

# ORDINO ARCALÍS

Internal regulations drawn up in accordance with Law 21/2022, of June 9,  
for mountain resorts, presented to the Government of Andorra on 12/29/2023

---

Document translated from the official version in Catalan: «*GVS.R-Intern.605.00  
SECNOA, 29/12/2023*»

## **INDEX:**

### **Title I: Regulated areas of activity**

1. Definition
2. Regulated areas in the winter season
3. Regulated areas outside the winter season
4. Unregulated areas of activities

### **Title II: Specific conditions for practicing skiing**

1. Alpine skiing
2. Nordic skiing
3. Freestyle skiing
4. Ski mountaineering
5. Common provisions

### **Title III: Specific conditions for practicing other mountain activities**

1. Snowshoeing
2. Sledding
3. Other winter activities
4. Mountain activities outside the winter season
5. Pedestrians
6. Parking

### **Title IV: General conditions for the practice of activities**

1. Opening hours and conditions
2. Itineraries of interest and communal paths
3. Rules and Regulations for users
4. Prohibitions
5. Use of the ski lifts
6. Ski pass

### **Title V: Infractions and sanctions**

1. Infractions and sanctions regarding the pass
2. Other infractions and sanctions for users

#### **• Annexes**

## **TITLE 1: REGULATED AREAS OF ACTIVITY**

### **1.- Definition**

Regulated areas of activity are those areas prepared by the station for the practice of one or several activities.

The station provides preparation and maintenance services for regulated areas, as well as security and rescue services for its users.

The station reserves the right to prohibit or restrict the practice of certain activities for safety reasons regarding property or people, health requirements, energy restrictions or other duly justified causes.

### **2.- Regulated areas in the winter season**

#### **2.1) Alpine skiing ski area (see Annex 2.1):**

It corresponds to the area of the station with the presence of lifts and, within which, practicing alpine skiing and other mountain activities authorized by the station, permits possible return by gravity to the base of the station or to another lift.

A regulated alpine ski area is one that consists only of slopes.

#### **2.2) Nordic skiing ski area:**

It corresponds to the area of the station within which, practicing Nordic skiing and other mountain activities authorized by the station, permits possible return by gliding both to the base and to other points of the station.

**2.3) Freestyle ski area (see Annex 2.3):**

It corresponds to the areas of the resort (snowparks) prepared for freestyle practice.

**2.4) Regulated itineraries (see Annex 2.4):**

They are routes previously designated by the station for the practice of one or several activities, prepared and maintained by the station.

**2.5) Areas of other activities (see Annex 2.5):**

They correspond to areas of the station intended for mountain sports, leisure, tourism, adventure or other activities, as well as areas open to pedestrians.

**2.6) Parking (see Annex 2.6):**

They correspond to the areas of the station intended for vehicle parking.

**3.- Areas regulated outside the winter season**

This refers to the areas of the ski station intended for the performance of activities directed and supervised by the station (see Annex 3).

In Ordino Arcalís, three activities are mainly practiced in these areas: cable transport, hiking and cycling.

**4.- Unregulated areas of activity**

It includes the entire scope of the domain that is not constituted, in any period, as a regulated area of activity in accordance with this regulation.

The station does not necessarily carry out conditioning, protection or other type of indicating actions in this area. Security or rescue service from the station is not guaranteed. Its use is at the sole risk of the users.

Included in this area are off-piste areas, which are those located between pistes or on the edge of pistes, as well as freeride itineraries and other circuits not designated by the resort. The existence of any signage or protection measure at the start or during the tour does not exclude its character as an unregulated area.

## **TITLE II. PARTICULAR CONDITIONS FOR THE PRACTICE OF SKI ACTIVITY**

Ski activities carried out in regulated areas are subject to the conditions of practice determined by the law in general, as well as these internal regulations in particular.

