

3. Other Provisions

Autonomous Community Ministry of Culture and Historical Heritage

Resolution of 16 January 2020, of the Board of Trustees of the Alhambra and the Generalife, resolving to publish the Regulations for Visiting, Marketing and Other Public Uses of the Alhambra and the Generalife Monument Complex and its attached properties.

The Management of the Board of Trustees of the Alhambra and the Generalife, in compliance with what was agreed in the plenary session of the Board of Trustees of the Alhambra and the Generalife, in an extraordinary session on 15 January 2020, in which it was verbatim agreed: "to approve the new Regulations for Visiting, Marketing and Other Public Uses of the Alhambra and the Generalife Monument Complex and its attached properties", and by virtue of that set forth in Art. 11.1.j) of Decree 59/1986, of 19 March, approving the Statutes,

R E S O L V E S

To publish the Regulations for Visiting, Marketing and Other Public Uses of the Alhambra and the Generalife Monument Complex and its attached properties, which, to that end, are attached to the resolution.

SOLE APPENDIX

REGULATIONS FOR VISITING, MARKETING AND OTHER PUBLIC USES OF THE ALHAMBRA AND THE GENERALIFE MONUMENT COMPLEX AND ITS ATTACHED PROPERTIES

PREAMBLE

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P R E A M B L E

The Board of Trustees of the Alhambra and the Generalife is an administrative agency attached to the Ministry of Culture and Historical Heritage of the Autonomous Community Government of Andalusia, created by Law 9/1985, of 28 December 1985, on the Budget of the Autonomous Community of Andalusia.

As required by the obligations contained in Law 14/2007, of 26 November, on the Historical Heritage of Andalusia, the Board of Trustees of the Alhambra and the Generalife fulfils its duty to protect, conserve and maintain, as well as preserve the values of the Alhambra and the Generalife Monument Complex and of the attached Andalusian buildings, located in the city of Granada.

Previously, in its statutes, approved by Decree 59/1986, of 19 March, amended by Decree 136/1999, of 1 June, giving new wording to the latter on the subject of bodies, the commitment of the Board of Trustees of the Alhambra and the Generalife to the heritage was already clear, as it determined among its functions and purposes:

a) The protection, conservation and administration of the Alhambra and the Generalife, Palace of Charles V and all the buildings, forests, gardens, crops and land belonging to the Alhambra and the Generalife monument complex.

d) To adopt any precautionary measures necessary for the material, landscape and environmental conservation of the site, as well as to prevent uses that are contrary to its historical character and the fragility of its material conditions.

In the current context, the resolution that follows arises to promote this task, taking into account that the restrictions — very calculated based on the freedom of the providers of the services to establish them and the unrestricted provision of services, as well as the functioning of the services markets envisaged in Law 17/2009, of 23 November, on the free access to service activities and the exercise thereof — are driven by overriding reasons of general interest, which include, in particular Article 3, "the conservation of the national historical and artistic heritage", which is not just any interest, but a higher interest equivalent to the common good, taking into account the flow of visitors and their significant impact on the space.

The revision of the regulations introduces measures and is also in the interest of public safety — considered one of the overriding reasons of general interest in the aforementioned law. Thus, this resolution regulates the sale of tickets — which are registered in nature — which is managed in a structured way, fulfilling, due to their essentialness, the repeated recommendations made by Spanish law enforcement agencies and accepting the threats due to the cultural and historical connotations inherent to a monument declared a world emblem by UNESCO as a World Heritage Site.

Thus, based on and in compliance with the principles of good economic regulations established in Law 20/2013, of December 9, on the guarantee of market unity, it is justified to implement restrictions based on both reasons and not only from a formal point of view, but also in view of the verification of their existence, which justifies and motivates the application of criteria and varieties in the management of visits.

In this context, it is not expected to interfere in the market or establish a distribution of tickets among economic agents in order not to generate the effect that, by law, the Agency for the Defence of Competition in Andalusia has recognised, offering the agility necessary to mitigate the risk of practices prohibited by competition laws and, at the same time, it establishes a system that only delimits the offer for fully justified reasons of public safety and conservation of the historical heritage.

Therefore, the system of distributing tickets through authorised agents is eliminated and replaced with a direct purchase procedure which, for the reasons explained above, introduces a method where, tickets are registered and paid in full,



with the possibility of making changes to a certain percentage, this being — once both the cause and the purpose have been analysed from a time perspective — the least restrictive and/or distorting method for the ticket sales management system.

