

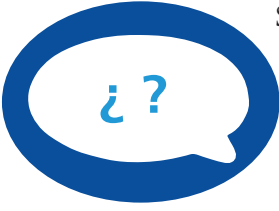


# Services charter



Santa María Cathedral Foundation

## Services charter



Services charters are documents to inform citizens about the **services** we offer and our **quality commitments**. Therefore, to ensure fulfilment of these commitments, we undertake to annually publish specific **indicators** for each commitment.

## Mission



The mission of the Santa María Cathedral Foundation is to **develop the potential within the cathedral as a major heritage site in the region, on a historic, cultural, tourist and scientific level**. This mission is fulfilled by sharing the building with society via a programme of guided visits adapted to the different segments of society.

## Our services



We offer a **fully accessible guided visit** that is very different from the typical tour. Santa María Cathedral is accessed via the foundations and it is possible to go up to the bell tower. The crypts, the nave, the parapet walkway and the triforium can be visited and, paradoxically, the tour ends up at the entrance, in a wonderful portico that was once polychromed.

### Visitor Information and support:

- **In-person:** Our Visitor Centre at Cantón Santa María 3 is open every day from 10am to 2pm and from 4pm to 6pm throughout the year.
- **Remotely:** We have 2 phone lines for telephone enquiries on +34 945 255135 and we also respond to all queries by e-mail at [visitas@catedralvitoria.eus](mailto:visitas@catedralvitoria.eus).



## Our visits

Our most popular tour is the **Cathedral and Tower Visit**, where all of the corners of the cathedral can be explored, from the underground crypt to the triforium, without forgetting the parapet walkway and the portico of light show. The tower can also be climbed to enjoy a unique view over the city from this watchtower. .

There is also the possibility of only visiting the **Cathedral** or, if you are interested in the history, you can visit the **Cathedral and Wall** where you will be able to see the medieval wall of Gasteiz and its restoration process.

If you are looking to immerse yourself in its history, the **virtual reality experience** and wall is for you. The underground crypt, cathedral nave and the city wall are visited. With the help of some Virtual Reality devices, visitors travel in time to Gasteiz in the 9th - 14th centuries.

	Duration	Normal	Reduced	7-12 y.o.	< 6 y.o.
Cathedral and Tower Visit	75 min	11.00 €	7.50 €	2.50 €	Free
Cathedral and Wall Visit	75 min	10.50 €	6.50 €	2.50 €	Free
Cathedral Visit	60 min	9.00 €	6.00 €	2.50 €	Free
Virtual Experience	75 min	8.50 €	5.50 €	2.50 €	Free

**The reduced rate** is applicable to students under the age of 30, over 65s, teachers, large families, the unemployed and people with functional diversity. Proof must be presented for each case.

### Visiting Times and Calendar:

All visits are guided so the previously established times are followed.

Planning is flexible and depends on the bookings for the different types of visits.

Visits are in the **morning or in the afternoon from Monday to Sunday.**

# Our commitments



## Santa María Cathedral Guided Visits

COMMITMENTS	INDICATORS
Full refund for visits that are cancelled at least 48 hours in advance.	The organisation's direct indication, verification via the complaints and claims register. Percentage of valid refunds.
Offer the visitor a quality visit, providing a unique and satisfactory experience.	Obtain more than 4 points on a scale of 5 in the satisfaction surveys sent to visitors.
Guarantee guided visits for groups of more than 5 people.	The organisation's direct indication, verification via the complaints and claims register and report on the number of people by group.
For groups of more than 15 people, we will ALWAYS arrange a time for the visit. We need to be informed with more than 7 days notice for our internal organisation.	The organisation's direct indication, verification via the complaints and claims register and report on the number of groups with more than 15 people.
The route will be accessible from the crypt to the tower for all people with reduced mobility, including the use of lifts that require auxiliary staff. Prior notice is not required.	Requirement included in the technical specifications. The Mystery Client technique will be used to ensure its fulfilment. The complaints and claims register will also be checked.

## Our commitments



### Visitor Information and Support

COMMITMENTS	INDICATORS
Provide an efficient and friendly service using language that is understandable, responding satisfactorily to any questions raised.	Obtain more than 4 points on a scale of 5 in the satisfaction surveys sent to visitors.
Telephone enquiries will always be handled by a person, not by a machine.	Requirement included in the technical specifications. Obtain more than 4 points on a scale of 5 in the satisfaction surveys sent to visitors.
Return phone calls and respond to e-mails within a maximum period of 24 hours.	Requirement included in the technical specifications. The Mystery Client technique will be used to ensure its fulfilment.

## MONITORING

If the commitments set out in this Services Charter cannot be fully or partially fulfilled at any time due to causes within or beyond the service, the Santa María Cathedral Foundation will act to rectify this situation and avoid inconveniencing users of the service.

A series of indicators to verify the fulfilment of the commitments has been established in the charter. Monitoring of the commitments **will be published annually** on the website: [www.catedralvitoria.eus](http://www.catedralvitoria.eus).

# How to book

It is important to book in advance as groups are limited to 20 people. Bookings can be made:

- In-person: At the Visitor Centre in Cantón de Santa María 3 and by phone, from 10am - 2pm and from 4pm - 6pm.
- By phone: On 945 255 135, from 10am - 2pm and from 4pm - 6pm.
- Telematically: On the website [www.catedralvitoria.eus](http://www.catedralvitoria.eus) and at the email address [visitas@catedralvitoria.eus](mailto:visitas@catedralvitoria.eus).

# How can you help us?

Citizens can collaborate in the process of **continuous improvement** of this Charter of Services, expressing their suggestions and complaints or participating in future revisions that are carried out. To do this you can use any of these ways:

- **In-person** at the offices of the Fundación Catedral Santa María at Calle Cuchillería 93, monday through friday from 8:30 a.m. a 14:00 p.m.
- By filling in **complaint and suggestion** sheets at the Visitor Center.
- **By email:** [zerbitzukarta@catedralvitoria.eus](mailto:zerbitzukarta@catedralvitoria.eus).
- **By web suggestion box:** [www.catedralvitoria.eus](http://www.catedralvitoria.eus).