### **1.- Alpine skiing**

1.1) The practice of alpine skiing will be carried out on slopes which are classified by difficulty criteria as follows:

- Very easy ski slopes, or for beginners: marked in green.
- Easy or medium ski slopes: marked in blue.
- Difficult ski slopes: marked in red.
- Very difficult ski slopes: marked in black.



**EASY SLOPE**

Beginner Skier



**INTERMEDIATE  
SLOPE**

Intermediate Skier



**DIFFICULT  
SLOPE**

Advanced Skier



**VERY DIFFICULT  
SLOPE**

Expert Skier

1.2) The station daily selects and plans the slopes that will be conditioned and prepared based on weather and snowfall conditions. The classification of the slopes is carried out on the basis of topographic criteria, so the skier must take into account that weather or the snow condition may increase the level of difficulty.

1.3) For children under 12 years of age, the use of a helmet is mandatory and other safety gear are recommended.

## **2.- Nordic skiing**

2.1) The resort has regulated Nordic ski slopes and routes that are duly signposted and reserved for the practice of Nordic skiing.

2.2) Non-regulated Nordic ski trails are not prepared nor do they have an opening service at the station, even though they have information signs. These tours are only suitable for expert users and at their sole risk.

## **3.- Freestyle skiing:**

3.1) The practice of freestyle entails certain risks and proper use of the obstacle courses and trails is required.

3.2) Specific safety rules in a freestyle space:

- i. Do not enter an unknown trail/course.
- ii. Carry out prior inspection of the trail/course to adapt to its use.
- iii. Only use the trail/course adapted to each technical level.

- iv. Assess the impulse
- v. Do not try to do risky maneuvers that exceed the user's technical level.
- vi. Do warm-up exercises before the first jump.
- vii. Check that the landing area is clear before starting.
- viii. There are several people who want to try an obstacle course, the starting times will be announced in advance and coordinated between the users.
- ix. Do not stop in the flyover area, the landing area or along the route.
- x. In case of a fall, evacuate the area quickly.
- xi. Never go up the slope, even if you have lost some gear.
- xii. Never pass through a trail or an obstacle course and proceed with caution at all times.
- xiii. The use of a helmet and other protective gear is highly recommended.
- xiv. In the event of an accident, block the trail or obstacle course and immediately notify the emergency service.
- xv. Those who do not practice the activity are not allowed access to the premises.
- xvi. The classification of the level of difficulty of the trails into obstacle courses are the same as for alpine skiing. The two difficult levels, red and black, are geared for only expert practitioners.
- xvii. Access to beginners is prohibited.

#### **4.- Ski mountaineering**

4.1) In areas of regulated activity, its practice is allowed only on the itineraries or on the ski slopes at the times provided by the resort.

The practice of mountaineering skiing is carried out, always and in any circumstances, under the sole liability of the user.

The mountaineering skiing itineraries during daytime hours (from 7 a.m. to 5:30 p.m.), and in

Ordino Arcalis are classified into the following categories:

- Initiation level circuit: La Coma
- Intermediate level circuit: Les Portelles, La Font
- Advanced level circuit: Hortell, Peyreguills

The nighttime ski mountaineering itinerary (5:30 p.m. to 8 p.m.) in ORDINO ARCALIS is limited solely and exclusively to:

- Advanced level circuit: Hortell (uphill) and La Font red track (downhill)

The degrees of difficulty of the itineraries are determined by Ordino Arcalis based on technical circumstances such as: length, sinuosity, slope and existing obstacles on the route. The fact that weather conditions or snow conditions can affect the difficulty must always be taken into account, in addition to the individual skill levels for this practice.

All routes end near a ski slope in order to be able to descend on a blue or red slope.

4.2) Dogs or other animals are forbidden.

4.3) In the direction of ascent, and if the itinerary is along a ski slope, the user must go up on the sides of the slope, and avoid the skiers coming down at all times. If users go up in a group, they must do so in single file.

4.4) At night (between 5:30 p.m. and 8:00 p.m.), the user must descend at a moderate speed, be equipped with a headlamp that generates a luminous flux of at least 300 lumens, and use reflective accessories.



