

## **CHANGES AND REFUND POLICY OF THE SAGRADA FAMÍLIA BASÍLICA**

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**Refunds/changes will only be possible for unused tickets.** Sagrada Família will confirm the non-use of the ticket through its validation system at the entrance.

Sagrada Família is only responsible for the tickets purchased through its official website <http://www.sagradafamilia.org> or through our official ticket vendor [www.clorian.com](http://www.clorian.com).

**Sagrada Família will not manage and/or authorise refunds for tickets purchased through intermediaries. In this case, the user must contact the company/vendor who sold them the ticket.**

### **How to request a ticket refund**

- To request a refund for tickets purchased directly on our official website, you need to submit them in digital format or paper, provide the booking number and submit your request within 30 days after the day of the visit.
- The refund request will be nominal, that is, only the person who purchased them will be able to request a refund.
- The refund will be made using the method used for payment. The refund will be processed a maximum of 40 days after the request.  
If the tickets were bought with a credit or debit card, the refund period will depend on your bank.
- Sagrada Família will confirm the non-use of the service through its ticket validation system.

### **How to request a ticket change**

- If you can't access the premises at the booked time, you can request a ticket change provided it hasn't expired, that is, provided the access time you initially booked hasn't passed.
- The change will be processed via email to [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org) and will be subject to availability.



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## REFUND/CHANGE POLICY FOR INDIVIDUAL VISITORS

### This policy applies to individual buyers and not intermediaries

#### Full package ticket refunds

Sagrada Família will give you a full refund for your ticket if you provide valid proof explaining the reason why you couldn't use it.

Below is a list of justified reasons for which Sagrada Família will give you a full refund for your ticket.

- **Health reasons.** If you can't use your ticket due to medical reasons, you may request a refund. The organisation will require medical proof to process the request.
- **Plane or other means of transport trip delays or cancellations.** If your trip was delayed or cancelled, we'll require official proof provided by the relevant transport company.
- **We don't accept the following reasons as justification for a refund:** personal reasons, no-show without official proof, not letting us know in advance or errors while buying your tickets.

If your refund request is due to these reasons or to a different one, please get in touch with [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org).

#### Refunds for additional services

#### TOWERS

If the **towers are closed** because of weather or maintenance reasons, you will be entitled to a **refund of the amount** corresponding to the visit of the towers, at an **estimated price of €7**.

- For online purchases. The **refund for the amount corresponding to the visit of the towers will be automatic if they are closed**, through the **same payment method** you used to buy the tickets.  
If you don't receive your refund within 30 days, you can get in touch with [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org) to check the status of your request.
- For ticket office purchases. If you have **bought** your tickets at the **ticket offices**, you have to **request the refund for the amount of your visit of the towers at the incidents ticket office**, located at Carrer de Sardanya.

If you request a refund due to reasons other than the fact that the towers were closed, you need to provide your booking number and submit your request within a maximum of 30 days after the day of your visit. In order to receive a refund, you have to submit the unused tickets in digital format or paper.



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People with functional diversity may not go up the towers. If you have purchased the tickets and you aren't able to go up the towers, you can request a refund from our Visitor Service staff.

The refund request will be nominal, that is, only the person who purchased them will be able to request a refund.

The refund will be made using the method used for payment. If the tickets were bought with a credit or debit card, the refund period will depend on your bank.

If you don't receive your refund within 30 days, you can get in touch with [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org) to check the status of your request.

### AUDIOGUIDE

The justified reasons for which you may request a refund for your audio guide are the following:

- Repeated malfunction of the material.
- Activities in the Temple that make hearing impossible.

If your refund request is due to a different reason, we will study your particular case and provide you with an answer from [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org).

To request a refund for the audio guide service due to any of the circumstances described above, you need to provide your booking number and submit your request within a maximum of 30 days after the day of your visit. In order to receive a refund, you have to submit the unused tickets in digital format or paper.