Similarly, for the purpose of obtaining a better and more satisfactory quality public visit, it maintains the requirement, for the benefit of groups, that they must be accompanied by a qualified tour guide, since their activity is the provision, on a regular and remunerated basis, of tourist information services, i.e., to those who visit the properties composing the General Catalogue of Andalusian Historical Heritage, as regulated by Article 54 of Law 13/2011, of 23 December, on Tourism in Andalusia, of 31 December, Official Gazette of the Autonomous Community Government of Andalusia No. 255.

Thus, exercising the public initiative, and in accordance with Article 129 of Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Authorities, the Board of Trustees of the Alhambra and the Generalife, in preparing this resolution, is acting in an appropriate and sufficiently justified manner in accordance with the basic principles of efficient and pro-competition regulation, namely "necessity, proportionality, legal certainty, transparency, accessibility, simplicity and efficiency".

Therefore, having conducted a prior analysis, the following regulations are presented, guaranteeing the effects they produce, achieving a system that removes restrictions to competition without unnecessary intervention in the unrestricted taking of individual and business decisions to guarantee the sound functioning of market processes. In short, to generate a stable and predictable regulatory framework in view of its own time frames, creating an environment of certainty that facilitates the actions of citizens and companies and the adoption of their own economic decisions and, likewise, preserves and guarantees the historical and fragile nature of the material conditions of the Alhambra and the Generalife Monument Complex.

1. Protection by Use.

The Board of Trustees of the Alhambra and the Generalife, in compliance with the obligations of Articles 4 and 14 of Law 14/2007, of 26 November, on the Historical Heritage of Andalusia, implements a set of measures to control the capacity and regulation of tourist flows, so that visits to the Alhambra and the Generalife Monument Complex and its attached properties are compatible with the protection, conservation and maintenance thereof, thus, guaranteeing that their value is safeguarded.

1.1. Capacity and Control.

The maximum annual capacity of visitors established for the entire monument complex is 2,763,500 people.

To ensure this and to facilitate the control of the number of visitors who may simultaneously be inside the areas most sensitive to public use, the following is established:

a) The capacity of the Nasrid Palaces will be controlled with reference to the total number of people who simultaneously remain in their various spaces with the limits established, at any given time for each one of them, by the specialised sustainability studies.

To that end, the visit to the Nasrid Palaces will be organised in 30-minute rounds or slots, with a maximum of 300 tickets each, with approximately 50 people entering continuously every 5 minutes.

The remaining number, until the maximum annual capacity established is reached, will be distributed among other modalities of visits that exclude the visit to the Nasrid Palaces.

To determine the total number of tickets that will be put on sale each day, this system will be applied to the opening hours of the complex, which must be approved by the Management of the Board of Trustees of the Alhambra and the Generalife. The opening hours will be established in such a way that the capacity established in these regulations is not exceeded under any circumstances.



The capacity established in this section may not be increased, except by a resolution of a plenary session, following a technical conservation report, as these are thresholds of use that affect the deterioration of the monument.

The Board of Trustees of the Alhambra and the Generalife will adopt the measures necessary to achieve a regular and balanced flow, avoiding crowds of people by virtue of the protective nature of the threshold established. The system adopted shall take into account the factors arising from occupancy measurements and the recommendations, where applicable, made by the comprehensive safety system, adapting the flow of access to the Nasrid Palaces to the occupancy levels.

b) The interior capacity of the Generalife Palace and the Alcazaba will be regulated to avoid overcrowding with the aim of achieving quality visits.

1.2. Attached Properties.

a) Given the unique nature of the spaces of each of the attached monuments, the capacity of each space for ordinary visits is the following for each slot:

- Corral del Carbon: 120 people.
- Bañuelo: 40 people.
- Casa Horno de Oro: 80 people.
- Dar-al Horra Palace: 90 people.

For the concerts and activities organised by the Board of Trustees of the Alhambra and the Generalife:

- Corral del Carbon: 300 people.
- Bañuelo: 40 people.
- Casa Horno de Oro: 80 people.
- Dar-al Horra Palace: 150 people.

b) Properties that become attached properties after these regulations must regulate the maximum capacity of visitors and tourist flows so that visits are compatible with their safety and conservation and with safeguarding their values, to comply with the obligations established in Articles 4 and 14 of Law 14/2007, of 26 November, on the Historical Heritage of Andalusia, as well as the recommendations of Spanish law enforcement agencies.

