



INSTRUCTIONS FOR MAKING BOOKINGS AND FOR GUIDED TOURS AT SANTA MARIA DE VILABERTRAN HOUSE OF CANONS

BOOKINGS

- Bookings must be made well in advance. We cannot guarantee tours requested with less than 15 days' notice.
- All bookings must be made at the booking office at Sant Pere de Rodes Monument Complex, by calling 972 387 559 or by emailing reservesmonuments.acdpc@gencat.cat.
- Booking requests must indicate the date and time of the visit, total number of visitors, number of groups, number of accompanying persons, the activity to be booked and the group admission rate. In the case of the education centres, the type of group and/or educational level of the pupils must also be specified.
- For the safety of visitors to the monuments, booking requests from companies, agencies or other intermediaries must also include the origin of the group (name and town of the education centre, association, travel agency, tour operator, etc.).
- On the day of the visit, the confirmation letter sent by the booking office detailing the specific number identifying the booking must be presented at the entrance to the monument. It is important that you check the details in the letter and read the specifications carefully.

If you wish to receive information, you need only request it. The data you provide 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



Companies, education centres, agencies or other intermediaries must notify the monument 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.

The activities have set starting and finishing times. 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

- Each activity has a maximum capacity and the numbers indicated when making the booking cannot be exceeded.
- Each group must always have at least one accompanying person assigned to or responsible for it.
- If any member of the group has special educational needs and/or reduced mobility, this must be mentioned when making the booking.
- Groups visiting the monument may not engage in any activity other than those booked without prior authorisation.
- The audioguide service is intended for individual visitors and is included in the general individual price of admission to the monument. Groups wishing to use the audioguide will have to pay the general individual price of admission. The availability of audioguides is not guaranteed, as it is a service designed mainly for individual visitors.

SPECIFICATIONS OF THE MONUMENT

- The monument has a limited capacity and no more than two groups can take the guided tour simultaneously.
- Santa Maria de Vilabertran House of Canons is partially adapted for people with reduced mobility.

WHILE ACTIVITIES ARE IN PROGRESS

- We ask for maximum punctuality to guarantee the satisfactory provision of the service.
- Teachers and/or accompanying persons will be responsible for the behaviour of the group.
- Under no circumstances may the group be left alone with the monument's educational service staff.
- Visitors are asked to show respect and pay attention during tours.



- Running, jumping or climbing onto the walls or the furnishings of the house of canons are not permitted.
- Eating and drinking in the monument are not permitted. The booking service will provide information on request about the location of nearby areas set up for the purpose.
- The educational service staff may terminate the visit at any time if minimum standards of behaviour are not met.

THE HOUSE OF CANONS ENVIRONS

Groups are responsible for disposing of any waste they produce inside or around the house of canons.

No geological or archaeological samples may be collected inside or around the house of canons.

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 emailing reservesspv.acdpc@gencat.cat or by calling 972 387 559.