

## **HOW THE VIRTUAL SHOP WORKS**

Turisme de Barcelona is the official body responsible for promoting Barcelona as a tourist destination and sells its own products and those of other organisations through its virtual shop on the website [www.barcelonaturisme.com](http://www.barcelonaturisme.com)

### **1. General conditions**

- All the services and products are sold with the support of Turisme de Barcelona.
- With regard to the purchase of tickets for performances, Turisme de Barcelona will do its utmost to allocate the best seats according to availability at the time of booking.
- The system will issue a personal voucher listing the services and products purchased and specifying the total price and taxes.
- All transactions will be carried out through the on-line payment system of the savings bank La Caixa, with the guarantee that all your personal details remain confidential and cannot be viewed by other people.
- Payment can be made with credit cards issued by the Visa and Master Card networks.
- Following confirmation of payment, the transaction will be deemed to be final and you will receive an e-mail confirming the details of your transaction.

### **2. Exchanging your voucher**

- The voucher will show the place/s where you can exchange it for the appropriate ticket or service. This is usually the place where the service is provided, the venue where the performance is being held or one of Turisme de Barcelona's information offices.
- To receive your ticket or the service, you will need to hand in the original voucher showing proof of purchase and the document giving proof of identity.

### **3. Cancellations, changes and alterations**

- The purchase of a service or ticket for a performance cannot be cancelled once payment has been made.
- Changes can be made to the dates with an anticipation of 48 h. of the following products: Barcelona Walking Tours, Barcelona Mar, Barcelona Golf, Barcelona Scooter and Catalunya Bus Turístic depending on the availability of places and dates. Bookings

can be changed through our Customer Service (Tel.: +34 93 285 38 32, e-mail: info@barcelonaturisme.com) which will give final confirmation of the changes made.

- If the promoter changes the date or cancels a performance, it will be their responsibility to offer an alternative date or to reimburse the amount paid in full.

- For a hotel booking conditions see chapter "Conditions of the contract" of the document "General Conditions".

- Turisme de Barcelona will not be responsible for:

- any cancellations or changes made to the scheduled performance or service by the promoter
- the contents of the performances