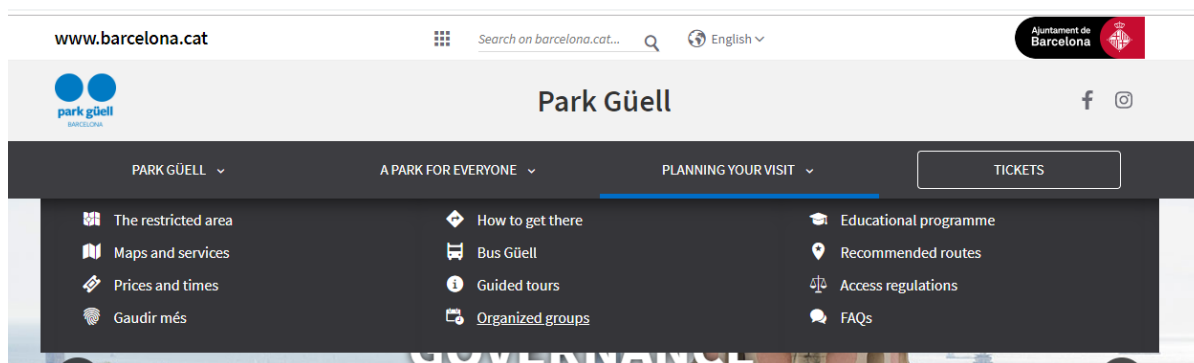
Aproved browsers

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

2. ACCES TO THE WEBSITE

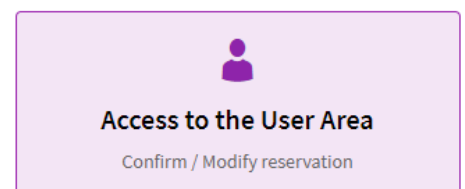
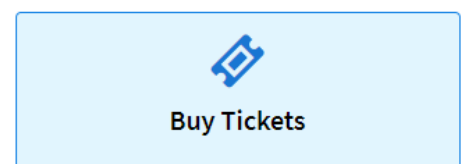
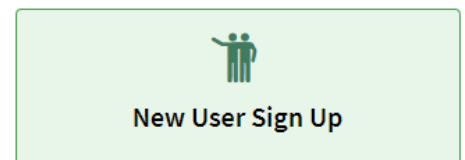
In order to access the website, use the URL: parkuell.barcelona

On the homepage, click 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 **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:

Please note that your Tax identification number is mandatory, regardless of the country you are based in.

4. TICKET RESERVATIONS

If you click the **Buy Tickets** option, you will be directed to the login screen.

User code:

Password:

Continue

Availability

Register

Once you enter your User code and Password, both provided by email 24 to 48 hours after the registration has been completed, click *Continue* to start the reservation

Select the number of people

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 and, therefore, you must contract the guide on your own.

2 - Select the number of people

Rates No. of people*

Groups

Select the day of the visit

The calendar will show in different colours which dates are still available and which are already **Sold out**. If the tickets are not on sale yet, it will be displayed as **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.

Select the entry time of your visit

On the next screen you will find the available times as well as the final price, with a 25% discount applied on the general fare. Please note that only available times will be shown.

▼ 1 - Ticket reservation access for organised groups	Admission to Park Güell
▼ 2 - Select the number of people	Number of people: 11
▼ 3 - Select the date of the visit	24-12-2021
▼ 4 - Select the time-band of the visit	

Start time	Description	Select
09:30	Admission to Park Güell	<input type="checkbox"/>
10:00	Admission to Park Güell	<input type="checkbox"/>
10:30	Admission to Park Güell	<input type="checkbox"/>
11:00	Admission to Park Güell	<input type="checkbox"/>
11:30	Admission to Park Güell	<input type="checkbox"/>
12:00	Admission to Park Güell	<input type="checkbox"/>
12:30	Admission to Park Güell	<input type="checkbox"/>
13:00	Admission to Park Güell	<input type="checkbox"/>
13:30	Admission to Park Güell	<input type="checkbox"/>
14:00	Admission to Park Güell	<input type="checkbox"/>
14:30	Admission to Park Güell	<input type="checkbox"/>
15:00	Admission to Park Güell	<input type="checkbox"/>
15:30	Admission to Park Güell	<input type="checkbox"/>
16:00	Admission to Park Güell	<input type="checkbox"/>
16:30	Admission to Park Güell	<input type="checkbox"/>
17:00	Admission to Park Güell	<input type="checkbox"/>
17:30	Admission to Park Güell	<input type="checkbox"/>

If your reservation is for 8 people or more, you can book a parking slot, should you wish to do so.

