

INSTRUCTIONS FOR MAKING BOOKINGS AND FOR GUIDED TOURS AT ESCORNALBOU CASTLE AND MONASTERY

BOOKINGS

Escornalbou Castle and Monastery is a house that has been turned into a museum. In order to guarantee the security of the large number of objects on display, all tours must be prearranged and led by guides. On weekdays, tours are conducted by qualified tour guides from the Catalan Agency of Cultural Heritage. These tours are shorter because, for operational reasons, some of the rooms are not open to the public. At weekends, tours are conducted by guides from the concessionaire because the number of visitors is larger. In addition, a complete tour of the monument on a weekday can be arranged with the concessionaire.

- **Bookings must be made well in advance.** We cannot guarantee that bookings made at shorter notice will be accepted.
- All bookings must be sent to the **central booking office**, at Santes Creus Royal Monastery, by email to reservesmonuments.acdpc@gencat.cat.
- **At the entrance to the monument, the person responsible for the group must present the confirmation letter showing the booking number** issued by the booking office in the week prior to the visit. This letter will indicate the assigned time for the group to enter the monument. It is important that you check the details in the letter and read the specifications carefully.
- For the safety of users and visitors to the monuments, booking requests from companies, agencies or other intermediaries must include the following information: **date, time and duration** of the visit, **name and phone number or email address of the contact person from the company** making the booking (in order to send the confirmation letter to them), **name and telephone number or email address of the contact person for the group** visiting the monument, **total number of visitors, number of groups, number of accompanying persons, type of group**

and/or educational level (school party, group of adults, etc.) **and origin of the group** (village, town or city, name of the education centre, association, travel agency, tour operator, etc.). This information will also be necessary to guarantee the screenings of the audiovisuals.

- **To enable us to process booking requests, including those already submitted to the booking service that have not yet been processed, the information detailed in the paragraph above must be supplied in order for visits to be arranged. If it is found that the details provided by the company in the booking form do not match those of the group that arrives at the monument, the booking office reserves the right to cancel the tour.**

Personal data will be stored in a file that is the responsibility of the Catalan Agency of Cultural Heritage. It holds this file for its own use, for the purpose of dealing with the request, sending out information and managing the activities and services supplied. The data will be handled in accordance with the terms of European Regulation (EU) 2016/679. The user will retain at all times the rights of access, rectification, deletion, limitation, opposition and portability of data, which may be exercised by writing an email to lopd.acdpc@gencat.cat or a letter addressed to Responsable LOPD, Agència Catalana de Patrimoni Cultural, Palau Moja, Portaferrissa 1, 08002 Barcelona.

CHANGES AND CANCELLATIONS

Companies, education centres, agencies or other intermediaries must notify the booking office in advance of any changes to the number of visitors, accompanying persons and schedules. The monument does not guarantee that the occupation of the space can be rearranged.

Guided tours have set starting and finishing times for the occupation of the space. If a group arrives late, the guide will wait for a maximum of 30 minutes and the tour will be adapted to the time remaining. If the delay is more than 30 minutes, the tour will be cancelled.

CHARACTERISTICS OF THE GROUPS

- Under no circumstances may groups exceed **30 visitors**.
- Each group with a guided tour arranged must always have at least **one accompanying person** who will take the tour with them. Under no circumstances may more people join the group during the tour.
- If any member of the group has special educational needs and/or reduced mobility, this must be mentioned when making the booking.
- School or tourist groups may not engage in any activity inside the monument without prior authorisation. Any authorised activity must be carried out under the supervision of the teachers or accompanying persons, in silence and without disturbing the regular activity of the monument.
- **Instructions given by staff from the Catalan Agency of Cultural Heritage and the concessionaire must be complied with** at all times to ensure the safety of groups and individuals.

SPECIFICATIONS OF THE MONUMENT

- The monument reserves the right to refuse admission on capacity or personal safety grounds or for reasons of conservation and security of the rooms and objects on display.
- The monument can only be visited on a guided tour, except the monastery premises, which can be visited freely.
- The audiovisual room has a maximum capacity of 30 people.
- No more than two groups can take the guided tour simultaneously and it is advisable for them not to both be in certain spaces at the same time. Otherwise, the satisfactory functioning of the service cannot be guaranteed. This number may be affected if the monument's education services are conducting an activity.
- Escornalbou Castle and Monastery is not adapted for people with reduced mobility.

WHILE ACTIVITIES ARE IN PROGRESS

- We ask for maximum punctuality to guarantee the satisfactory provision of the service.
- Teachers and/or accompanying persons will be responsible for the behaviour of the group.
- Under no circumstances may the group be left alone with monument staff.
- Visitors are asked to show respect and pay attention during tours.
- No voice amplification device or similar equipment may be used during tours.
- Running, jumping or climbing onto the walls of monuments are not permitted.
- Eating and drinking in heritage sites and monuments are not permitted. The booking office will provide information about the location of nearby areas set up for the purpose.

Site or monument staff may terminate the visit at any time if minimum standards of behaviour are not met.

MONUMENT ENVIRONS

Groups are responsible for disposing of any waste they produce inside or around the monuments.

No geological or archaeological samples may be collected inside or around the monuments.

Groups are advised to wear clothing and footwear appropriate for the surroundings and the weather conditions. If in doubt, enquiries may be addressed to the booking office by email to reservesmonuments.acdpc@gencat.cat or by calling 977 638 329.