

Servicios y experiencias

Experiencias

Alta Alella to La Roca Village

HIGHLIGHTS

Guided tour of the Can Genís estate and winery followed by a wine/cava tasting against the stunning backdrop of the Mediterranean.

Exclusive access to a private space with refreshments, hands free shopping, personal shopper assistance, VIP pass with discounts, early tax refund, and Frequent Traveller Programme benefits.

The combined elegance of wine culture and the exclusivity of luxury shopping, promising a day replete with sophistication and charm.

INCLUDED

Guided tour of a local winery.

Tasting of four wines paired with cheeses.

Luxury shopping experience at La Roca Village.

Welcome at the La Roca Village private spaces: The Apartment or Personal Shopping Suites

VIP Pass with an additional 10% discount in a selection of boutiques

Tax refund service

Hands-Free Shopping Service

Personal Shopping and Image consulting services

Transportation is eligible if the option is selected. Check time and availability on the calendar.

NOT INCLUDED

Food and beverages, unless specified.

DESCRIPTION

Embark on a luxurious day of exploration, starting with a wine tour in Alta Alella, where you'll discover the secrets of wine and cava production while enjoying panoramic sea views. Then, indulge in an exclusive shopping experience at La Roca Village with its Premium Package, complete with VIP perks and personal shopper assistance. It's a day of opulence, Mediterranean charm, and refined indulgence in Barcelona.

PROGRAM

Embark on a day of unparalleled luxury and refined indulgence, beginning with a journey into the heart of wine culture at Alta Alella, a hidden gem nestled amidst the picturesque hills just a stone's throw away from the azure waters of the Mediterranean Sea, a mere 15 kilometers from the vibrant city of Barcelona. Your adventure unfolds amidst the tranquil beauty of the Can Genís estate, where centuries-old vines weave a tapestry of history and tradition.

Step into the world of winemaking as you embark on a guided tour of the estate's vineyards and cellars, led by knowledgeable experts eager to share the secrets of wine and cava production. Immerse yourself in the artistry and craftsmanship that goes into each bottle, from vine to glass, as you explore the inner workings of the winery. Your journey culminates in a tasting session at the esteemed Wine Tourism Centre, where panoramic vistas of the shimmering sea serve as a breathtaking backdrop to your sensory experience. Indulge in the flavors of four exquisite wines and/or cavas, each a testament to the region's rich viticultural heritage.

After savoring the delights of Alta Alella, your next destination awaits at La Roca Village, a haven for luxury shopping enthusiasts seeking the finest in fashion and style. Step into a world of opulence as you access a private space reserved exclusively for VIP guests, offering a respite from the bustling crowds and a chance to refresh with tantalizing snacks and refreshments. With the assistance of a dedicated personal shopper, navigate the village's labyrinth of boutiques with ease, selecting from a curated selection of designer brands and coveted labels. As a VIP guest, enjoy the privilege of a special 10% discount at selected boutiques with the VIP Pass, while also taking advantage of premium services such as Global Blue's early tax refund and the opportunity to join the Frequent Traveller Programme for additional perks and privileges.

As the sun begins to set over the horizon, signaling the end of a day filled with indulgence and discovery, you'll depart from La Roca Village at 7pm, bidding farewell to a day brimming with unforgettable moments and cherished memories. From the sophistication of wine culture to the allure of the Mediterranean, and the refined indulgence of luxury shopping, your day's adventures have woven together a tapestry of experiences that will linger in your heart long after you return to the vibrant streets of Barcelona.

Servicios:

Hands-free Shopping

- Deje que nos encarguemos de sus bolsas para que pueda comprar con las manos libres. Recogeremos sus compras en cada boutique y las tendremos listas para cuando salgan del Village.

Reserva de aparcamiento

- Ahorre tiempo reservando una plaza de aparcamiento antes de su llegada. Exclusivo para Membership nivel 2 y 3 con el beneficio.

