Changes and returns policy

1.1. As a general rule, once the Tickets have been acquired by the User, the JUNTA CONSTRUCTORA shall not allow any changes or returns.

1.2. As an exception to the general rule above, Users may request their Tickets be changed or refunded if they have not been validated, in accordance with the terms laid out in the conditions below:
   - When the User cannot come to the Temple and/or Gaudí House Museum for any reason attributable to the JUNTA CONSTRUCTORA, such as unexpected events that affect opening hours, or weather incidents that affect access to the Basilica or the Gaudí House Museum.
     In these cases, the User may request a refund of the full purchase price.
   - If Users cannot make use of the additional services purchased for reasons attributable to the JUNTA CONSTRUCTORA, they shall be reimbursed for these services, however Users may not claim reimbursement for services used or for entrance to the Temple and/or Gaudí House Museum.

Procedure and rules for changes

If the User cannot enter the Temple and/or Gaudí House Museum, they may request the Tickets be exchanged, noting the day and time for the new Tickets, which shall have the same characteristics, mode and services as the original ones. Users will not be charged for the change, although Tickets are subject to availability.

The change must be made within fifteen (15) days of the originally scheduled visit and must be handled by sending an email to customer@ext.sagradafamilia.org.

1.3. Under no circumstances shall the JUNTA CONSTRUCTORA accept changes or returns for any reasons other than those established in the previous condition nor specifically but not limited to personal reasons, inability to attend the visit, errors in purchasing the Tickets, delays or cancellations in travel by plane or other modes of transport.

Procedure and rules for refunds

Below is the procedure for requesting refunds:

- Users must present the Tickets in digital or paper format, along with the booking code, within fifteen (15) days of the date on the original Ticket.
- If the reason for returning the Tickets is that it was not possible to access the grounds or use the additional services purchased, the amount refunded shall only correspond to the portion of the Ticket corresponding to the
grounds or services affected, according to prices on the Website at any given time.

- If services are unavailable and/or the Temple and/or Gaudí House Museum is closed by decision of the Organiser, refunds will be made automatically via the original payment method and ticketholders will not have to present their Tickets.

- Ticket refunds will only be made to the User who bought the tickets.

- Tickets will be refunded through the original payment method. The deadline for processing refunds will be thirty (30) days from the date the request was made. If the purchase was made with a credit or debit card, the refund period will depend on each User's bank.

- The refund shall only include the price of the Tickets paid by the User. Under no circumstances shall the User be refunded for any other costs or expenditures, including but not limited to transport and accommodations.

The JUNTA CONSTRUCTORA shall not manage and/or authorise changes or returns of Tickets purchased through unofficial intermediaries or distributors, and said issues must be taken up with these third parties in accordance with their conditions.