















Rules and recommendations

Customer Service Center

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Rules and recommendations for the visit

-  • You will need to be at the meeting point 10 minutes prior to the start of the visit. Please be punctual. Due to the particular circumstances of the visit, latecomers will not be admitted once it has started.
-  • Your ticket should be shown to the guide and it is advisable to retain it throughout the tour. It is not necessary to have a printed ticket: it may be shown on any mobile device.
-  • To enter the cathedral it is obligatory to wear a mask covering the nose and mouth.
-  • Disinfect hands.
-  • Each visitor will be subjected to a body temperature check using suitable thermometric instruments.
-  • This visit is authorised for people aged 10 and over. Children (aged 10-16) should be appropriately accompanied by adults. Please help us by explaining to them the importance of not touching the works of art.
-  • For the purposes of heritage preservation, visitors must undertake to observe appropriate standards of conduct and respect while visiting the building. A strict commitment to safeguarding all the ornamental and architectural features is required.
-  • In order to respect the sanctity of the temple, we remind you that in the summer months it is of the utmost importance to comply with the rules of attire. Dressing in an appropriate way is conducive to coexistence, cordiality and respect for the special sensitivity involved in visiting a cathedral.
-  • Visitors carrying oversize objects or packages will be denied entry.
-  • The guided tour of the Cathedral's masterpieces represents a novel and remarkable way of exploring the building and involves visiting restricted areas. Please follow the guide's instructions at all times.
-  • The use of cameras is permitted for exclusively personal reasons. For reasons of security, and in order not to inconvenience other visitors, tripods may not be used, unless authorised in advance.
-  • To ensure the quality of the visit, the use of mobile telephones is prohibited during the tour. They may only be used for taking photographs.
-  • The tour will take place within the confines of the Cathedral. Out of respect for the other visitors and to maintain an atmosphere of retreat appropriate to a place of worship, please conduct your visit in silence.
-  • If you require information about visiting the Cathedral's masterpieces, you can call us on 0034 954214971 or 0034 682 001 309 or send an email to reservaspatrimonio@catedraldesevilla.es

