

## **HOW THE VIRTUAL SHOP WORKS AND GENERAL CONDITIONS FOR PURCHASING PRODUCTS AND SERVICES.**

Turisme de Barcelona is the official body, set up by Barcelona City Council and the Barcelona Chamber of Commerce, which has as its aim the promotion and marketing of the city as a tourist destination. In order to fulfil its aims, Turisme de Barcelona has set up an on-line shop under the domain name [tickets.visitbarcelona.com](https://tickets.visitbarcelona.com), which sells its own products and services as well as those from other operators.

The particulars of the company are:

TURISME DE BARCELONA

NIF (tax identification no.): P5890003F

Passatge de la Concepció, 7-9

08008 Barcelona

Phone: [\[34\] 932 853 832](tel:+34932853832)

E-mail: [info@barcelonaturisme.cat](mailto:info@barcelonaturisme.cat)

### **1. General guidelines**

- In order to purchase the products or services on sale through this *virtual shop*, you need to fill in the fields with the necessary details and accept the general conditions. This acceptance represents the full, express and unreserved agreement with all the general conditions set out in the version published by Turisme de Barcelona and which will be binding on both parties.
- Purchases can be made in English, Catalan, Spanish, French or Italian.
- Turisme de Barcelona will do its utmost to ensure that the products and services offered are legally covered, have quality guarantees and, if necessary, the corresponding insurance cover.
- 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 made over a secure connection. We guarantee absolute confidentiality concerning your personal data.
- Payment can be made with credit cards issued by the Visa, Master Card and American Express 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. Types of payment.**

- Customers must pay the full amount of the on-line value for some products and services whereas others only require a deposit. In the latter case, the outstanding amount will be paid directly to the service provider.
- All prices and payments are fully inclusive of all taxes.

**3. Exchanging your voucher**

- The voucher will show the place/s where you can exchange it for the appropriate service or ticket. 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.
- In the case of products with no specific expiry date (and in accordance with point 4), you can use the product purchased within the calendar year of the purchase. If you made your purchase in December it won't expire until February of the following year.

**4. Cancellations, changes, alterations and Scale of discounts**

- After you have made your purchase, you can cancel and change your ticket up to 48 hours before your arranged visit. In the case of products without a specific usage date, changes and cancellations can be made up to 60 days after the purchase date, provided that the customer hasn't used the service.
- Changes and cancellations must always be made through our call centre (tel.: +34 932853834; or by e-mail [info@barcelonaturisme.com](mailto:info@barcelonaturisme.com)), who will confirm such changes and cancellations and process any refunds.
- Turisme de Barcelona will not be responsible for the following:
  - Any cancellations or changes made to the scheduled performance or service by the promoter.
  - The contents of the performances.
  - Cancellations due to force majeure.
- Scale of discounts:
  - If you buy more than two non-discounted products in the same shopping basket, the following discounts will be applied to the total payable amount:
    - Two products: 2% discount
    - Three products: 3% discount
    - Four products: 4% discounts
    - Five products or more: 7% discount

- The products purchased as part of the promotion can be returned in full according to the “purchasing terms and conditions” accepted at the time of purchase, but if a refund is required the total number of purchases will be considered a single unit. The partial refund of products does not take into account if one of the products has been used. If this is the case, no refunds will be given.

#### **5. Procedures for formalising the contract**

- Once customers have selected the products or services, they must click on the “buy now” button and fill in the form with their details. From this moment, they will be deemed to be Turisme de Barcelona customers and it will be understood that they accept all the general conditions of purchase and the specific conditions of each product or service.
- All transactions will be made over a secure connection. We guarantee absolute confidentiality concerning your personal data.
- The system will send a voucher to their e-mail address which will serve as proof of purchase.
- When purchasing several products or services, the system will issue a voucher for each type of service and provider.
- If customers don't receive their voucher or mislay it, they should contact our call centre. Tel: [34] 932 853 832 - E-mail: [info@barcelonaturisme.com](mailto:info@barcelonaturisme.com).
- Turisme de Barcelona undertakes to guarantee that the service will be provided on the dates agreed under the usual quality conditions in each case, whether it is the provider of the services or acts as an intermediary.

#### **6. Arbitration and applicable laws**

Any disagreements or differences will be resolved by the Junta Arbitral de Consum de Barcelona (Barcelona Board of Consumer Arbitration) or, if necessary, the Barcelona Courts, and the statutory regulations in force regarding e-commerce and Spanish law will be applied.