

## **OPERATIONAL PROTOCOLS**

### **Agency Rates and Service without Transport – 2026**

#### **1. PROTOCOL – PREFERENTIAL AGENCY RATE (WITHOUT TRANSPORT)**

##### **Booking**

- All bookings must be made at least 24 hours in advance
- The agency must provide the following information:
  - Agency name
  - Number of visitors (adults and children)
  - Date of visit
  - Selected package
  - Staff information

##### **Confirmation**

- The booking shall be considered confirmed once validated by the relevant department
- A reference number or booking name shall be assigned for internal control

##### **Visitor Reception**

- The client must present themselves at the ticket office indicating:
  - Agency name or booking reference number, in cases where no agency guide is present
- Verification shall be carried out in the system prior to granting access

##### **Rate Application**

- The agency rate shall apply exclusively to previously registered agencies

- Preferential rates shall not be applied without a confirmed booking or in the absence of proper registration within the system

### **Payment**

- Payment methods shall be subject to the agreement with each agency:
  - Advance payment
  - Direct payment at the ticket office

### **Commissions**

- Commissions apply exclusively to suppliers registered as commission-based providers, not as agencies, and are calculated based on the public net rate
- Commissions shall be calculated in accordance with the previously agreed rate
- Commission payments shall be made in accordance with the established agreement and shall not be withheld or reserved