



**ORDINO  
ARCALÍS**  
GRANDVALIRA RESORTS

## SEASON PASS ORDINO ARCALÍS 2020-21

1. CONDITIONS OF BENEFITS FOR ONLINE PURCHASES

2. SKI PASS PRICE CONDITIONS

3 . INTERNAL REGULATION

4. COMPENSATION POLICY OF PREGNANCY, ACCIDENT ON SLOPE OR ILLNESS

5. NEW COVID REFUND GUARANTEE IN CASE OF A NEW OUTBREAK OF COVID-19



## 1. CONDITIONS OF BENEFITS FOR ORDINO ARCALÍS 2020-21 SEASON SKI PASS CUSTOMERS FOR ONLINE PURCHASES:

### 1/ Renewal discount:

Ordino Arcalís rewards the loyalty of skiers who were holders of the 2019-20 season pass.

10% discount by renewing the Season Pass during the Early Booking period (from July 7th to September 30th) and a 5% discount from October 1st 2020. At the time of purchase, remember that you do not have to register as a new customer, and that you must ask for the access codes if you do not remember them to our web form

Note: The modalities of the Vianant and Alt Urgell Season Passes are excluded. Vallnord Season Pass 2019/20 customers can apply for the renewal discount when buying their 2020/21 Season Pass

### 2/Family Pack discounts:

Special families, **FAMILY PACK**, consists of the application of a special price to all children who form part of a same family unit, must be accredited with an official document.

The promotion of the **FAMILY PACK** is for all the families whose adults (at least one) buy the season pass **ORDINO ARCALÍS** in non-resident mode.

### 3/ Bring your friends and receive fantastic discounts:

**How it works:** €25 off Ordino Arcalís season ski pass for every customer who brings a NEW CUSTOMER\* who buys an Ordino Arcalís Season Ski Pass.

Promotion only valid for Ordino Arcalís season ski pass customers purchasing their Season Ski Pass online [BUY](#) and paying by credit card prior to December 8, 2020, who have recommended a NEW CUSTOMER\* who purchases a Ordino Arcalís Season Ski Pass.

Season Ski Passes included in the promotion:

- Ordino Arcalís Adult Season Ski Pass
- Andorra Resident Season Ski Pass
- Alt Urgell Residents Season Ski Pass
- Senior/Senior Resident Season Ski Pass (65-69)

**Important:** Customers who apply for the 2020/21 Refund Guarantee or the 2020/21 COVID Refund Guarantee will not be able to benefit from this advantage.

**Period of validity:** This promotion is valid only for Season Ski Pass purchases made online prior to December 8th, 2020.



**How to get your discount:** Since the closing of the resort and until the 28<sup>th</sup> May 2021, all Season Ski Pass customers with a reference number which has been entered in the online purchase process by a NEW CUSTOMER\* will receive a payment of €25 (accumulative; maximum of 3 people per Ordino Arcalís customer). The payment will be made to the same credit card used in the initial purchase. If a reference number is used by a customer who is or has previously been a Ordino Arcalís customer, the discount will not be applied. This discount is not valid for purchases made at ticket offices.

**Note:** In order to be eligible for this promotion, the Ordino Arcalís 2020-21 Season Ski Pass must be purchased online, you need to have paid the 3 installment payments of your season pass as well as having used it at least once.

\*NEW CUSTOMER: Ordino Arcalís considers a new customer to be any customer purchasing an Ordino Arcalís Season Ski Pass for the first time or anyone who did not buy a ski pass in the previous season.

If you would like to receive further information, contact us at [web form](#).

#### **4/ Paying in installments:**

**Paying in installments:** The Ordino Arcalís Season Ski Pass is paid for in three interest-free installments without additional fees.

**Application period for paying in installments:** Only those purchasing online **with a credit card between Juliet 7, 2020 and December 8, 2020, (including both dates)** may choose the option to pay in installments. Applicable to the total amount of the purchase.

#### **Installment amounts:**

**For purchases in Early Booking sales period (7 July to 30 September):** An initial payment of 50% of the total purchase amount of the Season Ski Pass at the time the product is purchased online; a second payment of 25% of the total purchase amount on 30 September 2020; and a third payment for the remaining 25% of the total purchase price on 30 November 2020. Payment in instalments for the Season Ski Pass will be interest-free, provided that payments are made on time.

