

THE BASILICA OF THE SAGRADA FAMILIA RULES AND REGULATIONS

- 1) GENERAL RULES TO ACCESS THE TEMPLE
- 2) AREAS OF THE BASILICA
 - 2.1- Visiting the towers
- 3) BEHAVIOUR WITHIN OUR PREMISES
- 4) CLOTHING IN THE TEMPLE
- 5) PHOTOGRAPHS
- 6) AUDIOGUIDE SERVICE
- 7) TYPES OF TOURS
 - 7.1 – Individual
 - 7.2 – Groups
 - 7.2.1- Guided tours for groups
- 8) REFUND POLICY
 - 8.1 – Individual tickets
 - 8.2 – Group tickets

The Basilica of the Sagrada Família is open to everyone. In the interest of safety and out of respect for others, visitors are asked to comply with the following rules and regulations. Failure to do so may result in being denied access or asked to leave the grounds.

1) GENERAL RULES TO ACCESS THE TEMPLE

- The organisation reserves the right to refuse admission.
- Visitors' bags, rucksacks, luggage and personal effects will be inspected at the entrance. If any objects considered dangerous are found, they shall be confiscated and returned at the end of the visit, or the visitor will be denied access to the grounds. Dangerous items are any sort of weapon, such as sharp objects, knives or similar. Other prohibited items include any sort of banner, sign or flag intended as a protest and any chemical product that could harm other people or damage the monument.
- Visitors must have a valid ticket to enter and remain on the grounds, and it must be shown to any visitors' services and/or security officers upon request, as well as to any duly accredited Basilica staff members.

- Children under 16 must be accompanied by an adult at all times to enter the grounds.
- There are separate entrances for individual and group visitors, listed on the tickets along with the date and time of the visit. As a general rule, tickets purchased will not be reimbursed if visitors are unable to enter the temple on the date and time listed on the ticket.
- Groups must book in advance. If they fail to do so, they may only enter the Basilica if there are timeslots available.
- Only visitors with a valid ticket issued by the Sagrada Família or authorised services may enter the premises. The sale or resale of tickets on the street is strictly forbidden, as is creating counterfeit tickets.
- Once a ticket has been used to enter the premises, the holder may not leave and return.
- To qualify for the discounts available, proper documentation must be provided, which will be checked by staff upon entry.
- The ticket office closes 30 minutes before the facility closes and visitors will be asked to leave 15 minutes before closing.
- No animals are allowed on the site except for guide dogs.
- To ensure the safety of both people and the site itself, the Basilica is equipped with video surveillance cameras both on the grounds and along the outer perimeter. In accordance with the provisions of current law, visitors are notified on corresponding signs in the areas with video surveillance that these images shall be saved in a video surveillance file owned by the Junta Constructora del Temple de la Sagrada Família.
- Furthermore, on the back of all tickets and on the print-at-home PDF tickets purchased online, visitors are warned that by purchasing the tickets they are authorising the Fundació Junta Constructora del Temple Expiatori de la Sagrada Família to record them over the course of their visit to the Sagrada Família and/or Gaudi House Museum and to use their image for informational and/or promotional purposes indefinitely. Anyone interested in doing so may exercise their right to access, correct, cancel or opposed to handling of said information, as established in L.O.P.D 15/1999 on the Protection of Personal Data, in writing to: C/ Mallorca, 401. 08013. Barcelona or by email to: informacio@sagradafamilia.org.

2) AREAS OF THE BASILICA

The organisation reserves the right to modify routes or limit the spaces that can be visited at the Basilica for reasons of safety, restoration, maintenance, bad weather or special events. In such cases, the Basilica shall reimburse visitors for the proportional part corresponding to the value-added service purchased and not used.

The organisation, in compliance with current law, controls the capacity of the Basilica and its spaces based on criteria of safety and preservation of the monument.

2.1) VISITING THE TOWERS

For safety reasons, the towers will remain closed during adverse weather conditions.

For safety reasons, people with reduced mobility cannot go up the towers.

Children between 6 and 16 must be accompanied by an adult. For school visits, there must be at least one teacher for every 10 students.

Visitors to the towers must leave rucksacks, bags or cases in the lockers provided. The organisation shall not be held responsible for the loss or theft of objects left in the lockers. Visitors will be responsible for their own personal objects and are asked to be extremely careful during this part of the visit.

People who suffer from vertigo, claustrophobia, anaemia, dizziness, heart and/or respiratory problems are advised not to go up in the towers.

3) BEHAVIOUR WITHIN OUR PREMISES

Out of respect for other visitors and to preserve the contemplative setting appropriate for a place of worship, visitors are asked not to raise their voices. Visitors must behave politely throughout their time on the premises, refraining from forming crowds or running while on site.

Any acts of protest are strictly prohibited anywhere on the Basilica grounds.

No smoking or eating is allowed anywhere on the site. Drinks must be consumed outside the building.

Use of a tripod to take photographs on the grounds is prohibited except with prior consent from the Press Department. Any photographs or videos taken for commercial purposes may not be reproduced, distributed or sold without permission from the organisation.

In the case of evacuation, instructions from Basilica staff must be followed at all times.

Those who come to mass or other events may not wander around the Basilica during the service. Everyone must remain seated in silence and no photos allowed.

4) CLOTHING IN THE TEMPLE

For safety, no hats are allowed inside the nave or the museum except for religious, health or belief-related reasons. Visitors may not enter barefoot.