The booking is for one hour and a half and the price is 18 €. Parking time starts 15 minutes before the time of visit.

Complete the purchase

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 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.

Confirmation of the reservation							
Delete	Activity	Date visit	Start time	No. of people	Rates	Price	Amount
	Admission to Park Güell	02-07-2023	11:30	18	Groups	7.50 €	135.00 €
						Total	135.00 €
						Obligatory prepayment	20.00 %
						Amount	27.00 €
						Will remain pending	108.00 €

Purchase conditions:
Booking Confirmation:
 To confirm your booking, you must make an initial pre-payment amounting to 20% of the total amount. You can also pay for the booking in full, should you wish to do so. Payment of the outstanding balance, corresponding to 80% of the total cost, must be made at least two days before the date of your visit.
 If the outstanding balance is not paid, the booking will be cancelled with no option of reactivation. In such cases, the pre-payment amount will be automatically refunded.
 If you make the booking two days before the date of your visit, payment must be made in full.
Changes to the date and time of the booking can be made provided that payment has been made in full and the change is made at least two days before the date of your visit. The number of people included in the booking may be changed (increasing or reducing the number by up to 20% in relation to the initial booking) so long as there is capacity.
 • If you have made the initial pre-payment, these changes can be made in the user area.
 • If you have paid for the booking in full, you will have to send an email requesting the changes to parkguell@bsmsa.cat
Cancelling the Booking:
 If you have made the initial pre-payment, you can cancel the booking up to two days before the date of your visit. In these cases, the pre-payment refund will be processed automatically. If payment has been made in full, the booking cannot be cancelled. However, you may change the date and time of your visit, as long as the change is made up to two days before the date of the booking.

[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 of your reservations and a short summary of them.

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

Back to basket

Rates: Groups | No. of people*: [input field]

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

Delete	Activity	Date visit	Start time	No. of people	Rates	Price	Amount	
	Admission to Park Güell	23-07-2023	10:00	21	Groups	7.50 €	157.50 €	
	Parking		09:45		General	18.00 €	18.00 €	
	Admission to Park Güell	18-08-2023	15:00	26	Groups	7.50 €	195.00 €	
	Parking		14:45		General	18.00 €	18.00 €	
						Total	388.50 €	
						Obligatory prepayment	20.00 %	Amount 77.70 €
							Will remain pending 310.80 €	

Purchase conditions:
Booking Confirmation:
 To confirm your booking, you must make an initial pre-payment amounting to 20% of the total amount. You can also pay for the booking in full, should you wish to do so. Payment of the outstanding balance, corresponding to 80% of the total cost, must be made at least two days before the date of your visit. If the outstanding balance is not paid, the booking will be cancelled with no option of reactivation. In such cases, the pre-payment amount will be automatically refunded. If you make the booking two days before the date of your visit, payment must be made in full.
Changes to the date and time of the booking can be made provided that payment has been made in full and the change is made at least two days before the date of your visit. The number of people included in the booking may be changed (increasing or reducing the number by up to 20% in relation to the initial booking) so long as there is capacity.
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Add a new reservation | CONTINUE

Particulars of the reservation

Entity:
BSM

Address:
C/ Calàbria 66 PL 5

Postcode/Town:
08015 Barcelona

Province:
Barcelona

TAX Identification number
A08765919

Reference:
Enter the reference

Person in charge (given name/surname):
Enter the name of person in charge

E-mail:
Enter the e-mail

Confirm e-mail:
Enter the 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 protecciondades@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 that you have read and accepted the data protection policy of Barcelona de Serveis Municipals, S.A., as well as the general conditions of sale.


