

## **Conditions, guarantees and benefits Ski Andorra season pass 2020/2021**

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### **1. Renewal discount**

Customers who bought a Ski Andorra 2019/2020 season pass can get 5% off their 2020/2021 pass.

### **2. Payment in instalments**

Customers can choose to pay for the Ski Andorra residents' season pass in 3 interest-free instalments.

The first instalment of 50% of the total cost of the season pass is paid at the time of purchase. The second instalment of 25% of the total is paid on 21 December 2020, and the third instalment of the remaining 25% of the total is paid on 25 January 2021. Payment by instalments does not incur interest if they are paid by the due dates.

If insurance is required, this is paid at the time of purchase, with the first instalment.

Payment is paid through the purchaser's credit card on the online payment gateway, Paymail. The purchaser will receive an email and a WhatsApp message with a link to make the payment of the relevant instalment. Payment must be made within 3 calendar days from the date of sending the information.

Ski Andorra can cancel the pass if the agreed instalments are not paid.

Payment in instalments can only be requested before 27/11/2020.

### **3. Family discount**

Children can get a 15% discount if one of their parents buys a Ski Andorra season pass.

### **4. In the event of pregnancy or serious illness**

In the event of pregnancy or serious illness, diagnosed before the season starts, the amount paid will be refunded, as long as the pass has not been used. You need to present a medical report and return the actual pass to the Ski Andorra offices before 30/11/2020.

If the season has already started, cases of accident, pregnancy or serious illness will be considered up to 31 December. In this case, the pass will be scanned to see how much it has been used in order to calculate the refundable amount, based on the retail price for the ski days used. The holder will be given a personal discount voucher that can only be used for the following season 2021/22. Refunds will not be made in cash.

## **5. Disability discount**

Anyone with a disability of more than 33% can get a 20% discount off the price of the season pass.

You need to demonstrate a disability of more than 33% by showing your card or proof. This discount only applies to the cardholder and must be requested at the Ski Andorra offices.

## **6. COVID-19 seasonal guarantee**

Ski Andorra offers cover for all season passes in case the resorts are forced to close due to COVID-19.

If the resorts are closed early and without warning before 16/02/2021, when 60% of the season has already been covered, Ski Andorra will return the value of the unused ski days depending on the type of pass bought. This is done in the form of a personal voucher that can only be used for the following season 2021/22. Refunds will not be made in cash.

It is calculated that a Ski Andorra adult resident season pass is redeemed in 10 ski days. If the resorts close early and the customer has skied, for example, a total of 7 days, the 3 unused ski days will be returned. Ski days are calculated on the basis of the average pass/day price of the ski resorts and the type of pass.

If the ski resorts open later than the planned date, this will be recalculated accordingly from the date of opening.

Season passes that have already been redeemed are not eligible for compensation.

The COVID-19 compensation guarantee expires on 17 February 2021.

## **7. Loss or theft**

If the pass is lost or stolen, the holder or purchaser of the season pass must immediately inform Ski Andorra in order to cancel it.

Ski Andorra reserves the right whether to issue a duplicate pass. Each case will be studied individually.

If Ski Andorra agrees to issue a duplicate season pass, this will be done at Ski Andorra's offices and the client must pay €20 towards materials and handling.

#### **8. Missing season pass (e.g. left at home)**

Clients will not be allowed to ski if they arrive at the ski resort without their season pass, for any reason.

#### **9. Faulty pass**

If the pass is damaged, torn or does not work due to a faulty chip, Ski Andorra will issue a duplicate without charge and retain the faulty pass.

If you are at the ski resort and find that the pass does not work, take the pass to the ticket offices at the resort to verify the problem.

As a solution on the day, the ski resort will issue a day pass so that you can ski. The season pass must be left on deposit at the ticket office for collection after skiing, and you will then need to arrange a duplicate at the Ski Andorra offices.

#### **10. Exclusions**

The following are excluded from the conditions and benefits listed in sections 1-6 (inclusive): passes for the over-70s, for children under the age of 6, and school, university and companion passes, which are subsidised by the Government of Andorra.

#### **11. General conditions for use of the season pass**

The season pass is the property of Ski Andorra. It is exclusive, personal and non-transferable, and subject to the Law on Ski Resorts and Cable Transport Installations (BOPA 06/12/2000). The season pass grants to the person in whose name it is issued, the holder, the right to use the mechanical ski-lifts, the ski slopes and all other installations in the skiable domain, as long as they are open to the public, during the season for which it is issued.

Any physical alteration of the season pass or use of the pass by anyone other than the holder, is fraud, committed by the carrier and the holder, except in cases of loss or theft, which must be proven by the appropriate complaint. In all other cases, fraud will lead to confiscation of the pass, cancellation of its validity and a fine or complaint to the police, without prejudice to any civil and criminal liability incurred.

Any accredited person at any of the ski resorts in Andorra can ask to check the pass. The management of the skiable domains, through their staff, reserves the right to restrict the right to use of the installations, and even suspend it if considered appropriate for safety reasons. Equally, it can cancel the season pass if the user or holder endangers other people or property; does not fulfil their obligations relating to the use of installations or, in general, behaves inappropriately. In any of these cases, there will be no right to compensation.

**By purchasing the season pass, you accept the internal conditions of the ski resorts.**

## **12. Ski season insurance**

We recommend buying seasonal ski insurance from Crèdit Assegurances.

This insurance covers many aspects, including a refund of the proportion of the pass price for any days remaining before the season ends, in the event of a skiing accident.

The ski insurance costs €56 and is paid on purchase of the pass.

## **13. Data protection**

**13.1.** Under qualified Law 15/2003, of 18 December, on Personal Data Protection (hereinafter "LQDP"), any personal data that you provide will be entered into a database belonging to the Association of operators of winter mechanical lifts (hereinafter "Ski Andorra"), duly registered with the Andorran Data Protection Agency. Equally, you guarantee to provide the above-mentioned personal details of minors to Ski Andorra, in your capacity as father, mother or legal guardian of the minor holding the rights.

**13.2.** Ski Andorra's main purposes for collecting personal data, and therefore the purposes of the above-mentioned database, are to manage the purchase of season passes according to the chosen type.

**13.3.** If necessary, to fulfil the above-mentioned purposes, you accept that Ski Andorra can allow the processing of your personal data by third-party service providers, which, where applicable, will be done according to the provisions of the LQDP.

**13.4.** In any case, Ski Andorra guarantees that the processing of your personal data is subject to the strictest professional secrecy, and that all necessary technical and organisational measures have been taken to ensure the safety of your personal data and avoid their alteration, misuse, loss, theft, processing and/or unauthorised access.

**13.5.** Likewise, Ski Andorra informs you that the personal data it requests are those that are strictly necessary to be able to carry out the above-mentioned purposes. Equally, Ski Andorra advises that the personal data and other information that you provide must be true and accurate, and you must communicate any changes that occur. In any case, you will be liable for the truth and accuracy of the said data and information, and Ski Andorra can, in any case, exclude it from its database if you provide false or inaccurate data or information, without prejudice to any appropriate legal actions.

**13.6.** Finally, also to comply with the LQDP, Ski Andorra informs you that, in order to exercise your rights of access, rectification and erasure of your personal data, recognised by the LQPD, you must send a written, signed communication to the email address [skiandorra@skiandorra.ad](mailto:skiandorra@skiandorra.ad), adjoining a copy of your passport or other national identity document.