Consigna de equipajes

- En nuestro Servicio de Conserjería podrá dejar su equipaje de forma segura. No está permitido almacenar productos perecederos.

Carritos para bebé

- En nuestro servicio de conserjería contamos con carritos para bebé. Resérvelo para su próxima visita, siempre según disponibilidad.

Silla de Ruedas

- Contamos con sillas de ruedas en nuestro Servicio de Conserjería para aquellas personas cuya movilidad sea limitada. Resérvelo con tiempo según disponibilidad.

Shopping express(servicio de bus)

- Disfruta del servicio oficial diario de autocar de lujo directo desde el centro de Barcelona hasta La Roca Village, y obtén un -10% adicional en tus compras.
- El mejor destino de compras está ahora más cerca. Viaja directamente a La Roca Village en apenas 40 minutos desde Barcelona. Operado por Catalunya Bus Turístic, el servicio oficial Shopping Express® ofrece un viaje más cómodo y personalizado que incluye Wi-Fi gratuito, guía multilingüe y acceso con silla de ruedas con reserva previa. Cada billete dispone de un VIP Pass personal con un 10% de descuento adicional* sobre el precio del Village y del servicio gratuito Hands-free Shopping, con el que cargamos las bolsas de tus compras, para que así no tengas que hacerlo.

- Shopping Express®

PUNTO DE SALIDA

Estació del Nord - Barcelona

- HORARIOS DE SALIDA - Servicios diarios de lunes a domingo

DESDE BARCELONA HACIA LA ROCA VILLAGE

Estació del Nord: 9h · 10h · 11h · 12h · 13h · 14h · 16h · 17h · 18h · 19h · 20h

- DESDE LA ROCA VILLAGE HACIA BARCELONA

Hacia Estació del Nord: 10h · 11h · 12h · 13h · 15h · 16h · 17h · 18h · 19h · 20h ·

21:15

- Horarios válidos todo el año. El 24 y 31 de diciembre, el Village cerrará a las 19h por lo que el último servicio será a las 19h. No habrá servicio los días 11 de septiembre, 25 y 26 de diciembre y 1 y 6 de enero, ya que el Village permanecerá cerrado.
- PRECIOS COMPRA ANTICIPADA
 - Adultos: 22€ (ida y vuelta)
 - Niños de 3 a 12 años: 12€
 - Menores de 3 años: GRATIS
- PRECIOS COMPRA EN SHOPPING EXPRESS®
 - Adultos: 24€ (ida y vuelta)
 - Niños de 3 a 12 años: 14€
 - Menores de 3 años: GRATIS
- TÉRMINOS Y CONDICIONES

Los tickets se pueden adquirir en el mismo Shopping Express®, sin embargo, recomendamos comprarlos con antelación debido a la limitada capacidad del autocar. Por causas ajenas al servicio, la empresa no se hace responsable de los cambios que puedan producirse en los puntos de salida y/o en los horarios programados. Por favor, asegúrate de estar en el punto de encuentro al menos 15 minutos antes de la salida del autocar. Todos los horarios y precios están sujetos a su confirmación en el momento de realizarse la compra.

*El 10% de descuento adicional es de aplicación según sus términos y condiciones (enlace). Para conocer las boutiques participantes, por favor, dirígete al equipo de Concierge Services para más información. No acumulable con otras ofertas ni promociones.

Tax free shopping

Si vives fuera de la UE(Union Europea)

Disfruta de Tax-free shopping y de hasta un 21% de descuento en tus marcas favoritas. Los guests del Reino Unido (excepto NI) ahora también pueden utilizar este servicio. Sigue estos sencillos pasos.

Pregunta en las boutiques

Pide un recibo de devolución de impuestos cuando realices una compra. Algunas boutiques pueden requerir un gasto mínimo. Por favor, pide más información en la boutique.