The final step of the reservation process is to proceed with the payment of your booking. You can choose to pay for 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 
Card Number

Expiry Security Code 

Cardholder Name
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 “**Localiser**” number.

With this 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. (B:SM)
 Address: Carrer de Calàbria, 66, -08015 BARCELONA
 TAX identification number: A 08765919

Reference: d
 Holder: nadia
 Entity: W46M4, 4220014016 43r 4r0m09r3 14 r303r04 j073
 Current date: 28/06/2023 12:46:07

Reserv. number: PAR/1/327760
 Date of the visit: 02/07/2023

Activity	Start time	Rates	No. of people	Price	Amount
Admission to Park Güell	11:30	Groups	18	7.50 €	135.00 €
Total					135.00 €
Paid					20.00 %
Remains pending					108.00 €
Amount					27.00 €

Particulars of the payment

Order number: 823124552345
 Authorisation: 12345
 Amount paid: 27.00 €

Prepayment notice served

- The reservation has been completed correctly. You will shortly receive confirmation at the e-mail address you provided us.
 - Remember that you must pay the remaining 80% of the balance at least 7 days before your visit. If you fail to do so, your booking will be cancelled with no possibility of reactivation. In this case, the pre-payment amount will be automatically refunded.
 - This reservation does not allow you to change the date and time of the visit until the reservation has been paid in full.
 - All prices include VAT (21%)

Print
Start a new reservation

Once the booking has been made, and up to 2 days before the visit, you will be able to:

- Pay for the 80% of the amount of the reservation to confirm it and obtain your reservation voucher.
- Modify it, following the steps found on section 5.3 and 5.4
- Cancel it. You will find all the information regarding cancellations on section 5.5 of this manual.

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

- To confirm your booking, you must prepay 20% of the cost of the tickets booked. If you have chosen to reserve a parking slot, it will also be booked by making this payment. Once full payment has been made, you will receive an email confirming your booking.

- The outstanding balance of the remaining 80% of the total cost must be paid up to two days before the date of your visit. If payment is not provided, your booking will be cancelled with no possibility of reactivation. The pre-paid amount will automatically be refunded.
- Changes to the date and time of the booking can be made provided that payment has been made in full and the change is made at least two days before your visit.
- BSM will send all your invoices by e-mail within 24 hours after the reservation is confirmed.

Please note that reservations made less than 2 days before the visit can only be paid in full. In the next section you will find the procedure to modify or confirm the reservation.

5. ACCES 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?

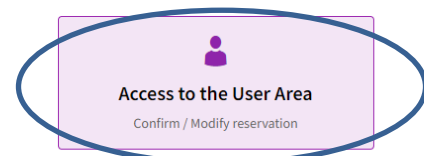
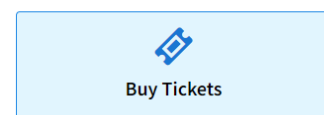
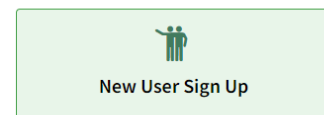
A group of between 10 and 30 people who make a reservation and/or purchase a joint ticket and have a single ticket for entering to Park Güell.

Park Güell has achieved three certifications: [Global Safe Site](#), [Safe Tourism Certified](#) and [Safe Travels](#).

These certifications recognize that the organization fulfills all established safety measures to prevent the spread of COVID-19. We recommend that you check them [here](#).

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](#). If coach parking is needed, it is essential to organise this when purchasing entrance tickets.



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):
enter locator number

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

User code:
enter user code

Password:
enter password

Continue

In order to gain access to modify and/or confirm your reservation, enter the **Localiser** 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 the **Continue** button and go to the **Outstanding reservations** section.

Outstanding reservations Previous reservations

Outstanding reservations

Search

Channel	Locator	Paid	Outstanding	No. of persons	Registration date	Visit date	Reference	Select	€	Docs
There are no data in the table										
There are no items to show										

Important note
If you want to pay multiple reservations, you must select the € check and then the button "Pay selected"

Display reservation details Pay selected

This screen shows all your current reservations.