4.5) In the downward direction:

- i. During daylight hours, if the user goes down a ski slope, the rules of conduct established by the International Ski Federation may be applied (Annex 4.5).
- ii. At night, if the user goes down a ski slope, they must always do so along one of the sides of the slope so as not to damage and respect the work of the snow groomers.

## **5.- Common provisions for practicing the various types of skiing**

5.1) The skier assumes and accepts that, when carrying out the activity, they are in an environment that they share with other users of the domain, which implies an inherent risk for their safety and that of other people.

5.2) The risk is higher in certain circumstances, such as:

- i. The high volume of other skiers and users in the area in which skiing is practiced.
- ii. The practice of skiing in unregulated activity areas.
- iii. The practice of skiing without respecting the rules of conduct or safety established in the Internal Regulations.
- iv. The practice of skiing in weather or snow conditions or the state of the terrain that makes it difficult.

5.3) The skier is responsible for assessing their ability to use the lifts and slopes, as well as the conditions in which they practice skiing. They have the responsibility of taking appropriate measures to mitigate the risk of injury to themselves and third parties, as well as preventing damage.

Accordingly, users must maintain the appropriate safe distance from other users who move below or in their paths.

5.4) The gliding equipment permitted in regulated ski activity areas are:

- i. Alpine skis.
- ii. Ski mountaineering skis.
- iii. Telemark skis.
- iv. Snowboards or snowsurfing boards.
- v. Monoskis.
- vi. Snow Blades.

### **TITLE III.- SPECIAL CONDITIONS FOR THE PRACTICE OF OTHER MOUNTAIN ACTIVITIES**

The rest of the mountain activities carried out in the regulated areas will also be subject to the conditions of practice determined in the law in general as well as in these Internal Regulations in particular.

#### **1.- Snowshoeing:**

The station prepares and marks circuits for practicing snowshoeing. Other activities such as mountaineering skiing are not allowed in these areas, except for the movement of pedestrians, as long as they wear appropriate footwear for their safety and to prevent damaging the routes.

Pedestrians and snowshoers are prohibited from walking on the ski mountaineering circuits and itineraries. There are specific circuits prepared and/or slopes authorized for this practice.

## **2.- Sledding:**

The use of sleds outside the designated areas is prohibited. Sledding must be carried out under the following conditions:

- i. It is prohibited to descend the toboggan run with ski boots.
- ii. It is prohibited to ascend the toboggan run on foot. The conveyer belt must be used.
- iii. Walking on the conveyer belt is not permitted.
- iv. Children under 5 years old must be accompanied.
- v. To access the lift facility, the ski pass must be passed through the turnstile gate, one ski pass per person.
- vi. Eating, drinking and smoking are not prohibited inside the premises.
- vii. The station is not responsible for items brought into the sledding area.
- viii. The other sledders must be respected.
- ix. It is prohibited to sled with objects not manufactured to be used as sleds (plastic bags, cardboard, etc.).
- x. Users use the toboggan run at their own risk.
- xi. The safety nets serve as protection elements and not braking elements: the speed must be controlled.
- xii. Animals are prohibited inside the toboggan run areas.

## **3 and 4.- Other winter and non-ski season winter activities**

### 3.1).- Snowmobiles:

The station prepares and marks the circuits for snowmobiles. Other activities, such as mountaineering skiing or alpine skiing, are not allowed on these circuits.

These circuits are exclusively for the use of the managing ski station's snowmobiles for their clientele. The circulation of snowmobiles unaffiliated with the managing ski station is absolutely prohibited.

## **5. Pedestrians:**

5.1) Pedestrians can use the ski lifts, circuits, routes, facilities and slopes that are included in the regulated areas for this activity. Pedestrian traffic is not allowed through areas and zones not designated for this purpose by the ski station.

5.2) Pedestrians may also circulate on communal roads and routes of interest, in compliance with the restrictions provided for in Title IV, section 2, of this Regulation.