Valida tus recibos

Cuando salgas de la UE, presenta tus recibos en el mostrador de aduanas para que puedan validar tus compras libres de impuestos.

Recibe tu reembolso

Presenta tus recibos validados y tu pasaporte en la Oficina de Reembolsos del aeropuerto para obtener un reembolso inmediato en efectivo o en tu tarjeta de crédito.

Aerolíneas colaboradoras

Al finalizar tus compras en el Village, reclama tus puntos de viajero frecuente simplemente enviando un correo a FrequentFlyerRewards@larocavillage.com con tu comprobante de miembro, tus recibos de cada una de tus compras y una imagen editada de la tarjeta de crédito con la que se ha realizado el pago, manteniendo sólo nombre de titular y los últimos 4 dígitos.

El servicio de canje electrónico no está disponible para el canje de Ctrip.

Loyalty Programmes – Terms & Conditions

Value Retail Management Ltd, Value Retail PLC and any company or entity and its affiliates to which either Value Retail Management Ltd or Value Retail PLC or any of their affiliates licenses rights or provides services (“Value Retail”) has an extensive network of partners, including airlines, credit card providers, online travel partners and hotel consortia, some of which can be accessed here (“Participating Partners”).

The following terms and conditions (“Terms”) apply to the offer of ‘miles’, ‘points’ or equivalent ‘rebates’ to customers of Value Retail who are also members of loyalty programmes with the Participating Partners (“Customers”) but excluding members of the British Airways Executive Club loyalty programme who are seeking to redeem Avios for Qualifying Purchases (defined below) in Bicester Village.

These Terms are supplementary to the terms contained in any bonus miles or promotional offer invitation ("Invitation") received by a Customer. The Invitation should be carefully reviewed as additional terms and conditions may apply.

How to participate

1 To receive 'miles', 'points' or equivalent 'rebates' under a loyalty programme, Customers must either:

1.1.(a) present (i) their membership card with a Participating Partner; and (ii) where applicable, their Invitation; and (iii) their receipts for goods, including food and beverages, purchased by the Customer at a Value Retail Village (defined below) ("Qualifying Purchases"); to the Concierge Services or Welcome/Visitor Centre at a Value Retail Village.

1.1.(b) send an email attaching: (i) photographs/scans of their Invitation and (ii) photographs/scans of their receipts for Qualifying Purchases (which must clearly display the full header and footer of the receipt, the name of the brand, the value of the purchase, time and date of the purchase and the last four digits of the card used to make payment); and (iii) a photograph/scan of their membership card showing details of their full name, membership number and name of the Participating Partner; and (iv) a photograph/scan of the credit/debit card(s) or screenshot of applicable contactless payment method used for the Qualifying Purchases showing only the full name of the card holder and the last 4 digits of the card number (and must blank out all other details), to the relevant email address set out in paragraph 19 below for the specific Value Retail Village at which the Qualifying Purchases were made.

NB 1 This alternative e-redemption process made available under this clause 1.1.b. was introduced by Value Retail due to the impact of the COVID-19 pandemic and will be available until further notice for redemptions with all Participating Partners, other than Ctrip which is excluded from the e-redemption process.

NB 2 Customers are responsible for ensuring that all details on their credit/debit card other than their name as the card holder and the last four (4) digits of the card number are blanked out in the photograph/scan submitted by email for the redemption of their 'miles', 'points' or equivalent 'rebates' in accordance with paragraph 1.1.(b). Value Retail will not be responsible (to the fullest extent permissible by law) for any claims, damages, losses, and/or costs incurred by the Customer as a result of the actions or conduct of any third party if the Customer fails to block out irreversibly all information on the card other than the name of the card holder and the last four (4) digits of the card number.

NB 3 Where the Customer seeking to make a redemption pursuant to paragraph 1.1(a) is a Ctrip member, the Customer must also present a valid form of ID (being a passport, driving licence or national identity card).