If you wish to proceed with the payment without viewing the reservation details, you can check the square € and then click **Pay selected**.

Otherwise, select which reservation would you like to confirm or modify on the right column (Select) and press the button **Display reservation details**.

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

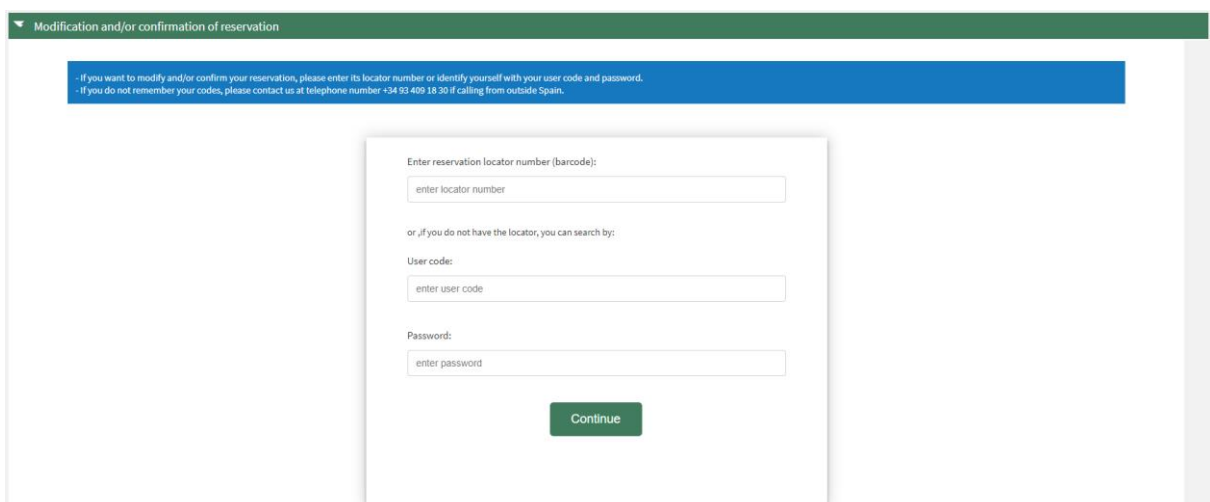
On the next step you can choose one of the following options:

- Confirmation and payment
- View the receipt
- Modify the number of people or change the day and/or time of your visit
- Booking cancellation

5.1. Confirmation and payment

The outstanding balance of the reservation must be paid up to 2 days before the day of the visit. Otherwise, the booking will be cancelled and the prepayment amount will be automatically refunded.

When you choose proceed with the payment, another screen will be displayed.



Once the payment has been 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 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/IR/1/193818	Prova Maria	Prova Maria	31/07/2019	24.00 €
Total				24.00 €

Payment particulars

Order number: 119133718206
Authorisation: 171717
Amount paid: 0.24 €

[Back to reservations consultation](#) [Print](#)

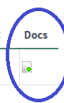
5.2. View the receipt

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 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 are viewing a reservation with an outstanding balance, you can modify the number of people of that reservation clicking **Altering number of persons**.

Please be reminded that you can only increase or reduce the number of people in the group, as long as there is enough capacity, by no more than 20% of the initial reservation.

Details of reservation

Holder: jo
Centre: CCALGIR.Agència

Locator: PAR/IR/1/327758
Visit date: 18/08/2023
Registration date: 27/06/2023

Activity	Start time	Rate	Persons	Groups	Price	Amount
Admission to Park Güell	11:30	Groups	18	1	7.50 €	135.00 €
Total						135.00 €
Paid						27.00 €
Remains outstanding						108.00 €

Important notes

Booking Confirmation:
Payment of the outstanding balance, corresponding to 80% of the total cost, must be made up to two days before the date of your visit. If this outstanding balance is not paid, the booking will be cancelled with no option of reactivation. In this case, the pre-payment amount that has been paid will be automatically refunded.

