

Reservations four groups

Manual



Summary:

Introduction	3
Access to the website	3
New users sign up	4
Ticket reservations	5
Select the number of people	5
Select the day of the visit	6
Select the entry time of your visit	6
Complete de purchase	7
Access to the user area	10
Confirmation and payment	12
View the receipt	13
Modify the number of people	13
Modify the day and /or time of your visit	15
Booking cancellation	16

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.

Approved browsers

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

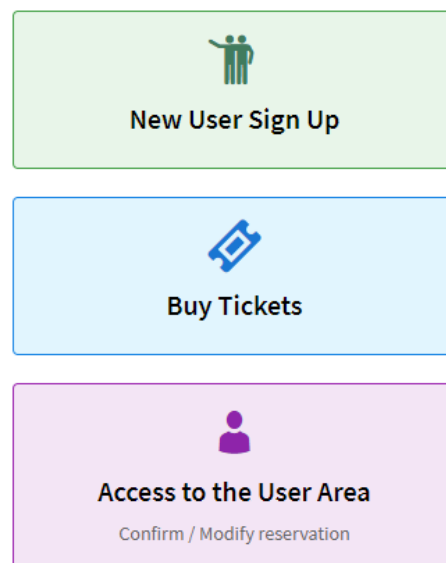
Access to the website

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

On the homepage, click the header option **Planning your visit** and then **Organized groups**.

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.

New users 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.

Ticket reservations

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

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.

User code:

Password:



CONTINUE

AVAILABILITY

REGISTER

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.

1 - Ticket reservation access for organised groups

Admission to Park Güell

2 - Select the number of people

Rates

No. of people*

Groups

Rules:

- The maximum number of people allowed per reservation is 30.
- No. Of People*. Here you must type in the total amount of members of the group, including tour leaders, teachers and other assistants. Official Guides approved by the Catalan Government DO NOT have to be included in this tab. They must show their Catalan Official Guide credentials in the access point in order to have free access, and they are the only ones who can give explanations in Park Güell.

CONTINUE

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**.

1 - Ticket reservation access for organised groups

Admission to Park Güell

2 - Select the number of people

3 - Select the date of the visit

July 2026

Mo	Tu	We	Th	Fr	Sa	Su
		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		

August 2026

Mo	Tu	We	Th	Fr	Sa	Su
					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						

September 2026

Mo	Tu	We	Th	Fr	Sa	Su
	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				

Not available

DATE OF THE VISIT:

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

CONTINUE

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.



Informació d'ús exclusiu per © Barcelona de Serveis Municipals S.A. Tots els drets reservats. Es prohibeix la seva reproducció, comunicació i accés a tercers no autoritzats.

6

1 - Ticket reservation access for organised groups

2 - Select the number of people

3 - Select the date of the visit

4 - Select the time-band of the visit

Admission to Park Güell

Number of people: 30

06-08-2026

Start time	Description	Select
09:00	Admission to Park Güell	☐
13:00	Admission to Park Güell	☐
13:30	Admission to Park Güell	☐
14:00	Admission to Park Güell	☐
14:30	Admission to Park Güell	☐
15:30	Admission to Park Güell	☐
16:30	Admission to Park Güell	☐
17:00	Admission to Park Güell	☐
17:30	Admission to Park Güell	☐
18:00	Admission to Park Güell	☐
18:30	Admission to Park Güell	☐
19:00	Admission to Park Güell	☐
19:30	Admission to Park Güell	☐

Important notes:

- Only available time bands are shown.
- The group has a maximum of 30 minutes to access to Park Güell.
- Once inside the Park Güell, you can take as long as you like, but once you have left, you cannot re-enter.
- Parking reservations for visits on or after February 9 must be made directly through the Zona Bus website: <https://zonabus.cat/en>

CONTINUE

If you would like to reserve a parking space, please note that this can only be done through the Zona Bus website: <https://zonabus.cat/>

If you have any questions about the process, please contact us by email at suportzonabus@bsmsa.cat

Complete de 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 and number of people).

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

Once the reservaton is made, click Continue.

Once all the details are complete, it is essential to choose the language for the maps.

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 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.

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

MM/YY

Security Code

Security Code

Cardholder Name

Cardholder Name

PAY NOW

256-bit SSL encrypted

Comercia Global Payments

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.

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 the next section.
- Cancel it. You will find all the information regarding cancellations on the next section.

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 not be refunded under any circumstances.

- Changes to the date and time of the booking can be made if 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.

Access to the user area

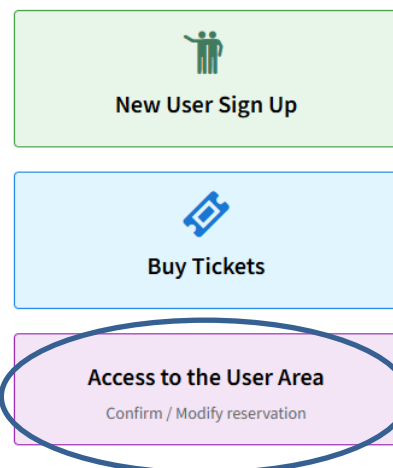
To carry out any of the above actions, access the **Organized groups** area, that you will find on the main page, and press the **Access to the User Area** button.

What is an organised group?

A group of between 8 and 30 people who make a reservation and/or purchase a joint ticket and have a single ticket for entering to Park Güell.