As it is a Catholic church, visitors must dress appropriately, following these restrictions:

- No see-through clothing
- Tops must cover the shoulders
- No plunging necklines or exposed backs or bellies

- Shorts and skirts must come down to at least mid-thigh
- Visitors may not enter in swimwear
- Visitors will not be allowed to enter with special clothing to celebrate any sort of festivities, nor with any decorations designed to distract or draw attention for artistic, religious, promotional or any other purposes.

5) PHOTOGRAPHS

Professional photo equipment is not allowed inside the Basilica. The only media to access will be those previously authorised by our Press Department.

Professional photo equipment is not allowed inside the Basilica for photo shoots with special clothing to celebrate any sort of festivities, nor with any decorations designed to distract or draw attention for artistic, religious, promotional or any other purposes.

6) AUDIOGUIDE SERVICE

The audioguides and transmitter/receiver equipment must be returned in the same conditions it was received before leaving the site.

7) TYPES OF TOURS

7.1) INDIVIDUAL

One person or a person accompanied by his or her partner, friends, family, etc. visiting the Basilica are considered an individual tour, provided they are less than 10 people.

7.2) GROUPS

Any party with 10 people or more is considered a group. All groups must be accompanied by an official Government of Catalonia tour guide or an accredited teacher

Groups must purchase 'Tickets for groups'. No groups will be allowed to enter with individual tickets purchased through the Sagrada Família website, Clorian sales platform or any other dealer.

7.2.1) GUIDED TOURS FOR GROUPS

TOUR WITH A GUIDE SPECIALISED IN THE SAGRADA FAMÍLIA

Sagrada Família offers groups tours with specialised guides. Options include:

- Guided experience for groups of adults.
- Educational tour for school groups, adapted to each group. This service must be booked in advance through the following e-mail address: reserves@sagradafamilia.org.

PRIVATE GUIDED TOURS AND EDUCATIONAL TOURS WITH CERTIFIED TEACHERS

Tours with private guides. In this case, a group that wants to access the Basilica must be accompanied by an official guide acknowledged by the Government of Catalonia.

However, school groups may be guided by a certified teacher without the need for a specialised guide, provided the teacher submits documentation confirming their status as a teacher. According to current regional regulations, only official guides and certified teachers can carry out explanatory tours.

The guide or responsible teacher who performs the explanations within the premises of the Basilica must use a walkie-talkie.

School groups or with an official guide must receive and wear a corporate sticker at the entrance enabled for groups. Groups are not allowed in the area of the ambulatory and, if the group is made up of more than 30 people, they will not be granted access to the museum.

8) REFUND POLICY

Unused tickets are refundable. Sagrada Família will validate and confirm the non-use of tickets. All refunds are managed through the following e-mail address: customer@sagradafamilia.org.

Sagrada Família is only responsible for tickets bought on their official website www.sagradafamilia.org, through their official ticket provider www.clorian.com or tickets managed through our Booking Department (reserves@sagradafamilia.org). Sagrada Família will not be responsible for the refund of tickets purchased on unofficial sites.

To request a refund, tickets must be presented in digital or physical format along with the reservation number within a maximum of 30 days after the date of the reservation.

Ticket refunds will be nominal and will only be made to the person who bought the tickets.

The refund of your purchase will be made by the same method as the payment:

- If purchase was made online, the refund will be processed directly back on the bank account you made the online payment. The repayment period will depend on your bank.
- If the ticket was purchased at a box office, the refund should be requested at the incident office

If you do not receive your refund within 30 days, contact customer@sagradafamilia.org to check the status of your request.

For both individual tickets and group tickets, Sagrada Família will only refund the cost of additional services associated with the ticket. These services include:

- Tour of the towers: €7 refund
- Guided tour: €8 refund
- Audioguide service: €6 refund

Reasons accepted when requesting the refund of additional services are:

- Tour of the towers: closure because of weather or maintenance reasons.
- Audioguide service: repeated malfunction of the material or affectations to the Temple that don't allow for hearing.
- Guided tours: non-attendance of the guide or affectations to the Temple that don't allow for hearing.

8.1) INDIVIDUAL TICKETS

Sagrada Família will refund the full amount of the ticket if a valid justification for non-attendance is provided.

The following is a list of valid reasons for non-attendance, for which the basilica will make full refund:

- **Medical reasons.** Where non-attendance is for medical reasons, full ticket refund may be requested. The organisation will require medical proof in order to make the refund.
- **Delay, cancellation of flights or other transportation.** In cases involving flight delays or cancellation, official proof from the corresponding carrier is required.
- Refunds that are not backed up by official proof or requested for personal reasons will not be accepted. In these cases, we recommend contacting customer@sagradafamilia.org to reschedule entry (service subject to availability).

8.2) GROUP TICKETS

If the group fails to attend for justified reasons, such as travel cancellations or delays or medical reasons, valid proof of justification will be required in order to cancel and refund the reservation.

If the final number of people in the group is less than that in the reservation (minimum of 9 people), you may request a refund of unused entries. Valid proof of justifying circumstances for partial refund will be requested.

If a group fails to attend without prior notice, Sagrada Família will make neither full nor partial refunds.

If your refund request is for a reason other than the above, we will study your particular case and provide an answer from customer@sagradafamilia.org.

To request ticket refund for any of the above reasons, you must present the reservation number and unused tickets in digital or physical format as soon as possible and within a maximum of 30 days after the date of the visit.