Changes to the Booking:
Changes to the date and time of the booking can be made provided that payment has been made in full and the change is made at least two days before the date of your visit. You can request changes to your booking at the following link
The number of people included in the booking may be changed (increasing or reducing the number by up to 20% in relation to the initial booking) so long as there is capacity:

- if you have made the initial pre-payment, you can make changes to your booking by selecting the option 'Change No. of people'. The cost of the booking will be updated once it has been confirmed.
- if you have paid in full, you will have to send an email requesting the changes to parkguell@bsmsa.cat.

Cancelling the Booking:
If you have made the initial pre-payment, you can cancel the booking up to two days before the date of your visit. In this case, the pre-payment amount will be automatically refunded. If you have paid in full, it is not permitted to cancel the booking. However, you are allowed to change the date and time of your visit as detailed in the previous section, **Changes to the Booking**.

View receipt
Confirmation and payment
Modify number of persons
Cancel the reservation

Activity	Start time	Rate	Persons	Price	Amount
Entrada Zona Regulada del Park Güell	20:30	Grups	10	3.00 €	0 €
Total					0 €

Save changes

Modifications made 2 days before the visit day will be confirmed at the end of the payment process.

Once the reservation is fully paid, modifications can only be requested by email at parkguell@bsmsa.cat.

- **When adding people to the reservation**, you will receive an e-mail confirming the adjustment. The payment of the outstanding amount must be paid on the same day as the request.

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

- **When reducing the number of people** of the reservation you will receive an updated voucher. Within the next 24 hours you will receive a corrective invoice showing the amount refunded. Please be advised that the 20% of this amount will not be refunded.

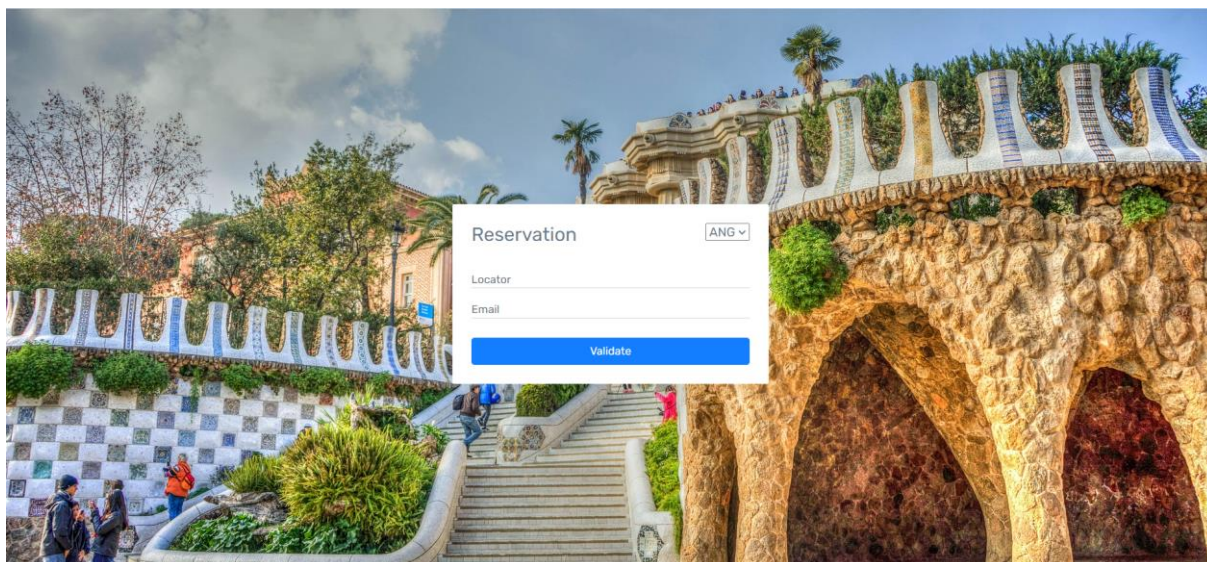
If you modify the reservation at least 4 days before the day of the visit, you will be refunded the 80% of the amount. If this reduction is made 2 days before the day of the visit, the refunded amount will be the 50% of the modification. However, if the modification is done on the same day or the day before, no refund will be made.