**For purchases in Promotional Price sales period (1 October to 8 December):** An initial payment of 40% of the total purchase amount of the Season Ski Pass at the time the product is purchased online; a second payment of 30% of the total purchase amount on 1 January 2021; and a third payment for the remaining 30% of the total purchase price on 1 February 2021. Payment in instalments for the Season Ski Pass will be interest-free, provided that payments are made on time.

Ordino Arcalís will charge the amounts directly to the bank account associated to the credit card used for the initial purchase. In the event of changing card during the season, payments will be charged to the last associated card. Note: rates are calculated based on the total amount of the purchase and no interest or additional costs will be applied. Please bear in mind that if your card expires, you lose it or you cancel it, you will have to get in touch with our Season Pass Department [web form](#) as soon as possible to update your information; this way you will avoid having your Pass blocked and may continue skiing.

**Warning:** Ordino Arcalís reserves the right to temporarily suspend Season Ski Passes of pass holders and other parties to the purchase if the corresponding installment is not paid on the due date. Furthermore, Ordino Arcalís reserves the right not to reactivate these ski passes in the event of late payment. **For further information see payment by installments conditions.**

#### **Please note:**

All other pass collection points may be used (at all ticket offices after the resort opens, and at the Illa Carlemany stand).

Further information: [web form](#)



## 5/ "Refund Guarantee":

Ordino Arcalís guarantees skiing days for its 2020-21 Season Ski Pass customers. Customers who purchase a Season Ski Pass online prior to December 8, 2020 with a credit card who have skied less than five days prior to the closure of the resort will only pay for the days skied.

Ordino Arcalís promises to return the proportional part of the total amount of the Season Ski Pass. The days skied will be charged at the single day ski pass rate at the ticket offices (€ 39.50). Customers may request this benefit during the season and before April 11, 2021 by contacting to our [web form](#)

Ordino Arcalís will make the refund to the same credit card used in the initial purchase before May 28, 2021.

**Example:**

Adult Season Ski Pass: €483 (promotional price)

Days skied during the season: 4 days (4 is the maximum number of days that the "ski guarantee" applies to)

4 days x €39.50 adult one day ski pass during high season= €158

Ordino Arcalís will: refund the customer: €483- €158= €325

**Please note:** This benefit is not valid for purchases made at ticket offices. In the event the customer has skied more than five days or if a refund request is related to an accident on the slopes, pregnancy or illness, Ordino Arcalís will not provide a refund. However, there is an alternative compensation policy for the client. In the event less than five days are skied, a discount voucher will be issued valid for redemption in the following season. Contact to our [web form](#) to request the discount before 11 April 2021.

**Note:** Customers who apply for the 2020/21 Refund Guarantee or the 2020/21 COVID Refund Guarantee will not be able to benefit from "Bring your friends and receive fantastic discounts" promotion.

## **2. 2020-21 SEASON SKI PASS PRICE CONDITIONS:**

**1/ Junior (12-17):** born between 2003 and 2008. Supporting documentation required.

**2/ Child (6-11):** born between 2009 and 2014. Supporting documentation required.

**3/ Senior Ski Pass (65-69):** born between 1951 and 1955. Supporting documentation required.

**4/ Baby:** Ordino Arcalís understands "Baby" the children born in 2015 or after, at the moment to purchase the service. Official proof of age required.

**5/Senior Gold:** (only Ski Andorra). Ordino Arcalís understands "Senior Gold" the adults born in 1950 or before at the moment to purchase the service. Official proof of age required.

**6/ Alt Urgell Resident Season Ski Pass:** supporting documentation + municipal registration certificate required.



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**7/ Andorra Resident Ski Pass:** requires presentation of an Andorran passport or community residency certificate.

**10/ Pedestrian (no skiing):** The Pedestrian pass cannot be used for skiing.

**Renewal discount:** 10% in Early Booking sales period and 5% in Promotional Price sales period applicable by renewing the 2019-20 Season Pass.

Note: the modalities of the Vianant and Alt Urgell Resident Season Tickets are excluded

**Family Pack:** Special families, FAMILY PACK, consists of the application of a special price to all children who form part of a same family unit in non-resident mode, must be accredited with an official document.

The promotion of the FAMILY PACK is for all the families whose adults (at least one adult) buy the season pass Ordino Arcalís.

