

TICKETING AND BOOKING CONDITIONS.

1. INDIVIDUAL TICKET SALES ONLINE

For THEATRALISED AND NIGHT VISITS, AUDIO GUIDE VISITS and GASTRONOMIC EVENTS, tickets must be purchased in advance through the PALAU DUCAL website.

Cancellation conditions:

1.1 Cancellation of tickets for dramatised/night-time and audioguided visits to the PALAU DUCAL:

- Once tickets have been purchased for these visits, no refunds or exchanges are allowed, unless the visit is cancelled or closed.

1.2 Cancellation of tickets for gastronomic events at the PALAU DUCAL (Borgiana Dinner, Tast de la Duquessa and Medieval Dinner):

- If the cancellation is made 5 full days or more prior to the event, before the local time of the event, the customer will be refunded the full amount of the tickets purchased, except for the corresponding administration fees, in case the purchase of such tickets would generate an administration fee.
- If the cancellation is made less than 5 days before the event is held, and before 24 hours prior to the event, the refund to the client will be 50% of the amount of the tickets purchased for the corresponding gastronomic event, except for the management costs that may have been incurred in the purchase of these tickets.
- If the cancellation occurs less than 24 hours before the scheduled time of the event, no refund will be made for the purchase of tickets for the contracted gastronomic event.

- The prices of the services may vary at any time. In this case, the price to be applied will be that in force on the date the purchase is made. In any case, the final cost will be communicated to the customer in the electronic purchase process before the customer formalises acceptance.
- Tickets will be refunded in the event of cancellation of the event or closure by Palau Ducal.

2. BOOKING INDIVIDUAL TICKETS FOR DAILY GUIDED TOURS

- 2.1 Advance booking is recommended for the daily guided tours.
- 2.2 Reservations can be made by calling 96 287 14 65 or sending an email to visites@palauducal.com.
- 2.3 Individual guided tour tickets can be purchased at the Palau ticket office a few minutes before the visit.
- 2.4 Please inform us in advance if you wish to cancel your reservation.

3. BOOKING TICKETS FOR TOURIST GROUPS

- 3.1 Tickets must be booked in advance for group guided tours in any language.
- 3.2 A minimum of 20 people is required for a closed group visit.
- 3.3 Reservations can be made by phone at 96 287 14 65 or by email at visites@palauducal.com.
- 3.4 All group bookings will be formalised by e-mail and by means of a form provided by Palau Ducal dels Borja.
- 3.5 To confirm the reservation, a part of the reserved tickets must be paid:
 - For groups between 20 and 100 pax, 20 pax must be paid the corresponding part.
 - For groups of more than 100 pax, one third of the reserved tickets must be paid for.
- 3.6 Tickets can be paid by cash, credit/debit card or bank transfer.
- 3.7 Tickets already paid for will not be exchanged or refunded.
- 3.8 If at the time of access the number of persons is less than the number of tickets paid for, the difference will not be refunded.

3.9 Cancellation of the visit must be made to the same contact email address.

4. BOOK TICKETS FOR SCHOOL GROUPS

4.1 It is essential to make a reservation in advance for the guided tour for schools.

4.2 Reservations can be made by phone at 96 287 14 65 or by email at visites@palauducal.com.

4.3 All group bookings will be formalised by e-mail and by means of a form provided by Palau Ducal dels Borja.

4.4 Tickets for schools must be paid for at the Palau at the time of admission.

4.5 In case of cancellation or change of reservation, please contact us by e-mail.

5. RIGHT OF WITHDRAWAL

5.1 Users will not be able to exercise the right of withdrawal on tickets already purchased, as provided for in Royal Legislative Decree 1/2007, of 16 November, which approves the revised text of the General Law for the Defence of Consumers and Users, as the Tickets have the character of an entertainment service with a scheduled date and time.

6. RIGHT OF ADMISSION AND CANCELLATION DUE TO FORCE MAJEURE

6.1 PALAU DUCAL DELS BORJA FCV. reserves the right to refuse admission when the maximum permitted capacity has been exceeded or when the guided tour has already begun.

6.2 PALAU DUCAL DELS BORJA FCV. may deny access to the building to those persons whose behaviour may alter the security of other visitors and the building.

6.3 PALAU DUCAL DELS BORJA FCV. reserves the right to cancel and/or modify the programme of its visits for reasons of force majeure without this giving rise to any compensation of any kind in favour of the User, with the exception, where applicable, of the refund of the price of unused tickets.