

THE BERLIN WALL

A WORLD DIVIDED

General Terms and Conditions of Sale for the exhibition "The Berlin Wall. A Divided World"

1. Tickets Available for Sale

1.1. For Individual Visitors

Tickets for the temporary exhibition The Berlin Wall. A Divided World can be purchased both at the ticket office and online at **www.elmurodeberlin.com**.

For online sales, the number of tickets per order and per person is limited according to the availability indicated in the "quantity" option when selecting the visit.

1.2. For Groups

For groups (except school groups), these general terms and conditions of sale apply.

For school groups, specific conditions are detailed in the booking confirmation sent to the group leader.

1.3. Online Ticket Availability

The customer is informed of availability at the time of purchase.

When a time slot is no longer available, it will appear as sold out.

If, due to overlaps between different sales channels, a time slot booked by a school group becomes unavailable, the exhibition will contact the group leader to offer a new time slot.

1.4. Validity Period

Tickets purchased online are dated and timed and are valid exclusively for the specified visit.

Tickets cannot be reused or resold.

1.5. Cancellation, Delay

Musealia and Proactiv reserve the right to cancel dates if the minimum number of visitors is not reached.

Affected persons will be informed and offered a reschedule or refund, except in cases of force majeure, with no entitlement to any additional compensation. Delays by visitors do not entitle them to a refund.

Any activity started must be paid for in full.

In the event of exceptional circumstances (strikes, celebrations, etc.), Musealia and Proactiv may modify opening hours and will handle cancellation or change requests in accordance with these conditions.

1.6. Refunds and Exchanges

The sale of tickets is considered a leisure service and is not subject to the right of withdrawal.

Tickets are personal, non-transferable, non-modifiable, non-exchangeable and non-refundable, except in cases of cancellation or modification by Musealia or Proactiv.

For safety reasons, Musealia or Proactiv reserve the right to close or modify opening hours.

In such cases, the buyer will be contacted and informed about the possibility of rescheduling or refunding the ticket. Refunds will be processed as soon as possible after receiving the buyer's bank details.

Tickets purchased through partner sites or resellers must be managed directly with these third parties according to their own terms and conditions.

2. Prices

The applicable prices are those in effect at the time of purchase, available on the website and at the ticket offices.

Prices are expressed in euros (€) and include taxes. Different rates apply depending on the type of visit, age, or visitor status.

Proof of eligibility for free or reduced admission must be presented at the entrance check. Otherwise, the visitor will be required to pay the difference up to the full price.

Musealia and Proactiv reserve the right to modify prices, without affecting purchases already made.

The current rates at the date of this document are listed in the annex.

3. Sale on the Website www.elmurodeberlin.com

3.1. Online Purchase

The purchase process consists of the following steps:

- Selection of the type of visit, date, time, and number of tickets.
- Entry of required personal data (email, name, phone number, postal code).
- Order validation and online payment via secure system.

If payment is declined, the order is automatically canceled.

3.2. Online Payment

Musealia and Proactiv guarantee that they do not store customers' banking data.

The customer acknowledges that neither Musealia nor Proactiv are responsible for fraudulent payments made with their card.

3.3. Ticket Issuance

Online tickets are electronic (e-tickets). They can be printed in A4 format or displayed on a mobile device.

Visitors must present the required proof when benefiting from reduced or free admission.

The barcode must be legible for access control.

Tickets are personal, non-transferable, and valid for single entry only. It is strictly forbidden to duplicate or counterfeit tickets.

4. Other Payment Methods On-site

4.1. Payments at the Ticket Office

Payments can be made in cash or by credit/debit card.

4.2. Deferred Payment for School Groups

School groups may choose to pay by bank transfer, card payment, or at the ticket office.

For more information, please contact info@musealia.net.

5. Liability

Neither Musealia, Proactiv, nor the customer shall be held liable in cases of force majeure (wars, riots, government restrictions, fires, storms, or floods).

Except in cases of technical failure attributable to the website, Musealia and Proactiv are not responsible for errors occurring during the ordering or printing process due to external factors (computer, network, or Internet failures).

The use of tickets is the sole responsibility of the purchaser.

6. Personal Data and Cookies

6.1. Personal Data

Musealia and Proactiv are committed to protecting personal data. The collected information is used solely for order management and communication purposes.

The customer has rights of access, rectification, deletion, opposition, and data portability, which can be exercised by emailing **info@musealia.net**.

6.2. Cookies

The website uses cookies to ensure the proper functioning of the sales system and for audience analysis.

The customer can configure their browser to be notified of or refuse cookies.

7. Miscellaneous Provisions

If any of the clauses are found to be illegal or unenforceable, the remaining provisions shall remain valid.

8. Applicable Law

These terms and conditions are governed by Spanish law.

In case of dispute, the courts of Barcelona shall have exclusive jurisdiction, once all amicable means of resolution have been exhausted.

Annex: Rates as of 07/10/2025

- **Visitor Day – Special Rate: €12.80**
 - Available only on Mondays – For everyone.
- **General Rate:**
 - Wednesday to Friday – €15.80
 - Weekends and holidays – €17.80
- **Reduced Rate:**
 - Wednesday to Friday – €13.80
 - Weekends and holidays – €15.80
 - With valid proof for:
 - Students and Youth Card holders
 - Seniors
 - Large families
 - Persons with disabilities*
 - Unemployed persons**
- **School Groups: €6.50**
 - Monday to Friday, from 10:00 a.m. to 4:00 p.m.
- **Adult Groups: €12.80**
 - Monday to Sunday
- **Free Admission:**
 - Children aged 0–7 accompanied by an adult (without audio guide)
 - Accredited teachers with group reservation (contact the school groups department to request free admission).

* Accepted proof: disability card, mobility and inclusion card, priority card, war disability card.

** Required proof: document showing registration as a job seeker.