

DECLARATION OF BEST PRACTICES FOR TOUR GROUPS IN PUBLIC AREAS IN BARCELONA

ANNEX I: RECOMMENDATIONS FOR GROUPS VISITING THE DISTRICT OF CIUTAT VELLA (GOTHIC QUARTER, SANT PERE, SANTA CATERINA I LA RIBERA, LA BARCELONETA NEIGHBOURHOODS).

- In the district of Ciutat Vella, 15 or more people are considered as being a group.
- **The use of audio guides and/or whisper systems** shall be mandatory for organising and improving the integration of tour groups and neighbourhood life. Using this technological tool, tour guides can provide instructions, reduce the noise impact, and facilitate the mobility of both groups and other people in public areas.
- **One direction of travel is established** for the following sections:
 - Plaça de Sant Felip Neri: enter via Carrer de Montjuic del Bisbe and depart via Carrer Sant Felip Neri
 - Carrer de Salomó ben Adret: mountain → sea
 - Carrer de Sant Honorat: sea → mountain
 - Carrer del Bisbe: mountain → sea
 - Carrer de Paradís: mountain → sea
 - Carrer de Marlet: Llobregat → Besòs
 - Carrer del Call: Besòs → Llobregat
 - Plaça Isidre Nonell: enter via 8 de març → depart via Isidre Nonell
 - Access to the loading and unloading zone on Passeig de Colom: board on Carrer Regomir and get off on Carrer dels Lledó
 - Plaça Santa Maria: Carrer de Argenteria → Plaça de Santa Maria → Fossar de les Moreres → Passeig del Born
- **Tour group activities on streets in the neighbourhoods of Ciutat Vella shall remain in movement without stopping**, in particular when there is a high volume of pedestrians, with the exception of the following spaces or monuments, to which end **maximum desired capacities are defined for offering explanations in situ**, which shall be brief on days when there is a high volume of groups:

| Space/monument | Maximum capacity |
|---|------------------|
| Plaça de Sant Jaume | 8 groups |
| Plaça Reial | 8 groups |
| Plaça del Rei | 5 groups |
| Fossar de les Moreres (standing around the edges) | 3 groups |
| Passeig del Born | 3 groups |
| Façade of Santa Maria del Mar | 3 groups |



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| Plaça del Pi | 3 groups |
| Plaça de Sant Felip Neri | 2 groups |
| Carrer Salomó ben Adret/Placeta Manuel Ribé and surrounding area | 2 groups |
| Plaça Isidre Nonell | 2 groups |
| Capella de Marcús (Carrer de Carder and Carrer de Montcada) | 2 groups |
| Façade of Palau de la Música (Plaça de Lluís Millet) | 1 group |
| Plaça de l'Àngel | 1 group |
| Plaça de la Barceloneta | 1 group |

- In case of reduced spaces (for example, Carrer del Bisbe) **offering explanations in a nearby, more spacious location** (for example, Plaça de Sant Jaume) is recommended, in such a way that when walking past the space or monument in question, people can stop quickly to take photos, **without the entire group having to stop**.
- **If different groups coincide in the same space**, they shall finish their explanations and resume their route on a staggered basis.
- **Groups shall leave 50% of the street's width free at all times**, allowing other people to pass.
- On streets in these neighbourhoods of Ciutat Vella, **groups shall walk on the right**, generally with two people walking side by side at most, **thus leaving enough space to the left for other people who do not form part of the group to pass by**. On very narrow streets, members of the group will be expected to walk in a line, one by one.
- When two groups pass one another on a street, or in case a group that is walking faster than another approaches the slower group, both groups shall switch to **a line, one by one, leaving enough space for other people** who do not form part of either group to pass by.
- There are **5 single locations in the city centre for tour groups to stop** or for people to rejoin groups visiting Ciutat Vella: Avinguda de la Catedral (between Carrer Tapineria and Via Laietana), Plaça de Catalunya, Plaça Universitat, Plaça d'Urquinaona, and Plaça Comercial (*).
- **In these stop-off areas**, tour groups must remain at least 1.8 metres from the façades of buildings and **refrain from blocking the entrance to places of residence and shops**.
- **At the Boqueria and Santa Caterina markets** (and Sant Antoni market in the Eixample district), tour groups are prohibited (15 or more people guided in an organised manner) on Fridays and Saturdays between 1 April and 30 October during public opening hours.
- Compliance with the regulations in force shall be ensured, and **only guides who are certified and accredited by the Generalitat [regional government] of Catalonia may enter**



monuments declared a cultural asset of national interest and museums listed in the Register of Museums of Catalonia. To perform these activities, the guide must be certified as a tour guide as established in Decree 43/2020, dated 10 March and regulating tour guide activities in Catalonia.

(*) These spaces for rest and regrouping are spacious enough and have public toilets and containers for selective waste collection.

**BONES PRÀCTIQUES EN EL GUIATGE DE GRUPS TURÍSTICS
A LA VIA PÚBLICA DE BARCELONA.
RECOMANACIONS AL DISTRICTE DE CIUTAT VELLA**



Indrets amb aforaments
de grups turístics amb pulsatge definitiu

- A. Plaça de Sant Jaume (8 grups)
- B. Plaça Reial (8 grups)
- C. Plaça del Pi (3 grups)
- D. Plaça de Sant Felip Neri (2 grups)
- E. Plaça de Manuel Ribé (2 grups)
- F. Plaça d'Isidre Nonell (2 grups)
- G. Plaça de Lluís Millet (1 grup)

- H. Plaça del Rei (5 grups)
- I. Plaça de l'Àngel (1 grup)
- J. Capella de Marçús (2 grups)
- K. Façana de Santa Maria del Mar (3 grups)
- L. Fossar de les Moreres (3 grups)
- M. Passeig del Born (3 grups)
- N. Plaça de la Barceloneta (1 grup)

Carrers i places amb sentit únic
d'itinerari per a grups turístics amb guia

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|------------------------------|-------------------------------------|
| 1. C/ de Marquen | 13. C/ de Salomó ben Adret |
| 2. C/ Regomir | 14. C/ de Marist |
| 3. C/ de la Ciutat | 15. C/ del Call |
| 4. C/ de la Dagueria | 16. C/ de Sant Honorat |
| 5. C/ dels Lledó | 17. C/ del Bisbe |
| 6. Baluard de Viladecols | 18. C/ del Paradís |
| 7. C/ Hostal d'en Sol | 19. C/ dels Capellans |
| 8. C/ de la Fusteria | 20. Plaça d'Isidre Nonell |
| 9. C/ de Montjuïc del Bisbe | 21. C/ de l'Argentina |
| 10. C/ de Sant Felip Neri | 22. Plaça de Santa Maria |
| 11. C/ Arc de Sant Ramon Cal | 23. Plaça del Fuster de les Moreres |
| 12. Plaça de Manuel Ribé | 24. Passeig del Born |