NB 4 Receipts for replacement or re-issued products shall not be deemed to be valid receipts and shall not be included in the definition of Qualifying Purchases.

NB 5 By way of definition, a "Value Retail Village" is a Village which forms part of The Bicester Collection; namely Bicester Village, London; Kildare Village, Dublin; La Vallée Village, Paris; Wertheim Village, Frankfurt; Ingolstadt Village, Munich; Maasmechelen Village, Brussels, Fidenza Village, Milan; La Roca Village, Barcelona, Las Rozas Village, Madrid; Suzhou Village (Bicester Village Suzhou), Suzhou; and Shanghai Village (Bicester Village Shanghai), Shanghai.

1.2. acknowledge and accept that Value Retail will need to collect and process the Customer's personal data to conduct identity checks and proof of purchase and any other information as may be required by Participating Partners for the purposes of awarding 'miles', 'points' or equivalent 'rebates' to Customers and for the purposes of tracking the levels of Customer spend with a Participating Partner to assess whether certain annual spend thresholds have been met (see paragraphs 5 – 8 below). All collection and processing of such personal data by Value Retail will be conducted in accordance with Value Retail's Privacy Policy, which can be accessed [here](#).

2 In addition to the above requirements, to receive 'bonus miles', 'bonus points' or 'bonus rebates' which are the subject of a specific promotional offer, Customers must, at the same time, also present their Invitation to participate in the relevant 'bonus' offer to the Concierge Services or Welcome/Visitor Centre at a participating Value Retail Village.

3 Unless otherwise stated in terms contained in any Invitation, claims for 'bonus miles', 'bonus points' or 'bonus rebates' offers can only be made on the same date that the Qualifying Purchases are made and no retroactive claims for 'bonus miles', 'bonus points' or 'bonus rebates' will be permitted.

4 No 'points', 'miles' or equivalent 'rebates' will be awarded for Qualifying Purchases purchased by anyone other than the Customer. The Customer may be required to provide evidence (including, but not limited to, proof of identification and proof of purchase), to Value Retail's reasonable satisfaction, that it was the purchaser of the Qualifying Purchases before any 'points', 'miles' or equivalent 'rebates' are awarded. The Customer may only make one (1) claim per day for 'points', 'miles' or equivalent 'rebates'.

The Annual Threshold

5 Where a Customer has applied for 'miles', 'points' or equivalent 'rebates' with a Participating Partner and, at any point within a calendar year, the Customer's collective annual spend during that year associated with such applications for 'miles', 'points' or equivalent 'rebates' at any or a number of the Value Retail Villages is equal to, or exceeds the Annual Threshold (defined below in paragraph 6) then the rate at which the 'miles', 'points' or equivalent 'rebates' are awarded with such Participating Partner for the remainder of that year will be the "Reduced Earn Rate" set out in the section titled "Partner program offers" at the end of these Terms.

6 The annual threshold shall be €30,000 (the "Annual Threshold").

7 In addition to the foregoing 'bonus miles', 'bonus points' or 'bonus rebates' will not be awarded to a Customer who has met or exceeded the Annual Threshold, for the remainder of the year in which the Customer has met or exceeded the Annual Threshold.

8 Where a Customer applies for 'miles', 'points' or equivalent 'rebates' with receipts from a Value Retail Village that are in a currency other than € then the following exchange rates shall be used to calculate whether the Customer has reached or exceeded the Annual Threshold to trigger the Reduced Earn Rate of 'miles', 'points' or equivalent 'rebates':

- €1 = GBP0.869
- €1 = CNY7.8667

The Earn Rates

9 The rates at which a Participating Partner will award 'miles', 'points' or equivalent 'rebates', including the reductions in rates where a Customer has met or exceeded the Annual Threshold, are set out in the section titled "Partner program offers" at the end of these Terms. Where a quarter, half or three-quarter 'mile', 'point' or equivalent 'rebate' is awarded to a Customer, Value Retail reserves the right to round such percentage up to the nearest full 'mile', 'point' or equivalent 'rebate'.

