

THE BASILICA OF THE SAGRADA FAMILIA RULES AND REGULATIONS

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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, scarf 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 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.
- Tickets must be purchased before entering the grounds.



- Visitors will only be allowed into the Basilica with tickets issued by the Sagrada Família or authorised distributors. Tickets may not be sold, resold, or copied.
- 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.
- 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.

1.1 COVID-19 TEMPLE RULES

The Foundation will follow instructions from the government or Ministry of Health regarding visitor safety and management of the spaces. As such, certain spaces or services at the Basilica may not be available to purchase or visit.

Visitors must comply with the safety rules established, as indicated by Basilica staff.

Following are the minimum safety recommendations and obligations to prevent the spread of Covid-19, which may be subject to changes and/or updates:

- Visitors must bring and wear a mask.
- Visitors must keep a safe distance from others.
- Visitors will be provided with hand sanitisers at various points along the tour. We recommend using it before and after going through security.
- We recommend visitors don't bring bags or rucksacks in order to speed up the process.

2. AREAS OF THE BASILICA

The JUNTA CONSTRUCTORA reserves the right to modify tour itineraries or limit the spaces that can be visited at the Temple and/or Gaudí House Museum due to safety concerns, restoration works, maintenance, adverse weather or special events. These changes do not affect ticket prices or entitle visitors to any sort of claim.

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

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.



BASÍLICA DE LA **SAGRADA FAMÍLIA**

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.
- 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.

To book tickets, you must send an email to reserves@ext.sagradafamilia.org or be registered with the distributors platform.



7.2.1. GUIDED TOURS FOR GROUPS

Tour with a guide specialized in the Sagrada Família

Sagrada Família offers groups tours with specialised guides.

Guided tour for groups of adults. Must be book ahead of time, using this mail:
reserves@ext.sagradafamilia.org.

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@ext.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@ext.sagradafamilia.org). Sagrada Família will not be responsible for the refund of tickets purchased on unofficial sites.

Changes and returns will only be allowed up to 48 hours before the visit. For requests within 48 hours of the visit, you must provide proof of a valid reason why you were unable to visit.

To request a refund, tickets must be presented in digital or physical format along with the booking code no more than 15 days after the date of the visit.

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

Tickets will be refunded through the original payment method.

- If the purchase was made online, the refund will automatically go to the card used to purchase the tickets. The repayment period will depend on your bank.
- If purchased at the ticket offices, visitors must request a refund for the additional services at the special ticket offices for incidents.

If you don't receive the refund within 30 days, contact customer@ext.sagradafamilia.org to check the status of your request.

For individual and group tickets, the Sagrada Família will only refund the additional services purchased with the ticket.

Justified causes for requesting a refund for the additional services are:

- Tower visit: closed due to bad weather or maintenance.
- Audioguide service: repeated poor quality of the material or issues at the Temple that make it impossible to hear the audio.
- Guided tour: guide did not show or issues at the Temple that make it impossible to hear them.