5.4. Modify the day an /or time of your visit

Changes to the date and time of the booking can be made provided that payment has been made in full and the change is made at least two days before the date of your visit, so long as there is capacity. You can request changes to your booking at the following [link](#).

Bookings with outstanding balances cannot be modified.

To request a change in the day and time of fully paid bookings, follow the link provided above. Enter the localiser and email address of your reservation and then click the **Validate** button.



On this page, you can choose your preferred day and time slot. Only available times are shown. Remember that you can change your booking up to two days prior to your visit. Once you have chosen your preferred day and time, click the **Confirm** button.

Locator number 700573541729

Date	Time	Activity	Rate	Units
30/07/2023	11:30	Admission to Park Güell	Groups	9

Units: 9

Select the desired date

« July 2023 »

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

- Actual date
- Selected date
- Booking date

Select the desired schedule

Admission to Park Güell

09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00
13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30
18:00	18:30	19:00	19:30					

CONFIRM

Once the change has been confirmed, the system will show its confirmation. After that, you will receive an email confirming the change and an updated voucher.

Locator number 700573541729

Correct!

Your reservation has been successfully modified.

In a few minutes you will receive an email with the new voucher you will need to access to the Park GÀÿell.

5.5. Booking cancellation

If you have only made the initial prepayment, you can cancel the booking up to two days before the date of your visit. In this case, the prepayment amount will be automatically refunded.

In this case, you need to select the reservation and click the option **Cancelling the reservation**. The reservation will be canceled and the prepayment amount that has been paid will be automatically refunded. Within the next 24 hours you will receive a corrective invoice corresponding to the cancellation.

If the payment has been made in full, the booking cannot be cancelled. However, you are allowed to change the date and time of your visit as outlined in the previous section, **5.4. Change to the day and/or time of the visit**.

The screenshot displays a web interface for managing a reservation. At the top, it shows 'Details of reservation' with the following information:

- Holder: JO
- Centre: CCALGIR Agència
- Locator: PAR/IR/1/327758
- Visit date: 18/08/2023
- Registration date: 27/06/2023

Below this is a table of activities:

Activity	Start time	Rate	Persons	Groups	Price	Amount
Admission to Park Güell	11:30	7.50 €	18	1		135.00 €
Total						135.00 €
						Paid 27.00 €
						Remains outstanding 108.00 €

A modal dialog box is centered on the screen, asking: "Are you sure you want to cancel this reservation? Refund of the 20%". It has two buttons: "Yes" and "No".

Below the table, there is a section titled "Important notes" with the following text:

Booking Confirmation:
Payment of the outstanding balance, corresponding to 80% of the total cost, must be made up to two days before the date of your visit. If this outstanding balance is not paid, the booking will be cancelled with no option of reactivation. In this case, the pre-payment amount that has been paid will be automatically refunded.

Changes to the Booking:
Changes to the date and time of the booking can be made provided that payment has been made in full and the change is made at least two days before the date of your visit. You can request changes to your booking at the following link. The number of people included in the booking may be changed (increasing or reducing the number by up to 20% in relation to the initial booking) so long as there is capacity:

- if you have made the initial pre-payment, you can make changes to your booking by selecting the option 'Change No. of people'. The cost of the booking will be updated once it has been confirmed.
- if you have paid in full, you will have to send an email requesting the changes to parkguell@bsmsa.cat.

Cancelling the Booking:
If you have made the initial pre-payment, you can cancel the booking up to two days before the date of your visit. In this case, the pre-payment amount will be automatically refunded. If you have paid in full, it is not permitted to cancel the booking. However, you are allowed to change the date and time of your visit as detailed in the previous section, **Changes to the Booking**.

At the bottom of the interface, there are four buttons: "View receipt", "Confirmation and payment", "Modify number of persons", and "Cancel the reservation".



Thank you for putting in some time into reading this manual!

Remember that for any other queries and further information you can also consult our website <https://parkuell.barcelona/en/planning-your-visit/organized-groups> or email us at parkuell@bsmsa.cat