1.3. Excluded for Capacity Purposes.

The following cases will not be taken into account for the purposes of capacity and tourist flow management established in Sections 1.1 and 1.2 of these regulations:

- Staff that assist the Board of Trustees of the Alhambra and the Generalife in performing its professional work.
- Persons with valid accreditation cards or passes in accordance with the provisions of these regulations.
- Authorised tour guides performing their professional and *in itinere* work.
- Children under 3.
- Staff authorised to perform cultural volunteer work in the monument complex.
- The following types of visits:
 - Teachers with students from public universities, authorities and institutions of an academic and/or research nature.
 - People with justified educational, cultural, teaching, research and professional purposes as determined by the Management of the Board of Trustees of the Alhambra and the Generalife.
 - People who, for reasons of institutional protocol, cannot be included in the ordinary visit management due to their special consideration and public safety.

2. Visits.

This section regulates the form of access and the rights, obligations and rules of use for visitors during their visit to the Alhambra and the Generalife Monument Complex and its attached properties.

2.1. Access.

A) General Rules on Access.



1. As a general rule, visitors shall access through the areas enabled for such purpose and will require a ticket, valid pass or accreditation that

must be visible at all times and shall contain a QR code or barcode or any other identification system, which may be checked by mechanical, computerised or telematic access control means available for such purpose.

2. Tickets, valid passes and accreditations are personal and non-transferable. Each person is obliged to keep them for the duration of the visit, and must present them together with a personal identity document issued by the Spanish Ministry of the Interior or equivalent body in his or her country, at the request of the staff employed by the Board of Trustees of the Alhambra and the Generalife, security service and/or Spanish law enforcement agencies, where applicable.

3. Only those areas included in the itinerary of the visit corresponding to the type of ticket purchased will be accessible. This requirement is applicable in all cases where free admission is established.

4. Children under 12 may not enter alone and must be accompanied and supervised by an adult throughout the entire visit. Children over 3 are counted for the purposes of the maximum number of persons to form a group.

5. Due to the fragility of the Nasrid Palaces and the special control of their capacity, they will have to be accessed during the hours expressly indicated at each entrance. The access schedule is binding and, therefore, the Board of Trustees of the Alhambra and the Generalife may bar access at times other than those indicated.

Access may be arranged at different times when exceptional circumstances so warrant, in any of the following cases:

Incidents arising from an action or omission attributable to the Board of Trustees of the Alhambra and the Generalife.

Force majeure, as well as documented accidents, illnesses, care needs or incidents beyond visitors' control.

6. Visitor access must respect the two capacity distribution channels established in Point 3.3 of these regulations, without mixing the entrances of each of the channels established in the composition of groups. The uniqueness of each one will be respected at all times.

7. Depending on the cultural activities that may be celebrated in the various spaces of the Alhambra and the Generalife Monument Complex and in its attached properties, the access and the conditions of access will be established, in each case, according to the characteristics and the schedule thereof, informing visitors in advance via its web page and the media that it considers pertinent.

8. The public shall be duly informed of the occasional closure of certain of the various spaces of the Alhambra and the Generalife Monument Complex and its attached properties for maintenance purposes or for the urgent needs of the Board of Trustees of the Alhambra and the Generalife and will not entail any discount or refund of the entrance fee.

B) Safety and Conservation Rules for Historical Heritage.

1. Visitors must always follow the instructions of the staff employed by the Board of Trustees of the Alhambra and the Generalife, as well as the staff of the security service and Spanish law enforcement agencies, where applicable.

2. For public safety and historical heritage conservation reasons, the following rules of access are established:

a) When entering the Alhambra and the Generalife Monument Complex and its attached properties, visitors must go through any security checks that may be established.

b) Access with objects or substances that may pose a risk to the integrity of individuals or architectural elements and artwork is prohibited, specifically:

- Weapons, ammunition and hazardous substances or materials.
- Pointed and sharp objects.
- Backpacks, suitcases, bags and packages larger than 40 x 40 cm (approximately).
- The use of tripods, unless expressly authorised.



- Any other object or package that the control and information staff, officials or heads of technical services, as well as security service staff consider that, due to its size, may jeopardise or endanger the conservation of the monument or other visitors.

c) People who are obviously intoxicated or display symptoms of being under the influence of narcotics will be denied access.

d) Baby carriages are not permitted in the Nasrid Palaces and/or enclosed spaces, nor is the use of selfie or similar sticks.

C) Access Management.