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.
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:

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 31 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										
Outstanding reservations										
Channel	Locator	Paid	Outstanding	No. of persons	Registration date	Visit date	Reference	Select	€	Docs
IR	700173241925	183.00 €	0.00 €	22	28/05/2024	01/06/2024	f	☐		
IR	700373241921	33.60 €	104.40 €	16	28/05/2024	02/06/2024	f	☐	☐	
IR	700573241928	243.00 €	0.00 €	30	30/05/2024	02/06/2024	f	☐		
IR	700673241926	243.00 €	0.00 €	30	28/05/2024	01/06/2024	f	☐		
IR	700773241924	168.00 €	0.00 €	20	28/05/2024	01/06/2024	f	☐		

Important note

If you want to pay multiple reservations, you must select the € check and then the button '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.

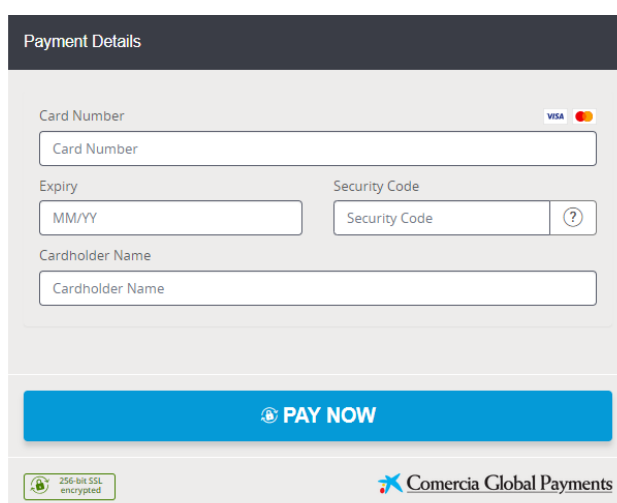
On the next step you can choose one of the following options:

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

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 automatically cancelled and it will not be possible to reactivate it or receive the refund of the prepayment.

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



The image shows a 'Payment Details' form. It has a dark header with the title 'Payment Details'. Below the header, there are three input fields: 'Card Number' (with a Visa/MasterCard logo), 'Expiry' (with a placeholder 'MM/YY'), and 'Security Code' (with a placeholder 'Security Code' and a question mark icon). Below these is a 'Cardholder Name' field. At the bottom of the form is a large blue button labeled 'PAY NOW'. At the very bottom, there is a small green lock icon with the text '256-bit SSL encrypted' and the 'Comercia Global Payments' logo.

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:

32M

Current date:

29/05/2024 20:07:01

Locator	Reference:	Holder:	Visit date:	Price
700173241925	f	nad	01/06/2024	146.40 €
Total				146.40 €

Payment particulars

Order number:

924200433347

Authorisation:

123456

Amount paid:

146.40 €

Back to reservations consultation

Print

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	☐		

Showing 1 - 1 from 1 items

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.

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 reservation will be automatically cancelled and it will not be possible to reactivate it or receive the refund of the prepayment.

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, so long as there is capacity. 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. In this case, the outstanding amount must be paid on the same day as the request.

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. This amount will not be refunded under any circumstances.
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, so long as there is capacity, as detailed in the previous section, **Changes to the Booking**.

View receipt

Confirmation and payment

Modify number of persons

Activity	Start time	Rate	Persons	Price	Amount
Entrada Zona Regulada del Park Güell	20:30	Groups	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.

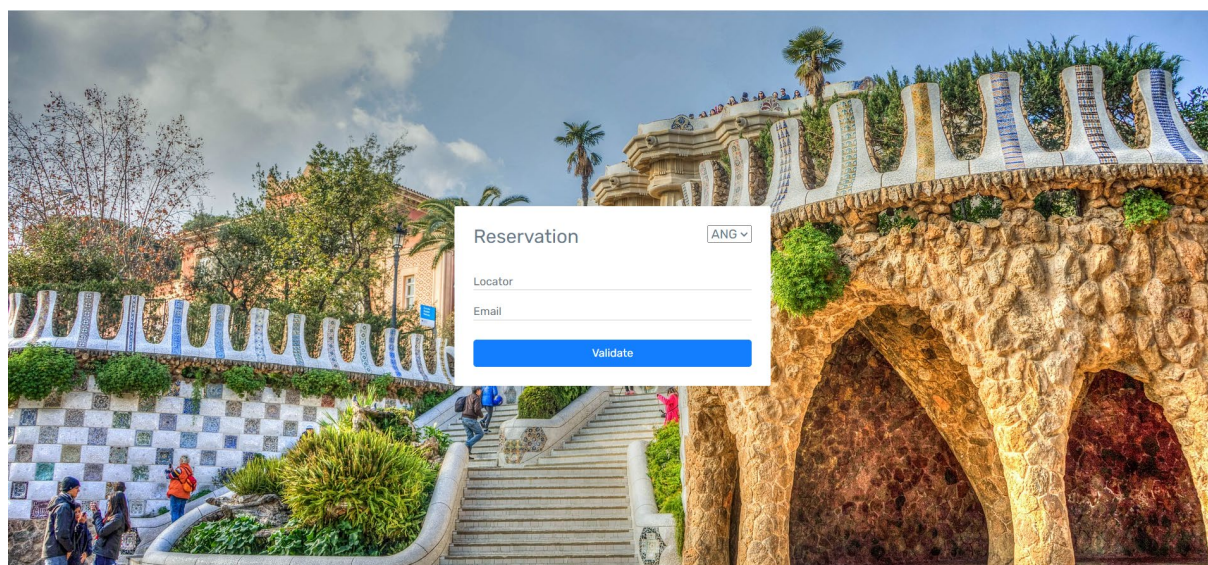
Modify the day and /or time of your visit

Changes to the date and time of the booking can be made if 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 Güell.

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 not be refunded under any circumstances.

In this case, you need to select the reservation and click the option **Cancelling the reservation**. The reservation will be cancelled and it will not be possible to reactivate it or receive the refund of the prepayment.

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, **Change to the day and/or time of the visit.**



Thank you for taking some time to read this manual!

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