



INSTRUCTIONS FOR MAKING BOOKINGS AND FOR GUIDED TOURS AT SANTES CREUS ROYAL MONASTERY

1. BOOKINGS FOR ORGANISED GROUPS WITH THEIR OWN GUIDE

The instructions in this section are for travel agencies, tourist sector companies, education centres or other intermediaries who wish to make a visit to the monument with their own guide.

MAKING BOOKINGS

- **Bookings must be made with at least 15 days' notice.** We cannot guarantee to accept bookings made at shorter notice.
- Bookings must be made at the **booking office** at Santes Creus Royal Monastery, by calling **977 638 329** or by emailing reservesmonuments.acdpc@gencat.cat.
- To make the booking the following information must be provided: **contact address**, preferably electronic (for sending the confirmation letter), **total number of visitors**, **number of groups**, **number of accompanying persons**, **type of group/educational level** (school group, adults, etc.), **origin of the group** (name of the education centre, association, travel agency, tour operator, etc.) and whether it includes anyone with special educational needs and/or reduced mobility. This information is required to ensure capacity levels are not exceeded and to adapt the visit and audiovisuals to the characteristics of the group.
- The booking office will send to the address provided a **confirmation letter**, which must be shown at the entrance to the monument by the person accompanying the group on the day of the visit. It is important to check the booking identification data and the specifications given in the letter.



If you wish to receive information, you need only request it. The data you provide will become part of the Catalan Agency of Cultural Heritage database and 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

Travel agencies, companies, education centres or other intermediaries must notify the monument in advance of any changes to the number of visitors, accompanying persons or schedules. The monument does not guarantee that the activity can be rearranged.

Groups must abide by the set starting and finishing times for their tour. If a group arrives late, the monument 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

- Groups must not under any circumstances exceed a maximum of **30 visitors**.
- Each group must always have at least **one assigned accompanying person**. Under no circumstances may more people join the group during the guided tour.
- School or tourist groups may not engage in any activity inside the monument without prior authorisation. Any 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.
- The **instructions of the monument staff must be followed at all times and will take precedence** over any others to guarantee the safety of groups and persons.

SPECIFICATIONS OF THE MONUMENT

- The monument staff may restrict admission on capacity or safety grounds.



- The audiovisual room has a maximum capacity of 50 people.
- No more than four groups can visit the monument simultaneously. To guarantee the satisfactory provision of the service, the times of groups' visits will be arranged to avoid two groups being in certain spaces at the same time.
- Santes Creus Royal Monastery is adapted for people with reduced mobility.

WHILE ACTIVITIES ARE IN PROGRESS

- To guarantee the satisfactory provision of the service, the group must arrive punctually at the time assigned.
- Teachers and/or accompanying persons will be responsible for the behaviour of the group.
- Under no circumstances may teachers and/or accompanying persons leave the group alone or accompanied only by 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 monuments are not permitted. The booking service will provide information on request about the location of nearby areas set up for the purpose.

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, archaeological or palaeontological samples may be collected inside or around the monuments.



Groups are advised to wear clothing and footwear appropriate for the weather conditions. If in doubt, enquiries may be addressed to the booking service by emailing reservesmonuments.acdpc@gencat.cat or calling 977 63 83 29.

2. BOOKINGS FOR ORGANISED GROUPS WITHOUT THEIR OWN GUIDE

The instructions in this section are for groups of more than 15 private individuals who wish to visit the monument and would like monument staff to take them on a guided tour.

MAKING BOOKINGS

- **Bookings must be made with at least 15 days' notice.** We cannot guarantee to accept bookings made at shorter notice.
- Bookings must be made at the **booking office** at Santes Creus Royal Monastery, by calling **977 638 329** or by emailing reservesmonuments.acdpc@gencat.cat.
- To make the booking the following information must be provided: **contact address**, preferably electronic (for sending the confirmation letter), **total number of visitors**, the **type of group** (group of adults, group of adults and children, etc) and whether it includes anyone with special needs and/or reduced mobility. This information is required to ensure capacity levels are not exceeded and to adapt the visit and audiovisuals to the characteristics of the group.
- The booking office will send to the address provided a **confirmation letter detailing the time of the visit and the guide(s) assigned**. This letter must be shown at the entrance to the monument. It is important to check the booking identification data and the specifications given in the letter.

If you wish to receive information, you need only request it. The data you provide will become part of the Catalan Agency of Cultural Heritage database and will be handled in accordance with the terms of European Regulation (EU) 2016/679. The user will retain at all times the



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CHANGES AND CANCELLATIONS

The monument must be notified in advance of any changes to the number of visitors, accompanying persons and schedules. The monument does not guarantee that the activity can be rearranged.

Groups must abide by the set starting and finishing times for their tour. 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

- Without exception, groups must consist of a minimum of 15 and a maximum of 30 people. Under no circumstances may more people join the group during the guided tour.
- No activity may be carried out inside the monument without prior authorisation.
- The **instructions of the monument staff must be followed at all times and will take precedence** over any others to guarantee the safety of groups and persons.

SPECIFICATIONS OF THE MONUMENT

- The monument staff may restrict admission on capacity or safety grounds.
- The audiovisual room has a maximum capacity of 50 people.
- No more than four groups can visit the monument simultaneously. To guarantee the satisfactory provision of the service, the times of groups' visits will be arranged to avoid two groups being in certain spaces at the same time.
- Santes Creus Royal Monastery is adapted for people with reduced mobility.



WHILE ACTIVITIES ARE IN PROGRESS

- To guarantee the satisfactory provision of the service, the group must arrive punctually at the time assigned.
- Teachers and/or accompanying persons will be responsible for the behaviour of the group.
- Under no circumstances may teachers and/or accompanying persons leave the group alone or accompanied only by 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 monuments are not permitted. The booking service will provide information on request about the location of nearby areas set up for the purpose.

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, archaeological or palaeontological samples may be collected inside or around the monuments.

Groups are advised to wear clothing and footwear appropriate for the weather conditions. If in doubt, enquiries may be addressed to the booking service by emailing reservesmonuments.acdpc@gencat.cat or by calling 977 63 83 29.