For public safety and historical heritage conservation reasons and to better organise visits, the Board of Trustees of the Alhambra and the Generalife makes a distinction between individual and group access.

1. Individual Access.

It is established for those who enter individually.

2. Group Access.

It is established for batches of people that form a group — up to a maximum of 30 people — who will access through the corresponding itinerary.

People who choose group access must be accompanied by an authorised tour guide, who must show their authorising documentation when they enter and whenever required to do so.

People who obtain their tickets through the general sales channel (set forth in Section 3.3 of these regulations) and who enter in groups, and who are therefore accompanied by a qualified tour guide, must enter the Alhambra and the Generalife Monument Complex and its attached properties with a headset system that allows them to conduct the visit discretely. The Board of Trustees of the Alhambra and the Generalife will address exceptional situations that may arise in relation to people who are in some way impeded from using such a system.

The Board of Trustees of the Alhambra and the Generalife may apply the same access requirement for other groups in the institutional channel when the conditions of the quality of the experience during the visit so advise.

D) Vehicle Access.

1. Vehicles are allowed to access to the Alhambra and the Generalife Monument Complex under the terms set out in these regulations and in the implementing instructions issued by the Management of the Board of Trustees of the Alhambra and the Generalife. Permission to access does not necessarily entail permission to park.

2. Access through the barrier located on the roadway next to the Water Tower will only be possible for public transport vehicles and specifically authorised vehicles. In addition, in general, vehicles of courier companies and the postal service, vehicles for people with reduced mobility and their companions, and those of water, electricity, gas and telephone companies, etc., are authorised to access the premises when they come to repair urgent breakdowns.

3. Vehicles will be allowed to load and unload the shops and houses inside the premises only during the hours approved for this purpose by the Management of the Board of Trustees of the Alhambra and the Generalife.

4. Vehicles of guests of any of the hotels or hostels located within the premises will be authorised solely for the purpose of loading and unloading persons or luggage. These vehicles may only remain inside if they are located within the delimited car parks of these establishments. Under no circumstances shall they remain parked in any other area of the premises.

5. Spanish law enforcement agency, civil protection, fire department and healthcare vehicles and ambulances will be authorised to access.

6. Furthermore, for security and protocol reasons, in general and in compliance with official acts or work purposes, official vehicles of public authorities, entities or institutions, as well as vehicles of diplomatic authorities and consular offices will be authorised to access.

7. Exceptionally, the Board of Trustees of the Alhambra and the Generalife may grant other vehicles authorisation to access upon request.

8. In any event, all vehicles that enter the Alhambra and the Generalife Monument Complex



may not exceed the maximum dimensions permitted.

9. The Board of Trustees of the Alhambra and the Generalife will encourage that all public transport vehicles accessing the Alhambra and the Generalife Monument Complex comply with the environmental regulations in force and will be inclined to implement cleaner systems for this purpose.

E) Animal Access.

1. Animals that assist the security services and those necessary for the cultural and educational activities organised by the Board of Trustees of the Alhambra and the Generalife will be allowed to access the Alhambra and the Generalife Monument Complex and its attached properties.

2. Likewise, to guarantee that people with vision impairments may exercise their right to freely access, walk around and stay in public places or places of public use, the guide dogs accompanying them may enter, with their corresponding identification and accreditation, in accordance with Law 5/1998, of 23 November, on Andalusian guide dogs, under the terms of Law 11/2003, of 24 November, on the protection of animals.

3. Therapy or social support animals may enter when the corresponding valid accreditation issued by the competent body is provided.

2.2. Business Hours.

The opening hours of the Alhambra and the Generalife Monument Complex and its attached properties must be approved by the Management of the Board of Trustees of the Alhambra and the Generalife and will be communicated on the web page and in the media that it considers appropriate.

For reasons of conservation, safety and other circumstances, the Board of Trustees of the Alhambra and the Generalife may change the schedule.

2.3. Cloakroom.

1. The Alhambra and the Generalife Monument Complex has cloakroom service which shall be free on presentation of an official ticket for the day.

2. Baby seats, hand-held objects and objects which, for security reasons, cannot be introduced into certain visitable spaces of the Alhambra and the Generalife Monument Complex may be left in the cloakroom.

3. There is a lost and found office with a procedure established for this purpose.

4. There is also a wheelchair and baby carrier loan service available at the entrance. Visitors who use this service undertake to properly use and return the items once the visit is over and must first identify themselves and fill out the corresponding loan form with their data.

