

SEASON PASS GRANDVALIRA 2020-21

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

1/ Discount for renewal:

Grandvalira rewards the loyalty of skiers that are already 2019-20 Season Ski Pass holders.

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. This discount may be applied with the family discount. When starting the purchase, it is not necessary to register again as a new client; you can ask your access information to our [web form](#).

Note: This does not apply to the Pedestrian, Freestyle, Alt Urgell/Cerdanya Season Ski Passes.

2/ Family discounts:

Benefits for families buying three or more Season Ski Passes. Discounts only applicable for spouses and direct descendants of the person making the purchase. The discount only applies from the third ski pass, provided that the first two are adult 'ski passes or junior.

Third family ski pass and subsequent: 25% discount.

Please note: This discount applies only to purchases made by a single pass holder in a single purchase. Grandvalira will not apply the family discount for purchases with different pass holders even though family conditions are met.

Note: This does not apply to the Pedestrian, Freestyle, Senior, Andorra residents (all parishes) and Sunday season ski passes.

3/ Bring your friends and receive fantastic discounts:

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

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

Season Ski Passes included in the promotion:

- Grandvalira Adult Season Ski Pass
- Andorra/Canillo Resident Season Ski Pass
- Alt Urgell and Cerdanya Residents Season Ski Pass
- Freestyle Season Ski Pass
- Senior/Senior Resident Season Ski Pass (65-69)

Please note: Customers who apply for the 2020/21 season guarantee or the 2020/21 season 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 28th 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 5 people per Grandvalira 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 Grandvalira 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 Grandvalira 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: Grandvalira considers a new customer to be any customer purchasing a Grandvalira 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 to our [web form](#)

[4/ Paying in installments:](#)

Paying in installments: The Grandvalira Season Ski Pass is paid for in three interest-free installments.

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: Grandvalira 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, Grandvalira 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: The Pick-up Point delivery option is not available where the electronic signature is not valid during the online purchase process for installment payments and for Ski Passes for Andorran residents. All other pass collection points may be used (at all ticket offices after the resort opens, and at the Illa Carlemany stand).

Further information to our [web form](#)

5/ "Ski guarantee":

Grandvalira guarantees skiing days for its 2020-21 Season Ski Pass customers. Customers who purchase a Season Ski Pass online prior to November 30, 2019 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.

Grandvalira 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 (€52). Customers may request this benefit during the season and before April 11, 2021 by contacting to our [web form](#)

To submit a request, customers must present their 2019-20 Season Ski Pass. Grandvalira will make the refund to the same credit card used in the initial purchase before May 29, 2020.

Example:

Adult Season Ski Pass: €690 (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 €52 adult one day ski pass during high season= €208

Grandvalira will: refund the customer: €690- €208= €482

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, Grandvalira will not provide a refund. However, there is an alternative compensation policy for the client. In the event more 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 13 April 2020.

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:** Grandvalira 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). Grandvalira 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 and Cerdanya Resident Season Ski Pass:** supporting documentation + municipal registration certificate required.
 - 7/ **Andorra Resident Ski Pass:** requires presentation of an Andorran passport or community residency certificate.
 - 8/ **Canillo Resident Ski Pass:** You must present the Comú certificate of residence that proves a minimum residence of 2 years in the parish together with your passport or national ID card.
 - 9/ **Freestyle Ski Pass:** includes access to all Grandvalira snow parks and a very limited number of slopes: the Tarter sector (unlimited access to the Tarter gondola, Tosa Espiolets chair lift and Font Roges ski lift) the Grau Roig sector (unlimited access to the Xavi chair lift and the Coma Blanca chair lift) and unlimited access to Sunset Park by Henrik Harlaut.
 - 10/ **Pedestrian (no skiing):** The Pedestrian pass cannot be used for skiing.
- Family discounts:** only available for spouses and direct descendants of the holder of the purchase. The discount only applies from the third ski pass, provided that the first two are adult or junior ski passes. Third family ski pass and the following ones: 25% discount. This discount applies only to purchases made by a single pass holder in a single purchase. Grandvalira will not apply the family discount for purchases with different pass holders even though family conditions are met. Note: the family discount does not apply to Pedestrian, Freestyle, Senior, Andorra Resident (all parishes) and Sunday ski passes.
- Discount for renewal:** 10% in Early Booking sales period and 5% in Promotional Price sales period applicable by renewing the 2019-20 Season Pass.

Discount may be applied with family discount. Note: This discount does not apply to Pedestrian and Freestyle Season Ski Passes.

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 Grandvalira.

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 a Grandvalira 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.

Grandvalira 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.

Grandvalira 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: Grandvalira 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 to our [web form](#) or drop by any of our Grandvalira ticket offices.

Where Grandvalira 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.

Grandvalira 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 Grandvalira.

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

Grandvalira 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). Grandvalira will not subsequently refund any monies paid in either of these cases.

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

Grandvalira will not make any kind of cash refund where more than 5 skiing sessions have been undertaken. Grandvalira

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.

Grandvalira 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

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

Dear Fanatic,

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

Grandvalira offers all of its customers that have skied on more than five days or who 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 to our [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 thirteen 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 for the 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 2019-20 season?

- **1 – 3 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).
- **4 – 10 days skied:** The days skied will be charged at ski pass ticket office prices (€52) 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) = €690
7 days skied at €52 (adult price - ticket office) = €364
Discount Voucher = €283

- **11 – 13 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).
- **14+ days skied:** If 14 or more days have been skied, Grandvalira 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, Sundays or freestyle, will be paid off taking into account the amount paid by the client and divided by €52 (the adult price for 1 day ski lift pass at the ticket window).

Example:

Adult Resident Season Andorra Ski Pass= 310€ seasonal ski lift pass Andorran resident
7days used at 52€ (adult Price at ticket offices)= 364€
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.

Grandvalira will: refund the customer: €690 - €208 = €482

Please note: This benefit is not valid for purchases made at the ticket offices. In the event the customer has skied more than five days or if the refund request is related to an accident on the slopes, pregnancy or illness, Grandvalira will not provide a refund. However, there is an alternative compensation policy. In the event more 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 voucher.

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

This coverage is included in all Grandvalira 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 season 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 13 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 655.50€) with 5 days of skiing in a possible forced and early closure on February 15th, 2021

Price per day of skiing: 52€ x 5 days = 260€

655,50€ - 260€ = 395,50€ 50% of the difference would be reimbursed.

The refund would be 197.75€

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 Season Pass 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.