



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

1. BOOKINGS FOR EXTERNAL ORGANISED GROUPS

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

MAKING BOOKINGS

- **Bookings must be made at least 15 days in advance.** We cannot guarantee that bookings submitted with less than 15 days' notice will be accepted.
- All bookings must be sent to the **booking office**, at Santes Creus Royal Monastery, by email to reservesmonuments.acdpc@gencat.cat.
- To make the booking, the following information must be provided using the **booking form for external organised groups**, available from the booking office: date, time and duration of the visit, **name and contact email address of the responsible 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.). If any member of the group has special educational needs and/or reduced mobility, this must be mentioned when making the booking. This information is required to ensure that the monument has the capacity to accept the booking, as well as to adapt the tour and the audio-visual screenings to the characteristics of the group.
- If all the information is supplied, the booking office will send a **confirmation letter** in the week prior to the tour detailing the time arranged for the group to enter the monument. If the information supplied is not complete, the booking office will return the booking form by email.



- On the day of the tour, the person responsible for the group must present the confirmation letter at the entrance to the monument. It is important that you carefully check the booking identification details and the specifications given in this letter. If it is found that the details provided 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.**

If you wish to receive information, this need only be indicated. The data supplied 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 booking office in advance of any changes to the number of visitors, accompanying persons or schedules. The monument does not guarantee that the occupation of the space can be rearranged.

Groups must abide by the set starting and finishing times for their occupation of the space. 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.



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CHARACTERISTICS OF THE GROUPS

- Groups must not under any circumstances exceed a maximum of **30 visitors**. Under no circumstances may more people join the group during the guided tour.
- 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 **must not engage in any activity inside the monument without prior authorisation**, which must be requested at the time the space booking form is submitted. This 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 individuals.
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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. This number may be affected if the monument's education services are conducting an activity. To guarantee the satisfactory provision of the service, the times of each group's visit will be arranged to prevent two groups from being in certain spaces at the same time.
- Santes Creus Royal Monastery is partly 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.



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- 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 email to reservesmonuments.acdpc@gencat.cat.

2. BOOKINGS FOR GROUPS TAKING THEIR TOUR WITH THE MONUMENT'S EDUCATION SERVICES



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The instructions in this section are for education centres, associations, travel agencies and private individuals who wish to visit the monument and would like to use the monument's education and guided tour services.

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: **name and contact email address** in order to send out the confirmation letter, **total number of visitors and nature of the group** (group of adults, group of adults and children, etc.). If any member of the group has special needs and/or reduced mobility, this must be mentioned. This information is required to ensure that the monument has the capacity to accept the booking, as well as to adapt the tour and the audio-visual screenings 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.

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CHANGES AND CANCELLATIONS

The booking office 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.

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- Santes Creus Royal Monastery is partly 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.
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