

## Visitor Rules for the Sierra Tramway Interpretation Center

Thank you for your interest in visiting our center. To ensure a pleasant experience and the preservation of our facilities, we kindly ask that you follow these rules:

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### Visiting Hours and Format

- **Opening Hours:** The center is open to the public from **Tuesday to Saturday**, from **10:00 AM to 2:00 PM**.
- **Visiting Format:**
  - The **Ground Floor** is explored via a **guided tour**.
  - The **Upper Floor** is a **self-guided visit**.

### Tickets, Reservations, and Payment

- **Individual Visits:** **No prior reservation is necessary**. You may purchase your ticket directly at the ticket office during opening hours.
- **Groups and Reservations:**
  - For **group visits, prior reservation is required**.
  - You can make a reservation by contacting:
    - **Email:** [hola@pinosgenilturismo.com](mailto:hola@pinosgenilturismo.com)
    - **Phone:** 692 362 021
- **Ticket Price:** The cost of entry is determined by current **Municipal Taxes**.
- **Reductions and Discounts:** To benefit from any reduced rate or discount, it is essential to **present the corresponding supporting document at the time of purchase**.
- **Payment Methods:**
  - For individual visits, **only cash payments are accepted** at reception.
  - For **groups with a prior reservation, payment by bank transfer** is accepted before the visit.

### Accessibility and Inclusivity

- **Physical Accessibility:**
  - The **Ground Floor** is **fully accessible**.
  - Access to the **Upper Floor** is **limited and only via stairs**.
- **Audiovisual Accessibility (Languages and LSE):** The projected interpretive videos are available in **Spanish, English**, and with **Spanish Sign Language (LSE)** interpretation.
- **Pets:** The Center is **"Pet Friendly,"** provided that pets are properly restrained (on a leash) and under the responsibility of their owners.

### General Recommendations

- **Eating is strictly prohibited** inside the exhibition rooms.
- We ask that you maintain due respect for the facilities and the exhibited material.
- Please follow the instructions of the center's staff at all times.