**Person with disability:** 20% discount on Season Ski Passes, applicable upon presenting a disabled card or proof of a disability of more than 33%. This discount may only be applied to the card holder and for purchases made at ticket offices. Please note: No discounts or compensation will be applied once Season Ski Passes have been purchased, whether online or at the ticket offices at Ordino Arcalís.

### 3. INTERNAL REGULATION:

If you have an annual pass, take into account the following information: The season pass is the property of Neus del Valira S.A. (GRANDVALIRA)

The annual pass is personal and non-transferable. It may be requested for verification by any person authorized as an Ordino Arcalís employee. Carrying a pass of which you are not the owner is considered a fraudulent act both by the carrier and the owner. This act will result in the withdrawal and financial penalty by the carrier; if the penalty is not paid, the case will be handed over to the police. For the season pass owner, the pass is immediately cancelled, without the possibility of a return.

Ordino Arcalís also reserves the right to withdraw the pass due to behaviours within the resort that, according to resort personnel, are deemed to be inappropriate, and which endanger the safety of the facilities or integrity of other users.

Ordino Arcalís is not responsible for refunding an annual pass due to adverse causes during the season. Alternatively, and given the case, it agrees to consider possible suitable compensation for its clients in the following cases:

**1) Loss or theft of the pass:** Ordino Arcalís reserves the right to issue, or not issue, a duplicate pass. It will investigate each case individually.

To block your lost or stolen ski pass, please contact us at [web form](#) or drop by any of our Ordino Arcalís ticket offices.



Where Ordino Arcalís authorises a replacement season pass, this will be issued directly at the ticket offices. Issue of a replacement pass involves an administration fee of €20 to be paid by the pass holder.

Ordino Arcalís will not issue any invitation to ski during the process of authorizing a duplicate. If the client wishes to ski, they must purchase a day pass at the ticket office, without obtaining any later refund by Ordino Arcalís.

**2) Not having the annual pass (example: left it at home):**

Ordino Arcalís will not issue any complimentary passes to clients who fail to present their Season Pass, for whatever the reason, at the time of issue. Should the client wish to ski, they must pay the applicable day pass rate at the ticket office (according to the RRP), or request a duplicate of their Season Pass (€20 per duplicate). Ordino Arcalís will not subsequently refund any monies paid in either of these cases.

**3) Accident / pregnancy / illness or various other causes:**

Ordino Arcalís will not make any kind of cash refund where more than 5 skiing sessions have been undertaken. Ordino Arcalís will not issue any type of refund, whatever the cause. For this purpose we have ski insurance available for our clients, which they can take out at the time of purchasing the pass. We recommend reading the coverage of the same to find out about possible supplements to be paid.

Ordino Arcalís is committed to studying each case on an individual basis always once the ski pass is returned together with the corresponding medical certificate.

**Regulation based on the Law relating to ski resorts and cable transport facilities from 9/11/2000.**  
**Source: [www.bopa.ad](http://www.bopa.ad)**

#### **4. COMPENSATION POLICY FOR 2020-21 SEASON SKI PASS CUSTOMERS IN THE EVENT OF PREGNANCY, ACCIDENT ON SLOPE OR ILLNESS:**

*Dear ,*

*If you have not been able to enjoy the Snow as much you would have liked this season, don't worry, we will compensate you for having missed out on the snow!*

*Ordino Arcalís offers all of its customers that have become pregnant, had an accident on the slopes, or become ill, a discount voucher for the following season which may be redeemed when purchasing the 2021-22 Season Ski Pass. This voucher may only be used for the season immediately after the one in which the compensation was requested. If, for any reason, the Season Pass for the following year cannot be used, please contact [web form](#) to explain the situation before the end of the 2020-21 season. You won't be left out wanting snow!*

##### **1/ Discount vouchers:**

Discount vouchers are only valid for Season Ski Pass customers that have skied eleven or less days (according to typology of Season Ski Pass) who cannot continue to do so for the remainder of the season due to pregnancy, an accident on the ski slope or illness. **Important:** the Season Pass may not be used as a pedestrian, once the accident, disease or pregnancy has occurred. All lifts/descents in the resort's elevators are counted as a day of skiing and thus affect the compensation ratio. Discount vouchers are individual and non-transferable and only apply to the affected pass holder. Under no circumstances may the voucher be exchanged by another person other than the holder of the Season Ski Pass.



