

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, Ordino Arcalís or Pal-Arinsal, 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 00 to ensure your pass is not used fraudulently. You will then need to go to any of our resort ticket offices at Grandvalira, Pal-Arinsal 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 (€59).

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. The Ski Pass Plus+ does not include the 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 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

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, and pay again the 5€ registration fee for the 2022-23 season.

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 2022-2023 Ski Pass Plus+. All you need to do is access to your [My GrandSki](#) account and follow the steps to complete your purchase.

6- 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 Resorts (Grandvalira, Parl-Arinsal and Ordino Arcalís) 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

7- 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 some of the resort services at Grandvalira Resort (Ski and Snowboard School, equipment hire and shop...). You must present your Ski Pass Plus+ at the resort when you pay for a service.

8- What are the rates for the different types of ski pass plus+?

The rates applied on the first day of skiing will vary according to type, taking into account the ages of each of the ski pass holders. All rates are subject to modifications by Grandvalira Resorts in special periods during the 2022-23 season.

PVP RATES TIQUET OFFICE

	GRANDVALIRA	PAL ARINSAL	ORDINO ARCALÍS
ADULT	60€	47€	43€
JUNIOR	52€	42.20€	38.60€
CHILD	40€	37.60€	36.60€
SENIOR	36€	26.50€	24.20€
MEDICAL INSURANCE	5.9€	5.9€	5.9€

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

After 18 days you will have effectively paid off your Ski Pass Plus+ and the remaining days will be free of charge (reference price: €60 for the first day of skiing and €60 -15% for the following days).

Ski Pass Plus+ Maximum payment limit: €1095, equivalent to the RRP for the 22-23 Season Ski Pass).

10- 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.

11- 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.

12- How can I recharge my Plus+ Ski Pass?



Follow these steps to correctly top up your Season Pass:

1. Find the last active pass you used on the slopes as you will need the central numbers of the code printed on it.
2. During the purchase process, once you have selected the products you want, select "top up now" and complete the code. Ensure that the number shown matches the one on your printed season pass.
3. If you do not have the physical ski pass at hand, you can contact us through the web form or you have the option of requesting a duplicate at our ticket offices.