2.4. Visit Conditions.

1. The Alhambra and the Generalife Monument Complex and its attached properties may be visited publicly in accordance with that established in these regulations and the implementing instructions issued by the Management thereof, always guaranteeing their protection and conservation, as well as the fulfilment of the purposes to which they are subject.

2. The regulations and the implementing instructions issued by the Management of the Board of Trustees of the Alhambra and the Generalife will apply to everyone who accesses the Alhambra and the Generalife Monument Complex and its attached properties, as well as people who are going to participate in activities organised by the Board of Trustees of the Alhambra and the Generalife in any of its spaces. All visitors must behave properly during the visit, respecting the spaces they visit and avoiding, to the extent possible, disturbing the rest of the public.

3. People who do not comply with the rules and instructions established at any given time may be warned by the staff authorised by the Board of Trustees of the Alhambra and the Generalife, security service and/or Spanish law enforcement agencies, where applicable, of the need to comply with them, and they may adopt the appropriate measures to guarantee the proper environment, safety and conservation of the spaces, as well as respect for other visitors. If these measures are ignored, the heads of technical services and, in their absence, officers of the Board of Trustees of the Alhambra and the Generalife, will be entitled to request that those who are not respecting the aforementioned rules and instructions be removed. If this occurs in the attached properties, the security service staff will have the authority to do so. The competent tourism or cultural bodies may



also be informed so that they may proceed within the scope of their respective competences.

4. In the event of evacuation, visitors will leave the areas they are visiting in an orderly manner, following the instructions of the control and information staff, officers and heads of technical services, security service staff and, where applicable, Spanish law enforcement agencies, following the emergency signs.

3. Tickets.

3.1. General Rules.

A) Ticket Characteristics.

1. The format and channels of all tickets acquired through the channels and mechanisms established for this purpose will be adapted to the technical conditions required for the optimisation of their registration and surveillance and for their compatibility with the security and control system installed in the Alhambra and the Generalife Monument Complex, as well as in its attached properties.

2. Tickets will be personal and non-transferable and, therefore, purchased tickets may not be transferred to anyone other than the person registered as the beneficiary in the purchase system. Tickets are valid for the entire day, except those that indicate otherwise because they pertain to special programmes. Tickets must be kept at all times until the end of the visit.

3. The delimited areas of the monument: Nasrid Palaces, Generalife Palace and Alcazaba, as well as the attached properties, will only be visited once. If tickets include access to Nasrid Palaces, the time established in the ticket will be mandatory.

B) Ticket Prices.

1. Ticket prices, as well as the discounts and free tickets, established will be those approved by the competent Autonomous Community Ministry in the public prices order at any given time published in the Official Gazette of the Autonomous Community Government of Andalusia.

2. The Board of Trustees of the Alhambra and the Generalife shall clearly and concisely disclose the public prices in force at any given time by the means it considers relevant. This information must appear on its web page, on the different computer or physical storage media that it considers relevant for a greater dissemination thereof, as well as in the direct sales ticket offices and vending machines (TVR), ATMs, terminals or other means of the monument and its attached properties or other sites that are enabled for this purpose.

C) Ticket Collection.

1. Tickets may be collected or picked up at the monument's direct sales ticket offices, vending machines (TVR), ATMs, terminals or other means ("print at home", QR, etc.) made available to the established channels by the Board of Trustees of the Alhambra and the Generalife.

2. Where applicable, tickets must be collected at least 1 hour before the time designated for accessing the Nasrid Palaces. When the tickets are collected from the ticket offices, they must be collected by the same people who made the



booking by presenting a personal identity document issued by the Spanish Ministry of the Interior, or its counterpart in their country, and the bank card with which the booking was made, or, if it was a third party, by presenting an authorisation and a copy of the personal identity documents issued by the Spanish Ministry of the Interior or its counterpart in the country of the authorised party and of the authorising party.

3. To access the Alhambra and the Generalife Monument Complex and its attached properties, beneficiaries of the free or discounted tickets must present at the ticket office the official, valid and updated proof that they belong to the group that is the recipient of the free or discounted tickets (pensioners, Youth Card holders, disabled people, etc.), on the day the ticket is collected and on the day of the visit. Otherwise, they must pay the full price of their ticket type.

D) Ticket Returns.

1. Purchased tickets may not be returned, except in the following cases:

- When the monument cannot be visited for reasons attributable to the Board of Trustees of the Alhambra and the Generalife.
- When certain of the cases established in Article 35 of Decree 40/2017, of 7 March, regulating the organisation and operation of the General Treasury of the Autonomous Community Government of Andalusia and collection management, occur.

