



BEFORE THE VISIT

- In order to speed up the process, please provide accurate information when entering.
- Groups may not have more than 10 people, with 2 companions at most, including the official guide.
- Private groups may have between 1 and 6 people plus the official guide.
- The group ticket office will remain closed, so any change in the booking must be previously managed online.

COVID-19 SAFETY AND PREVENTION

- Visitors must bring and wear a mask while on the premises.
- Visitors must keep a safe distance from others.
- Visitors must use hand sanitiser before and after going through security.
- Guides will be responsible for ensuring proper distancing and that no bottlenecks form.

ENTRANCES

- Guides will be responsible for notifying their staff of the safety rules.
- Guides must wear their credentials in a visible spot throughout the visit.
- We recommend visitors don't bring rucksacks in order to speed up the process.
- If there is a crowd at the group entrance, guides with private groups may use the individual entrance, with authorisation from staff and respecting the queue.
- Groups no longer have priority entrance, except institutional or social visits.

DURING THE VISIT

- All stop markers and models will be removed. There will be labelled points for guides to stop and give their explanations.
 - The individual access model will be reserved for individual visitors and regular guided tour visitors.
 - All other groups must use the group model.
- Tours must follow this order and cannot double back: Nativity façade - Basilica interior - Passion façade - Passion exit.
- Some spaces will be closed to visitors.



TRANSMITTER SYSTEMS

- To speed up access, we recommend that groups bring their own transmitter systems.
- If you do not bring them, they will be provided at the entrance.
- Transmitters / receivers will only be provided to groups of more than 6 people.
- We recommend visitors bring their own earphones.
- Visitors must disinfect their hands before and after using the device, as explained in the directives and recommendations for museums.

EXIT

- Avoid the concentration of different groups at the exit next to the schools and the turnstile.