Compensation terms are established according to the number of days skied during the season regardless of the last date that the customer stopped skiing.

**Important:** The compensation vouchers of 2019/20 season are personal and non-transferable. If you wish to use them during the Early Booking sales period, Grandvalira Resorts will not refund the difference or allow a transfer to a friend or family member.

How many days skiing have you enjoyed during the 2020-21 season?

- **1 – 2 days skied:** The customer may choose between benefiting from the *ski guarantee* (see the conditions that apply in section 2 of this document) or request a discount voucher for 100% of the value paid for the purchase of the 2021-22 Season Ski Pass (holder only).
- **3– 9 days skied:** The days skied will be charged at ski pass ticket office prices (39.50) and a discount voucher will be issued for the difference of the amount for the purchase of the 2021-22 Season Ski Pass.

**Example:**

Adult Season Ski Pass (promotional price) = € 483  
7 days skied at €39,50 (adult price - ticket office) = € 276,50  
Discount Voucher = € 206,50

- **10 – 11 days skied:** A discount voucher for 10% of the value of the purchase of the 2021-22 Season Ski Pass will be issued (ski pass holders only).
- **11+ days skied:** If 12 or more days have been skied, Ordino Arcalís will not issue a discount voucher as it considers that the ski pass holder has received sufficient services in return for the purchase of the ski pass, and therefore offers no compensation to the pass holder.

**IMPORTANT:**

Seasonal Ski lift passes such residents, will be paid off taking into account the amount paid by the client and divided by €39,50 (the adult price for 1 day ski lift pass at the ticket window).

**Example:**

Adult Resident Season Andorra Ski Pass= €179 seasonal ski lift pass Andorran resident  
7days used at € 39,50 (adult Price at ticket offices)= € 276,50  
The Season Pass would already be amortized. The seasonal ski lift pass would be pay off

The Season Ski Pass customer service department must be contacted to request the discount voucher between December 4, 2020 and April 11, 2021, (both dates inclusive).

Required documentation and/or medical reports must be submitted as well as the pass holder's Season Ski Pass in order to process the discounts. The Season Ski Pass department will determine the discount that each customer shall receive in accordance with the aforementioned discount policy. These discount vouchers are individual, non-transferable and will only apply to the affected holder. Under no circumstances may the voucher be provided to any person other than the holder of the Season Ski Pass. . The Season Pass Department reserves the right to refuse requests made during two consecutive seasons, but commits to study each case



## 5. NEW COVID REFUND GUARANTEE IN CASE OF A NEW OUTBREAK OF COVID-19

This coverage is included in all Ordino Arcalís season passes and guarantees that in the case of forced closure of the resort due to COVID-19 during the 2020-2021 season, Grandvalira resorts will apply a refund for unused ski days. In this way, a reimbursement would be made for customers who bought during the Early Booking period and who request it, and a reimbursement of the amount of a voucher valid for the following season for customers who buy during the promotion period or at the general rate.

The COVID Refund Guarantee establishes a depreciation schedule with the repayment percentage to be applied based on the date of a hypothetical early closing.

As an example, a season pass for adult non-residents in Andorra is amortized in 11 days of skiing and if there is an early closure due to coronavirus in December, the reimbursement would be 100% of the value of the unamortized days, 80% if it is in January, 50% in February and 15% in March.

**Example:** New Non-Resident Customer (Early Booking price 432€) with 5 days of skiing in a possible forced and early closure on February 15th, 2021

**Price per day of skiing: 39.50€ x 5 days = 197.50€**  
**483€ - 197.50€ = 285.50€ 50% of the difference would be reimbursed.**  
**The refund would be 142,75€**

The discount percentage will be applied taking into account the value of the ski days according to the daily pass in each of the product types.

Season passes that have been amortized will be excluded from any compensation, regardless of the closing date. In the event that the pass has not been used, Grandvalira Resorts undertakes to return the full amount.

The COVID Refund Guarantee was born out of Grandvalira Resorts' desire to make the purchase of its Season Pass as easy as possible for all its customers, making its payments as flexible as possible and transmitting the peace of mind of clear and transparent coverage in the event of a new episode of Coronavirus.

**Note:** Customers who apply for the 2020/21 Refund Guarantee or the 2020/21 COVID Refund Guarantee will not be able to benefit from "Bring your friends and receive fantastic discounts" promotion.