5.3) Pedestrians must be equipped with the appropriate material.

5.4) During the winter season, the access of pedestrians with dogs or other pets is prohibited in areas of regulated activity, except in the case of guide dogs that accompany blind people, as well as assistant dogs and therapeutic animals duly accredited and identified with the corresponding official badge.

## **6.- Parking:**

6.1) All year round, vehicle parking must comply with the following rules:

- The car must be parked within a single space, respecting the parking spot markings or, when applicable, where indicated by the parking staff.
- The drivers must respect the signs installed at the entrances and inside the car park, as well as the instructions or indications given by the car park staff.
- The driver must drive at a moderate and safe speed, respecting the rest of the vehicles carrying out parking maneuvers.
- The driver must notify the parking staff of any incident in the vehicle and follow their instructions (in case of breakdowns, emergencies, etc.).
- Overtaking another vehicle is prohibited. Only reverse gear may be used to carry out parking maneuvers.

- It is prohibited to carry out repair and cleaning work on vehicles.
- It is prohibited to leave dangerous materials or objects, as well as animals, in the parking lot, inside or outside the vehicle.
- The company is not responsible for the return of items or objects that have been stolen from vehicles without authorization. The company does not have a special surveillance and custodial service for these elements.

## **TITLE IV. GENERAL CONDITIONS FOR THE PRACTICE OF ACTIVITIES**

The following are common provisions for the practice of activities at the ski stations:

### **1.- Opening hours and conditions:**

1.1) Skiing, snowshoeing, sledding and pedestrian activities in their regulated areas may be carried out from 9:00 a.m. to 5:00 p.m., every day of the week.

1.2) Exception: ski mountaineering in regulated activity areas may be carried out between 7:00 a.m. and 8:00 p.m., every day of the week.

1.3) The rest of the activities carried out at the stations will have their own specified schedules provided by each of the establishments offering the service.

1.4) For weather or other reasons that affect the safety of the users, the managing station may restrict the above schedules. In any case, only the slopes opened in advance by the station may be used.

1.5) Users are not allowed to remain in regulated activity areas outside opening hours.

## **2.- Itineraries of interest and communal paths:**

The movement of pedestrians along the itineraries of interest and communal roads located within the domain is free, except in the following cases:

(i) In the winter season, traffic flow on the following routes and roads is interrupted and the indicated alternative routes are provided (see Annex IV.2 (i))

(ii) In seasons other than winter, circulation on the following routes and paths is interrupted and replaced by the alternative routes indicated

## **3.- User obligations:**

- i. By accessing the station, the user has the obligation to adapt their behavior in accordance with the law and these internal regulations.
- ii. The practice of any activity is carried out under the responsibility of the user, who assumes the inherent risks related to the activity.
- iii. Users are responsible for their own safety, as well as the suitability and correct use of their equipment.
- iv. The safety instructions, recommendations, instructions of accredited personnel and the schedules indicated in the internal regulations must be respected.
- v. Users must be able to adapt the practice of the activity according to their physical and technical abilities, the irregularities of the terrain, obstacles, the weather and snow conditions.

- vi. Any user of the domain, whatever the activity they carry out, and the area in which they carry it out, must respect the following rules of conduct:
- a) *Respect for others.* Domain users must behave in a way that does not endanger or harm others or the property of third parties and the operator.
  - b) *Speed control.* Users must adapt their speed and way of practicing the activity to their personal abilities, the terrain conditions, the snow conditions and the weather, as well as the volume of people in their surroundings.
  - c) *Choice of trajectory.* The user behind the others must choose their path in such a way that they do not endanger the people in front or to the sides.
  - d) *Use of the activity area.* The user must verify that, with their maneuvers, they are not endangering themselves or third parties. When accessing a ski slope, a circuit or a marked route, when restarting movement after stopping, or when traveling uphill through the same places mentioned, they must respect the rest of the users who, at that moment, have priority.
  - e) *Standstill in the activity area.* Unless absolutely necessary, the user who practices skiing or mountain activities should avoid being standstill on the slope or circuit in narrow passages or with limited visibility. In the event of a fall in one of these places, the user must move away as soon as possible and ensure that their position is visible to other users.
  - f) *Ascent and descent on foot.* The user who is forced to go up or down a regulated activity area must do so along the edges or sides of the slope or circuit.
  - g) *Respect for signage and warnings.* The user must respect all signs and warnings issued by both the farm staff and other people who warn of a risk.
  - h) *Assistance.* In the event of an accident, users have the obligation to provide help, based on their capabilities and skills. They must identify themselves by providing both their name and surname, their nationality and their passport or identity document, as well as any other information necessary to locate them (address, telephone number, email).

