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**Questions &
ANSWERS**

before skiing

SERVEI D'ATENCIÓ
AL CONSUMIDOR



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Govern d'Andorra

1 Does the price of the pass include insurance in case of an accident on the slopes?

No, you need to purchase it separately. The resorts must offer accident and third party insurance at the ticket offices.

2 When I bought the pass, I did not take out insurance. Can I purchase it a few hours later or days later in the case of passes for more than one day?

You need to find out the specific insurance conditions for each resort. Currently and in general, once the pass has been used, you cannot take out insurance.

3 I bought a 5-day pass and had an accident on the third day. Can I claim back the money for the other two days?

You need to find out the specific insurance conditions for each resort. Currently and in general, the value will be returned to you as day passes whenever a medical certificate is presented as proof. These passes will be valid for the current and following season.

4 Can I ask for a duplicate if I lose my pass?

No, you cannot ask for a duplicate of the pass or compensation of any kind.

5 Even though the resort is open, the skiing conditions are bad due to the weather. Can I ask for my money back or get a discount?

No, as long as the resort is open, you cannot claim your money back or any discount.

6 The resort could not open due to the weather and I have a pass for that day. Can I claim my money back?

No, you will be given a voucher for a day pass for the current or following season.

7 The resort is open but, due to the weather, it decided to close during the day. Can I claim my money back or any compensation?

The resort will give you a voucher for a pass for another day in the current or following season, as long as you apply for it before using 50% of the pass time.

8 Can I ask for my money back if few of the lifts are open?

No, as long as enough lifts are in operation, you do not have the right to any compensation.

9 Is a helmet obligatory?

It is not obligatory but highly recommended, especially for children and teenagers.

! Remember:

- ▶ Check the specific conditions for each resort.
- ▶ Keep your ticket receipt.
- ▶ Advertising is binding and you can demand compliance.

If you believe that your consumer rights have been undermined and you cannot reach a settlement with the resort, you can make a claim. The resort has official forms for consumer complaints, claims and reports. You can also make a claim using the e-form on www.consum.ad or at any Andorran tourist information office.