The refund will be made in accordance with the procedure established in Chapter III of Decree 40/2017, of 7 March, which regulates the organisation and operation of the General Treasury of the Andalusian Regional Government and collection management.

Under no circumstances will the amount of the management fee established in the ticketing management and sales system be refunded.

E) Prohibitions.

Tickets are expressly prohibited from being sold on a commission basis or resold, in accordance with the regulations set forth in Article 21.1 of Decree 10/2003, of 28 January, of the General Regulations for the Admission of Persons to Public Establishments and Recreational Activities, amended by Decree 247/2011, of 19 July, to adapt them to Law 17/2009, of 23 November, in any physical or virtual space, whatever their modality; as well as to forge tickets.

3.2. Management and Sales System.

1. The Board of Trustees of the Alhambra and the Generalife will maintain, at all times and according to its service needs, the internal management system that is most convenient and that includes the pre-sale of tickets for access to the Alhambra and the Generalife Monument Complex and its attached properties, as well as to other monuments and spaces of interest of the historical and cultural heritage that through agreements, protocols, arrangements and other types of collaboration are established for this purpose.

2. This system will enable access to the sale or pre-sale of these tickets, through telematic means that can be used from any geographical point and adapted to the sales channels that are established. In any event, this can be done via the Internet by accessing the web page of the system's platform, direct sales ticket offices, vending machines (TVR), ATMs, terminals, telephone or other means enabled for this purpose.

3. The Board of Trustees of the Alhambra and the Generalife may require that access to this system be by electronic identification certificate, electronic national identity document or any other technological means available on the market for such purpose.

4. This system will allow visitors to print using their individual or own means in a more comfortable and advanced manner as soon as they purchase tickets (print at home).

5. The Board of Trustees of the Alhambra and the Generalife may make available for direct sale tickets not purchased through the institutional channel set forth in the following section.



6. Tickets sales, when they occur in the Alhambra and the Generalife Monument Complex and in its attached properties, will be carried out only and exclusively in the ticket offices or vending machines installed for such purpose. Likewise, for the sale of these tickets, a technologically advanced system may be set up to offer more information in real time on the availability of the tickets, as well as better customer service to visitors by offering new practices through applications for mobile devices.

3.3. Distribution Channels.

Due to the uniqueness of the spaces included in the visit and taking into account the conservation of the historical heritage, as well as the capacity established in each space and, in compliance with the recommendations for safety reasons, two ticket distribution channels are implemented:

Each channel will be allocated the following percentage of tickets annually:

A. General Sales Channel: 82%.

B. Institutional Channel: 18%.

A) General Sales Channel.

It includes tickets made available to visitors who wish to visit, individually or in groups, by buying tickets under the comprehensive system of the Board of Trustees of the Alhambra and the Generalife via the Internet, direct sales ticket offices, vending machines (TVR), network of available ATMs, telephone or other means enabled for this purpose.

In this channel, 82% of the distribution is established as follows, through:

1.1. Direct Sales:

70% of the annual tickets to be released for sale correspond to this channel and the following 3 purchase modalities are established:

	MODALITY 1 LONG TERM	MODALITY 2 MEDIUM TERM	MODALITY 3 SHORT TERM
(RS) Release for Sale	12 Months	3 Months	1 Month
(PT) Percentage of Tickets	36%	22%	12%

Where:

- RS (release for sale): is when the tickets are released for sale, considered the date prior to the visit when they will be made available.

- PT (percentage of tickets): percentage of annual tickets released for sale depending on the corresponding purchase modality.

In any event, when the purchase is formalised, the ticket price must be paid and the ticket must be registered (identification of visitor).

However, the identification of the visitor may be changed up to the day before the visit in the following proportion per purchase locator (letter code and identification number in the ticket reservation and sales system, up to a maximum of 30 people):

Between 5 and 9 tickets: 1 person.

Between 10 and 19 tickets: 2 people.

Between 20 and 30 tickets: 3 people.

All available tickets not purchased through the established modalities may be purchased up to 2 hours prior to the visit to the Nasrid Palaces.

1.2. Agreements and arrangements with other institutions:

It encompasses the agreements and arrangements that promote public initiatives for the purpose of overnight stays and the economic and social development of the city of Granada and its province.

It will be allocated 12% of the annual tickets.