- vii. The resort has adopted the necessary measures to facilitate access for disabled skiers as long as they are able to respect the FIS rules of conduct. Accompanying persons must have adequate training to carry out their activities.
- viii. Children under twelve years of age must be supervised at all times by an adult who is responsible for minor's correct behaviour and following of the safety rules and regulations.
- ix. Ski passes must be shown at the request of the station staff.

#### **4.- Restrictions:**

4.1) It is prohibited to use the regulated activity areas accompanied by animals (except for the cases stated in the Pedestrian section).

4.2) It is prohibited to drive any type of cars, trailers and other devices along the slopes, circuits or routes.

4.3) The circulation of motor vehicles is prohibited throughout the domain throughout the year, except in the case of activities organized by the managing ski station or by concessionaire companies and by ski station staff in the execution of their duties.

#### **5.- Use of the lifts:**

5.1.- The use of the resort's lifts are at the risk of the users who assume that they have the knowledge, skill and necessary material in good condition for optimal use. They must follow the instructions of the ski station staff at all times.



5.2.- The users of ski lifts and cable transport must comply with the instructions according to the regulations for the use of each of the facilities, as described in their respective accessibility.

5.3.- Regarding the use of ski lifts and cable transport by minors under 12 years of age: the mandatory supervision of a responsible adult accompanying the minor to the boarding area and assistance at the time of disembarkation is required.

## **6.- Ski Pass:**

6.1) Every user must be in possession of a ski pass corresponding to the user's modality, for the following activities:

- Alpine skiing or similar activity (snow surfing, monoskiing, etc.)
- Ski mountaineering
- Snowshoeing
- Access to pedestrian lifts

6.2) Pedestrians who do not use any station service or who only access non-regulated activity areas do not require a pass.

6.3) The purchase can only be made directly at the station's authorized points of sale.

6.4) The ski pass cannot be transferred to third parties or used beyond its valid dates.

6.5) The ski station staff has the authority to check that users have the ski pass corresponding to the activity they carry out, and may request that it be displayed at any time.

## **TITLE V: INFRACTIONS AND SANCTIONS**

### **1.- Infractions and sanctions related to the ski pass:**

1.1) The practice of any regulated activity in the domains without a ski pass, when mandatory, entails the user's obligation to pay an amount equivalent to three times the price of the daily ski pass corresponding to the activity carried out.

1.2) Without prejudice to the criminal responsibilities that may apply, the use of a ski pass by a person other than its owner, or the manipulation of the ski pass to alter the characteristics of its issuance, or the consent of the owner for any of the above conducts, entails immediate withdrawal and a financial penalty equivalent to three times its value.

1.3) In the event of abusive or fraudulent use of the ski pass, the station's accredited staff may immediately withdraw it and may prohibit the use of the facilities and circulation on the slopes, without prejudice to any legal action that the station may take.

1.4) The proprietor of the facilities has the right to deny access to the domain and can proceed immediately to withdraw or disable the pass/transport ticket to those users who fail to comply with the obligations imposed by this law, as well as the internal regulations of the ski station.

### **2.- Other violations and user sanctions:**

2.1) Minor infractions by users are considered to be any breach of duties or prohibitions imposed by law, as long as it is not classified as serious.

