

## FAQs

### 1- What should I do if my pass is lost or stolen? Who should I contact?

If your Ski Pass Plus+ is lost or stolen at Grandvalira or Ordino Arcalís, please report the situation as soon as possible to the Ski Pass Plus+ customer service department by using our [web form](#) or by calling +376 89 18 16 to ensure your pass is not used fraudulently. You will then need to go to any of our resort ticket offices at Grandvalira or Ordino Arcalís where we will issue a replacement so you can carry on skiing.

### 2- Can I take out the skiing insurance once I've used the Ski Pass Plus+?

Skiing insurance must be taken when the Ski Pass Plus+ is purchased, or at the latest, before the first time you ski. Once the Ski Pass Plus+ has been used insurance cannot be added to it.

If you didn't add the insurance during the online purchasing process, you can still do it when you go to the ticket offices to pick up your Ski Pass Plus+, making sure to request it before your Ski Pass Plus+ is printed. If your Ski Pass Plus+ has already been printed, you will only be able to purchase insurance for the whole season (€56).

Note: once you have completed your first day of skiing you can no longer take out insurance. You can check the insurance details at [www.creditassegurances.ad](http://www.creditassegurances.ad). The Ski Pass Plus+ does not include the Ordino Arcalís weather guarantee.

### 3- What if I have an accident?

In the event of an accident on the slopes you must present your Ski Pass Plus+ at any of the medical centres at our Grandvalira or Ordino Arcalís resorts. Remember that in order to be covered for medical assistance, your Ski Pass Plus+ must be insured, otherwise the medical costs will be charged to the client. You can consult the terms and conditions for the insurance cover at [www.creditassegurances.ad](http://www.creditassegurances.ad)

### 4- If last season I had a Ski Pass Plus+, I need to renew my pass for the current season?

Yes, Ski Pass Plus+ needs to be renewed every season you want to use it. All you need to do is access to your [My GrandSki](#) account with your email and password as previous seasons.

### 5- How can I top up my Ski Pass Plus+ pass?

If last season you had a Season Ski Pass Plus+ or a Season Ski Pass, you can reuse the same pass to top up your 2020-2021 Ski Pass Plus+. All you need to do is access to your [My GrandSki](#) account and follow the steps to complete your purchase.

### 6- What is an electronic signature?

The electronic signature is a legal concept equivalent to a handwritten signature whereby the buyer accepts the content of an electronic message through a valid electronic process.

The electronic signature also ensures that the document signed is exactly the same as the original.

The online purchase contract will be downloaded and you will be asked if you want to continue the electronic signature process.

### 7- Can I change the sector where I receive the Ski Pass Plus+?

During the online purchase, you can choose the Grandvalira or Ordino Arcalís sector where you wish to collect the Ski Pass Plus+. If you want to change the collection point, you will need to contact Grandvalira in a minimum of 72 hours by using our [web form](#) or by phone at +376 89 18 16 beforehand. Otherwise, you will need to collect the Ski Pass Plus+ at the collection point chosen during the online purchase.

**8- How to pick up a Ski Pass Plus+ on behalf of another person?**

Ski Pass Plus+ shall be delivered personally to the pass holder at the Grandvalira's ticket office indicated during the contracting process and upon showing the reference number generated during the aforementioned process. The pass holder shall similarly present photographic proof of identification to accredit his/her identity (passport or national identification document). In the case of not being the acquiring party, it will be necessary to present an authorization signed by the acquiring party along with a photocopy of his/her passport or national

**9- What discounts and/or offers will I get with my Season Pass?**

With your Ski Pass Plus+ you can take advantage of a 5% discount on all resort services at Grandvalira and Ordino Arcalís (Ski and Snowboard School, equipment hire and shop...). You must present your Ski Pass Plus+ at the resort when you pay for a service.

**10- After how many days is my Ski Pass Plus+ the best value for money?**

After 19 days you will have effectively paid off your Ski Pass Plus+ and the remaining days will be free of charge (reference price: €52 for the first day of skiing and €52 -15% for the following days).

If you ski at the Ordino Arcalís resort, the amount of time for the Ski Pass Plus+ to pay for itself will vary depending on how many days you decide to ski during HS (high season) and LS (low season), and whether or not you alternate with ski days at Grandvalira.

*Reference price for Ordino Arcalís LS (low season): €35.50 for the first day and €35.50-15% for subsequent days*

*Reference price for Ordino Arcalís HS (high season): €39.50 for the first day and €39.50-15% for subsequent days*

Ski Pass Plus+ Maximum payment limit: €863, equivalent to the RRP for the 20-21 Season Ski Pass).

**11- Are there any discounts available off the price of the Ski Pass Plus+ for members of different clubs?**

If you are a member of **Club Vanguardia**, you can enjoy special prices on your purchases (20% discount on the price for the first 2 ski days at Grandvalira and Ordino Arcalís).

*Reference price for Grandvalira 2-day Ski Pass: €97.40.*

*Reference price for Ordino Arcalís 2-day Ski Pass LS (low season): €67.50*

*Reference price for Ordino Arcalís 2-day Ski Pass HS (high season): €75.00*

*\*High season: from 05/12/2020 to 08/12/2020 – from 26/12/2021 to 28/03/2021 – and from 02/04/2021 to 11/04/2021*

If you are member of **RACC Master** you will have a 5% discount on the price of the first day of skiing and a 15% off the following days.

Remember that you will need to verify (with documents and/or membership cards) that you are a member of one of these clubs when picking up your Ski Pass Plus+ in order to benefit from this special offer. **Important:** The discount will be applied to the cardholder and the family members. Ski Pass Plus+ cannot be bought at the special club price on behalf of another person. Also, customers who purchase their Ski Pass Plus+ who do not indicate during the purchase process that they are members of one of the clubs mentioned above will NOT be able to benefit from the offer, even if they fulfil the requirements detailed above.

The clubs will also be happy to provide you with information regarding the offers for the Season Pass.

**12- I am a Ski Pass Plus+ user but I don't remember my details. What should I do?**

You can access <https://plus.grandvalira.com> at any moment with your customer details. However, if you don't remember them, just select "I have forgotten my password" and we'll send you a new one.

**13- How can I accede to the Wi-Fi of station?**

The Wi-Fi at Grandvalira and Ordino Arcalís is free without limits for all clients having a valid 2019-2020 Season Ski Pass. To be able to enjoy connection on the ski resort from any mobile support, tablet or PC, it's necessary to register in My GrandSki, entering the WIFI CODE that appears in the same season ski pass (one code, personal and untransferable of a single use) and, you will be able to enjoy Wireless with unlimited duration as many days you have the ski pass. Wi-Fi access is direct and unlimited at the Ordino Arcalís resort.

**14- What is "My GrandSki"?**

[My GrandSki](#) is a single client's identification register. With the GrandSki's account, you can unify all your data and connect into all our services and channels with just one click: Wi-Fi, App, Season ski pass, Newsletter, Ski pass Plus+, online shopping... easy and quick.

**15- How can I recharge my Plus+ Ski Pass?**

Follow these steps to correctly top up your SPlus+ Ski Pass:

- 1) Log into your My GrandSki account and click on the Fanatics button and then on History.
- 2) Select the reference number of your 2020-2021 season purchase that you want to top up.
- 3) Select the complet purchase section.
- 4) Complete the top-up by filling in the 3 missing digits that you can find on last season's pass card
- 5) If necessary, repeat the same process for each person on the purchase.