



PROCEDURE FOR BOOKING GUIDED TOURS

1. Booking guided tours of the Copper Museum

If a visitor wants to visit the Copper Museum she/he needs to call to 93 859 56 37 or write an email to info@museudelcoure.com. The person in charge of the Museum will confirm the booking to the visitor once the guide has given his/her availability.

When the Museum confirms the booking to the visitor, she/he will be informed about the rules in place for tour cancellations (see point 3) and late arrivals (see point 4).

The Copper Museum will also inform the party of the admission fee.

The guide is responsible of contacting the person in charge of the tour party in the arrival.

When the visitor arrives, the guide is also responsible of collecting the admission:

- **Individual** ticket **€6** (includes museum admission €3 and factory €1)
- **Reduced** admission **€4** (unemployed, young people aged 7-16, student card, youth card, large family card, groups of over 15 people) (includes museum admission (€3) and entrance to the factory (€1))
- **Reduced** admission **€3** (retired and disabled people)
- **Free** admission (children up to the age of seven, members of *l'Associació de Museòlegs de Catalunya* and on May 18 for International Museum Day)
- **School** entry **€3**

2. Tours

The pre-booked tours are available seven days a week with flexible times for customers, always from 9 am to 17:30 pm.

The tour costs 55€ (maximum 30 people per guide) and lasts 90 minutes. If there are more than 30 people, 2 guides will be required. If the tour is in a language different other than Spanish or Catalan, the tour costs €10 more, so a total of €65, and lasts 90 minutes as well.

In order to ensure a reasonably comprehensive guided tour, the Copper Museum recommends a duration of at least 90 minutes, with the possibility of adapting to the party's demands.

If during the tour, the party wishes to alter its route or duration, the guide may agree to the party's request at his/ her discretion.

3. Cancellation of tours

Pre-booked guided tours may be cancelled without incurring penalty charges up to 24 hours before the arranged time.

If the tour is cancelled less than 24 hours before the arranged time, the visitor will have to pay 50% of the guided tour (€27.50).

If the tour party fails to show up for the pre-booked tour, the visitor will pay 100% of the tour fee (€55 per guide).

4. Changes to tour bookings

Start and end times are arranged during the booking process. If the tour party arrives late, the end time will not be altered. If the guide is available, the tour party may be given the option of extending the tour to make up for the lost time. In this case, additional 30-minute blocks must be paid for €18.

If the tour party arrives late and another tour party is at the museum, the guide and the person in charge of the museum at the time will decide the optimal waiting time.