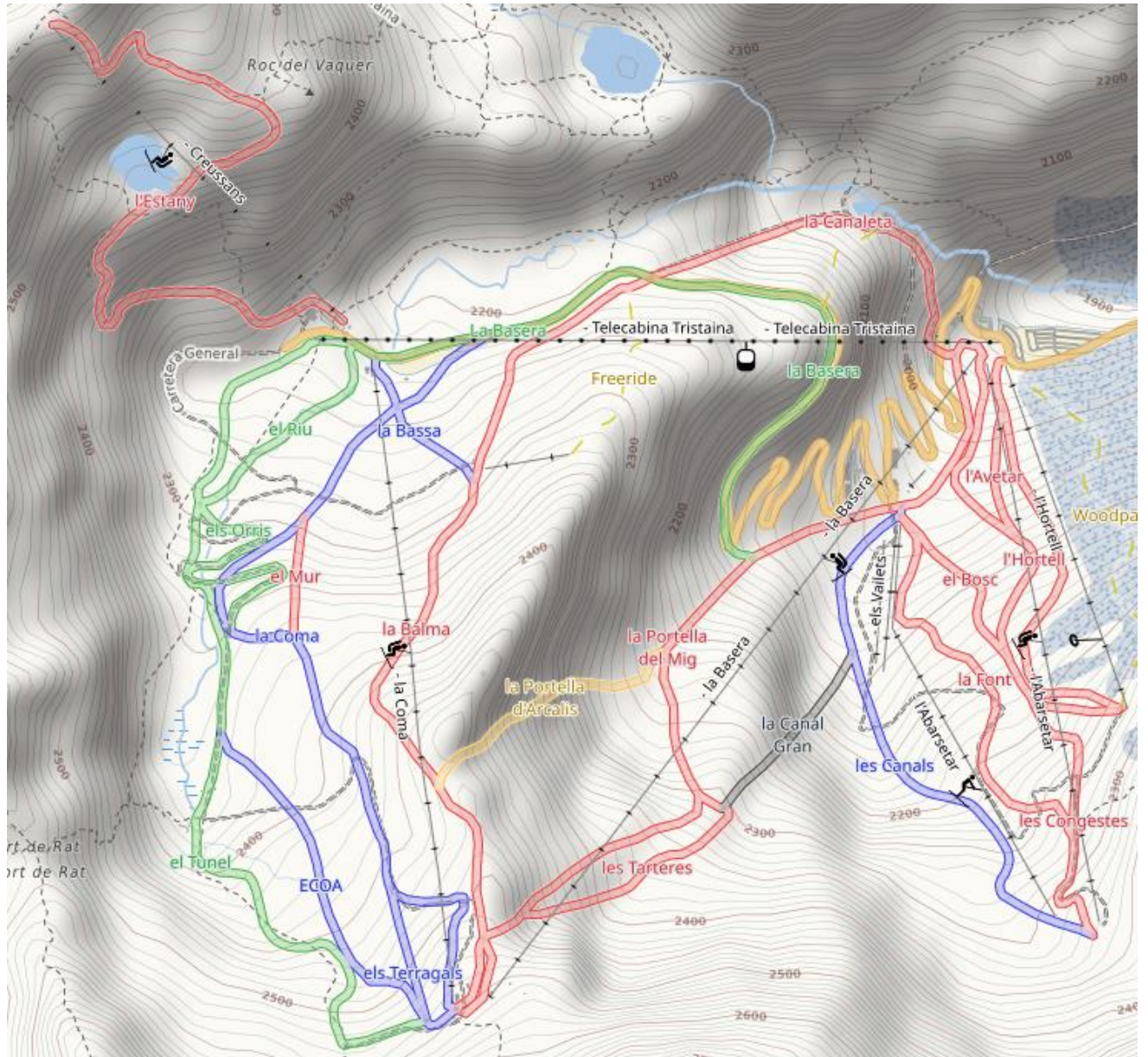
2.2) Serious infractions by users are considered to be those breaches of duties or prohibitions imposed by law that, together, endanger the safety of people or the property

of third parties. In particular, the modalities of use of the regulated areas of activity that generate risks of collision with the users practicing the activity, in accordance with the use provided for in the internal regulations, constitute serious violations.

