



# La Sagrada Família

(Spain)

The house of worship of the Sagrada Família is regarded as highly unique worldwide and is the result of the genius Antoni Gaudí (1852-1926), the Catalan architect. The building of the basilica began in 1882 and is unfinished until today. The Krypta and the birth facade, were declared a World Cultural Heritage by UNESCO in 2005.

Every year, millions of people visit the Sagrada Família, and in 2012, the record number of 3.233.526 was reached. The church has been maintained by donations thus far, as of late, also by selling tickets for tours. These proceeds allow for the continuation of the church's construction works. According to the technical manager, the construction works will be completed by 2026.

In order to manage the huge stream of visitors, access control systems by SKIDATA were installed in 2011.



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## Project Details

|                   |  |
|-------------------|--|
| Installation Date | May 2011   |
| Operated By       | La Sagrada Família   |
| Technical Partner | SIAL   |
| Access Points     | 8 turnstiles Vario.Gate<br>1 turnstiles<br>Turnstile.Gate ADA<br>1 Vario.Gate without turning (kids' access) |
| Exits             | 3 Turnstiles with free exits   |
| Handhelds         | 11 (Audio guides, elevators and Casa Museu)  |
| System            | Handshake.Logic  |

The operator of the Sagrada Família set the following requirements for SKIDATA:

- Integration of further sales channels and their direct control
- Transitioning to a form of working, which is based on maximum pre-sale
- The use of various access types
- Canalization of visitor streams according to opening times

On the basis of the installed Vario.Gates and the handhelds, not only the requirements of the operator were met, the Sagrada Família also achieved important goals using the SKIDATA access solutions:

- Increase of customer satisfaction by facilitating their travel planning thanks to the pre-sale of tickets online.
- At the same time, Handshake.Logic enables the sales management of all channels and of the payment process.
- Improvement of the quality of visits by managing entry times and the resulting prevention of long waiting times, which the visitors had to tolerate in the past.
- The use of one single ticket for various services: general entry and/or panorama elevator, pick-up of reserved audio guides and visits of the museums Casa Museu Gaudí in Güell Park.