Each arrangement will establish the procedure for the management and sale of tickets.

B) Institutional Channel.

It includes tickets for cultural, educational, academic, research, social and institutional visits and



others that, in accordance with the current public prices order, are free of charge.

It will be allocated 18% of the tickets anticipated according to capacity, based on the annual calculation.

Preferential access to this channel will be given to visits from public institutions and entities whose object of study is related to the knowledge and formal meanings and aesthetic, historical, environmental and natural values and, in short, the identity of the cultural assets of the Alhambra and the Generalife Monument Complex and its attached properties.

Foundations, associations, institutions and centres of a cultural nature will have access to this channel provided that it does not involve a tourist activity and is not managed by private entities or companies.

Groups agreed upon through authorities, official institutions or public corporations that wish to visit the Alhambra and the Generalife Monument Complex and its attached properties may have access.

Educational visits that are not included in the programmes established for such purpose by the Board of Trustees of the Alhambra and the Generalife and which are, preferably, authorities, institutions, formal education centres and public bodies, may book through this channel. Ticket prices will be those established in the public prices order in force at any given time.

Visits carried out through this channel will not be considered an activity specific to tour guides for the purposes of Art. 54 of Law 13/2011, of 23 December, on Tourism in Andalusia, unless the modality of the visit allows and their services are requested by the applicant group.

Groups formed through this channel may not exceed 30 people and, where applicable, must be accompanied by a person responsible for the group or tour guide, who must be accredited before the activity or visit and/or present their authorisation at the time of access. The Board of Trustees of the Alhambra and the Generalife may establish a limit on the number of groups per applicant entity to provide the greatest number of entities with the possibility of visiting the Monument Complex and its attached properties.

The Board of Trustees of the Alhambra and the Generalife may grant valid institutional passes or accreditations to access the Alhambra and the Generalife Monument Complex and its attached properties to authorities or public figures who cannot be included as part of the ordinary management of visits due to their special consideration and public safety.

The operation of this channel in terms of application and ticket sales will be established by the corresponding implementing instructions that will be published on the web page of the Board of Trustees of the Alhambra and the Generalife.

4. Special Visits.

1. Special visits are designed for family or private meetings, as well as for different groups and may be organised by individuals, companies, academic institutions, conference organisers, cruises and others who wish to offer their members or customers a more intimate and unique approach to the Alhambra.

2. These visits take place outside the hours during which it is ordinarily open to the public and will have a limited capacity of 150 people due to the exclusivity of the visit.

3. These special visits shall be requested at least 2 months prior to the day the applicant wishes to visit.

4. The spaces included in these special visits will correspond to the places requested and paid for as established in the public prices order in force at any given time.



5. Payment for these special visits, as well as the consequent payment of all the tickets required for the visit will be made 30 days prior to the day of the visit and must be credited to the account established for such purpose by the Board of Trustees of the Alhambra and the Generalife without the possibility of late payment.

6. A maximum of 10% more tickets than those initially purchased may be purchased up to the day of the visit.

7. Under no circumstances will the amount paid be refunded unless the service is not provided or the activity is not carried out for reasons attributable to the Board of Trustees of the Alhambra and the Generalife.

8. Under exceptional circumstances, the Board of Trustees of the Alhambra and the Generalife may establish a different procedure and capacity for these types of visits, always respecting the admission of 300 people every half hour at the entries to Palaces by means of appropriate and prior justification, particularly conferences, conventions and cruises, when due to their particular unique and special nature.

9. In any event, the Management of the Board of Trustees of the Alhambra and the Generalife will be authorised to authorise or refuse the visit requested, according to organisational and management needs and taking into account the criteria of exclusivity and quality of the visit. The Management of the Board of Trustees of the Alhambra and the Generalife may issue implementing instructions that are necessary to regulate the special conditions of these types of visits.

5. Other Uses.

A) Research.

1. The Board of Trustees of the Alhambra and the Generalife will provide access to the archive, library and museums to any person who needs to consult them, by means of a temporary pass or researcher card, either because they are doing a project related to their professional activity or, lastly, because they need to make a specific consultation.

2. Researcher cards must be requested in writing or by e-mail from the Research and Dissemination Service, which will grant access to the archive, library, museums, specific areas of the visit and closed areas, provided that it is sufficiently justified and if the research requires it, following a request and confirmation from the various Services of the Board of Trustees of the Alhambra and the Generalife

3. Consultations of the Alhambra's archive, library and museum may be made in person or online at the addresses set out in the implementing instructions of these regulations.