2.3) Infractions are punished as follows:

- i. Minor infractions are punishable by a maximum fine of €3,000.
- ii. Serious violations are punishable by a fine of 3,001 to €12,000.

**Annex 2.1 Alpine ski areas:**





**Annex 2.4 Regulated itineraries**



**Annex 2.5 Areas of other activities**



## **Annex 2.6 Parking**

Ordino Arcalis has its own parking, which are divided as follows:

In blue, parking for cars, in red, parking for buses and in yellow, a rest area for motorhomes with limited hours (07:00 – 23:00).









## Internal Regulations SECNOA

Code: GVS.R-INTERNAL.606.00 (ENG)  
12/29/2023

Date:

Planells:





**ORDINO  
ARCALÍS**  
Grandvalira Resorts  
ANDORRA

## **Internal Regulations SECNOA**

Code: GVS.R-INTERNAL.606.00 (ENG)  
12/29/2023

Date:

La Coma (summer season):





**Annex 3 Regulated areas outside the winter season**



### Annex IV 2 (i)

In winter season, traffic flow on the routes marked in orange is interrupted.



## **Annex 4.5 Rules of conduct established by the International Ski Federation (FIS)**

In general, the FIS Rules of conduct on slopes are considered an ideal model of conduct and concern all users, whether or not they are in possession of a transport ticket/pass. Its purpose is to prevent and avoid accidents.

Not knowing them and, above all, not respecting them, can have serious consequences both for people who fail to comply with them and for other users.

Any person who causes an accident due to non-compliance with the rules contained in this Regulation may be considered liable, both in the civil context and, where appropriate, in the criminal context.

In Andorra, the Law relating to ski resorts and cable transport facilities of November 9, 2000, regulates safety on slopes and abusive or fraudulent behavior is punishable by law.

Although these are rules aimed at skiers, the operating company considers them applicable literally or, when this is not possible, in their principles, to all users of the ski resort, regardless of the type of skiing or associated discipline, or whatever the snow sport practiced.

The FIS Standards are detailed below:

### **1) Respect for others**

All slopes-users must behave in such a way that they do not endanger others or harm them by their behaviour or their equipment.

### **2) Control of speed and behaviour**

All slope-users must adapt their speed and behavior to their personal capabilities as well as to the general conditions of the slope, weather, snow conditions and density of traffic.

### **3) Choice of route**

The slope-user who is higher up the slope is in a position which enables them to choose the trajectory. They must always make this choice in such a way that they do not endanger the slope-users below.

### **4) Overtaking.**

Overtaking may take place above or below, to the left or to the right, but must always be undertaken with sufficient space to take into account the evolution of movement of the slope-user being overtaken.

### **5) Crossing slopes**

When ever entering, starting off from or crossing slopes, all slope-users must check visually up-hill and down to ensure that they can do so without endangering themselves or other slope-users.

### **6) Stopping**

All slope-users must avoid stopping in narrow places or areas of restricted visibility. After a fall, they should remove themselves from the slopes as quickly as possible.

### **7) Walking up or downhill**

Any slope-users who is obliged to move up or downhill on foot must keep to the side of the slope and ensure that neither they nor their equipment endangers other slope-users.

### **8) Respect for signs**

All slope-users must respect information concerning weather conditions, the condition of the slope and of the snow. They must respect signs and signposting at all times.



**9) Assistance**

Any person who is involved in, or witness to, an accident must give assistance; particularly by raising the alarm. If needed they should place themselves at the disposal of the Ski Patrol.

**10) Identification**

Any person, who is involved in, or witness to, an accident must identify themselves to the Ski Patrol.