The refund request will be nominal, that is, only the person who purchased them will be able to request a refund.

The refund will be made using the method used for payment. If the tickets were bought with a credit or debit card, the refund period will depend on your bank.

If you have bought additional services at the ticket offices, you have to request the refund for the amount of the additional service at the incidents ticket office in Carrer de Sardanya.

**The amount for the audio guide is €7.** If you purchased "Sagrada Familia & Towers" package and you request a refund for the amount of the visit of the towers due to them being closed, the amount for the audio guide service will not be refunded.



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### **GUIDED VISIT**

The justified reasons for which you may request a refund for your guided tour are the following:

- Activities in the Temple that make hearing impossible.
- The guide's no-show or over 10 minute delay.\*

\*In these cases, you can ask our staff to provide you with an audio guide and to refund the amount for the guided tour.

If your refund request is due to a different reason, we will study your particular case and provide you with an answer from [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org).

To request a refund for the guided tour service due to any of the circumstances described above, you need to notify us as soon as possible within a maximum of 30 days after the day of your visit. In order to receive a refund, you have to submit the unused tickets in digital format or paper.

The refund request will be nominal, that is, only the person who purchased them will be able to request a refund.

The refund will be made using the method used for payment. If the tickets were bought with a credit or debit card, the refund period will depend on your bank.

**The amount for the guided tour is €8.**



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## GROUPS

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Sagrada Família is only responsible for the tickets purchased through its official website <http://www.sagradafamilia.org> or through our official ticket vendor [www.clorian.com](http://www.clorian.com), as well as those managed through the [reserves@sagradafamilia.org](mailto:reserves@sagradafamilia.org) department.

### Full booking refunds

Refunds will be managed through the email address [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org).

### Booking changes

Changes for purchases made on the official website of the Sagrada Família are managed through the email address [reserves@sagradafamilia.org](mailto:reserves@sagradafamilia.org).

To manage the changes and refunds of free and tower bookings, you need to notify us at list 24 hours in advance.

If the booking includes a visit with a Basilica guide, you have to request changes 15 days in advance.

If the group doesn't show up because of justified reasons, such as the cancellation or delay of their trip on any means of transport or for medical reasons, we will require proof in order to cancel the booking and refund it.

If the final number of people in the group is less than what's stated in the booking, you may request a refund for the unused tickets. We will require valid proof for a partial or full refund.

If your refund request is due to a different reason, we will study your particular case and provide you with an answer from [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org).

To request a ticket refund due to any of the circumstances described above, you need to notify us as soon as possible within a maximum of 30 days after the day of your visit.

In order to receive a refund, you have to submit the unused tickets in digital format or paper. The refund request will be nominal, that is, only the person who purchased them will be able to request a refund.

The refund will be made using the method used for payment. If the tickets were bought with a credit or debit card, the refund period will depend on your bank.



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### **IMPORTANT INFORMATION**

#### **Change and refund policy for purchases made through intermediaries/resellers/platforms that sell Sagrada Família tickets.**

**The Fundació does not collaborate nor has any type of agreement with intermediaries regarding the sale of individual tickets, except Turisme de Barcelona.**

Sagrada Família will not change/refund tickets purchased through intermediaries. In these cases, the interested party should contact the vendor directly.



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### **GROUPS THAT BUY INDIVIDUAL TICKETS**

According to the Fundació's regulations, all purchases exceeding 9 tickets will be considered a group.

If the same user purchases more than 10 tickets for the same visit, the following protocol is established:

- The group will have to purchase their tickets again, which will be subject to availability and group regulations.
- If there is availability, the group will be allowed access as an exception. The use of audioguides for groups will be obligatory, which must be paid at the entrance.
- If there is no availability, the group will not be able to access the Temple and may request a ticket refund by writing an email to [customer@sagradafamilia.org](mailto:customer@sagradafamilia.org) who will assess each request individually.
- If they detected the client does this repeatedly, the refund request may be denied.