4. Likewise, the Management of the Board of Trustees of the Alhambra and the Generalife shall implement precise instructions for using these spaces subsequent payment of the amounts that, where applicable, are established in the public prices order in force.

B) Studies

1. The Board of Trustees of the Alhambra and the Generalife develops its own programmes aimed at public educational institutions.

2. In addition, the Board of Trustees of the Alhambra and the Generalife may collaborate with other institutions, entities, organisations and research and study centres in the development of activities linked to university curriculum projects, as well as complementary educational activities associated with research projects.

3. In any event, the person in charge of the institution, entity, body, centre, group or university research project must submit an application including a description of the study visit to be carried out will be stated, as well as the areas of interest for the study visit so that it may be evaluated by the Management of the Board of Trustees of the Alhambra and the Generalife, after accepting the conditions regulated in these regulations and in the implementing instructions that may be issued by the Management of the Board of Trustees of the Alhambra and the Generalife.

C) Production of Audiovisual Productions and Photographic Reports

1. For the purposes of these regulations, audiovisual production, photographic reportage, filming or shooting in the Alhambra and the Generalife Monument Complex and its attached properties means obtaining any images, in any medium, still or otherwise, with or without



sound, of any interior or exterior area of the spaces, for editorial uses for the dissemination of heritage or educational or cinematographic uses. Filming or photographic reports will only be authorised if their contents and values are in keeping with and compatible with the historic-artistic nature of a World Heritage Site.

2. In any event, doing so will have to adapt to the normal visiting process in these spaces, respecting the areas reserved for filming or reporting, where appropriate.

3. To carry out such filming or photographic reports, authorisation must be requested sufficiently in advance and in accordance with the size of the report or audiovisual production.

4. The public prices which, according to the schedule, location or authorised activity, appear in the public prices order in force at the time must be paid. Until the deposit of said price is formalised, authorisation to carry out the project and reservation of the date on which it is to be carried out will not be effective. For the purposes of setting the price, the entire time the film crew is in the monument and its attached properties will be considered filming or reporting time.

5. During the production, the integrity of all the ornamental and architectural elements will be scrupulously respected, complying, in any event, with the regulations on historical heritage, as well as the regulations established for the execution of aerial works.

6. The Management of the Board of Trustees of the Alhambra and the Generalife may issue as many instructions as necessary for greater and better protection of the heritage while the audiovisual productions and photographic reports are being carried out.

D) Professional Photo and Wedding Reports

1. Professional photographic and wedding reports will be carried out during visiting hours and must adapt to the normal visiting process during these hours.

2. The places that will be prepared for this purpose and their prices will be established in the public prices order in force at the time.

3. Requests for authorisation must be submitted 15 days in advance.

4. The Palace of Carlos V, the Plaza de los Aljibes and the Cuesta de los Chinos, as well as the surroundings of the Alhambra are uniquely attractive and beautiful public spaces that do not require authorisation.

6. Breach of the Regulations.

Failure to comply with that set forth in these regulations will give rise to administrative liability in accordance with that established in Law 13/2011, of 23 December, on Tourism in Andalusia, and with that set forth in the Law on the Historical Heritage of Andalusia, Law 14/2007, of 26 November, and other applicable regulations in force, and people responsible for the violations specified in these regulations may be punished, without prejudice to any criminal liability or other liability that may have been incurred.

Likewise, any anticompetitive behaviour that may occur in the general sales channel may be prosecuted and punished by the Andalusian Agency for the Defence of Competition which is competent to deal with the behaviour prohibited by Articles 1, 2 and/or 3 of Law 15/2007, of 3 July, on Competition.

7. Repeal of Previous Provisions.

These regulations render null and void the provisions included as a single Appendix to the Resolution of 26 September 2016 of the Board of Trustees of the Alhambra and the Generalife published in Official Gazette of the Autonomous Community Government of Andalusia No. 192, dated 5 October 2016. Likewise, provisions that



may remain in force, as well as any other previous provision that contradicts the provisions of these regulations are rendered null and void.

8. Entry Into Force: Transitional Period.

This Regulation shall enter into force on 1 March 2020. However, to take into account the advance notice provided for in the previous ticketing and reservation management system, the provision of tickets as set out in Section 3.3 of these regulations will be made available for visiting days on and after 1 May 2020.

Granada, 16 January 2020 - The Director, Rocío Díaz Jiménez.

