

APROPA CULTURA FAQs

REGISTRATION

. Is there any fee to adhere the program as a social entity?

No, adhering Apropa Cultura as a social entity or service is always free.

. Can I have two different registrations for two different services of a single entity?

Yes. In fact, we encourage each service to have its own registration. If a single person is managing all registrations, he/she must simply choose in the centres or services drop-down list, which one he/she wants to make the reservation for.

. Is there a maximum number of outings or a yearly minimum to belong to the program?

No. You can make as many outings as you wish.

RESERVATIONS

. Can tickets be used by other non-users persons of the social centre or service?

No. Tickets are of exclusive use by persons assisted at the social centre and service and the persons needed to accompany them and make the outing possible.

. Can tickets be booked individually?

No. Apropa Cultura program is addressed to groups. Reservations are always for groups.

. Is there a minimum or maximum number of persons per group?

Yes. Groups must be of at least 5 people for the Apropa rate and 7 people for the reduced rate.

. Should I have any doubt on a reservation or payment, who can I address to?

To the Apropa coordinator of the equipment. You will find all the cultural equipments and programmers' contacts at the contact section.

. If an activity is free, do we need to make a reservation?

Yes. When an activity is free and it appears in the Apropa Cultura website, you need to make the reservation because there is often a limited capacity and we must keep your seats.

. What is the difference between a direct reservation and an on-demand reservation?

A direct reservation implies an immediate confirmation once the request is made and this lets you make the due payment. An on-demand request needs prior validation by the equipment. Once you are approved, you can then make the payment.

. Can I make I direct reservations during an on-call period?

Yes. Direct reservation coexists with the call. You will always find on the show card the label for a reservation type or the other. With the activity tracker itself, you can filter a search of exclusively direct reservation, if you prefer.

PAYMENTS

. Can we increase or reduce the number of attendants in an already paid reservation?

Yes. You must always talk to the Apropa Cultura coordinator of the equipment and see if there is any availability and make the extra payment of needed tickets. To reduce the number of seats, they will tell you how to proceed. Each equipment has its own policy.

. Which is the term to pay Apropa Cultura reservations?

Usually, it is up to 10 days after the reservation is made. This can vary according to the date when the reservation is made, the day of the activity or the equipment. The limit date for payment will always appear when making the reservation.

. Which is the payment method of Apropa Cultura reservations?

The most common is bank transfer to the equipment. You will always find payment data on the reservation sheet. Sometimes or some specific equipments, want the payment to be made at the box office.

. How can I ask for the invoice of tickets booked with Apropa Cultura?

Invoices can be asked for on your personal panel at the **Invoice Request** section. Invoices are issued by the cultural equipment where you made the payment.