10 Value Retail reserves the right to refuse to award any 'points', 'miles' or equivalent 'rebates' in cases of actual or suspected fraud.

11 For the avoidance of doubt, Customers who comply with the above conditions shall only be entitled to an award of 'miles', 'points', or equivalent 'rebates' in respect of one (1) Participating Partner per Qualifying Purchase receipt. Any attempt to claim 'miles', 'points' or

equivalent 'rebates' in respect of multiple Participating Partners using the same Qualifying Purchase receipt(s) shall be refused.

12 A Customer's use of the offer to accrue 'miles', 'points' or equivalent 'rebates' in the Value Retail Villages indicates the Customer's agreement to be bound by these terms and conditions, and their acceptance of Value Retail's Privacy Policy found [here](#).

General

13 The right to participate in the offer to receive 'miles', 'points' or equivalent 'rebates' in the Value Retail Villages is personal to the Customer and/or the recipient of an Invitation, as applicable, and may not be transferred. An Invitation may not be copied, reproduced or distributed in any form, or by any means for use by a person other than the original recipient.

14 The right to receive 'miles', 'points' or equivalent 'rebates' in the Value Retail Villages may not be used in conjunction with any other special offer, coupon or other voucher and the 'miles', 'points' or equivalent 'rebates' cannot be exchanged at any of the Value Retail Villages for cash.

15 Value Retail reserves the right to withdraw, reduce or cancel the ability to accrue 'miles', 'points' or equivalent 'rebates' with a Participating Partner for any reason at any time.

16 Value Retail reserves the right to change, alter or amend these terms and conditions, including the level of the Annual Threshold or the exchange rates referred to in paragraphs 5, 6 and 8 above, at any time by publishing the updated terms and conditions on The Bicester Collection website.

17 Value Retail's decision in all matters shall be final and Value Retail will not be liable to the Customer for any financial loss arising out of refusal, cancellation or withdrawal of its participation in the 'miles', 'points' or equivalent 'rebates' schemes, or any failure or inability of the Customer to take advantage of the offer.

18 The provider of the offer is Value Retail Management Ltd.(for and on behalf of itself and its subsidiaries), whose registered address is: Management Suite, Bicester Village, 50 Pingle Drive, Bicester, Oxon, OX26 6WD, United Kingdom.

19 19. Customer should send their email to redeem their 'miles', 'points' or equivalent 'rebates' pursuant to paragraph 1.1.(b) to the email address set out below for the specific Value Retail Village at which the Qualifying Purchases were made:—

Aerolinias colaboradoras

Asia Miles

1.25 millas por cada euro gastado*

Aerclub

5 Avios por cada 4 euros gastados*

Alitalia

1 milla por cada euro gastado

Ana Mileage Club

1 milla por cada euro gastado

British Airways Executive Club

5 Avios por cada 4€ gastados

Emirates Skywards

Del 1 de julio al 31 de agosto gane hasta el triple de millas Skywards

Etihad Guest

1 milla por cada euro gastado

Flying Blue

2 millas Flying Blue por cada euro gastado

Iberia Plus

5 Avios por cada 4 euros gastados

InterMiles

2 JPMiles por cada euro gastado

Kris Flyer

1,25 millas por cada euro gastado

Miles and More

1 milla por cada euro gastado

Qatar Privilege Club

1.25 QMILES por cada euro gastado

Vueling Club

5 Avios por cada 4 euros gastados

Virgin Atlantic Flying Club

1 milla por cada euro gastado

Turkish Airlines Miles&Smiles

1 milla por cada euro gastado

Korean Air

Acumula 1 milla por cada 1 € o 1 £ que gaste en la Colección

Royal Air Maroc

Acumula 1 milla por cada 1 € o 1 £ que gaste en la Colección