

OFFICIAL COMMUNICATION OF FGC SKI AND MOUNTAIN RESORTS

Background

The FGC ski and mountain resorts (La Molina, Espot, Port Ainé, Vallter 2000, Vall de Núria and Boí Taüll) announced the closure of their facilities from 00:00hrs on March 14 from 2020 due to the situation created by the SARS-CoV-2 virus and following the instruction of the Administration of the Generalitat of Catalonia on containment of the virus.

The measure of closure was also applied to the Vall de Núria and Montserrat Rack Railway, as well as the Sant Joan Funicular.

On 14/3/20, the State of Alarm was decreed by the Spanish Government by Royal Decree 463/2020 for 15 days.

Frequently Ask Questions & Answers

- **Its possible to reopen FGC ski resorts this 2019-2020 season?**

No. The FGC Ski and Mountain Resorts have finished the winter season 2019 - 2020. La Molina, Espot, Port Ainé, Vallter 2000, Vall de Núria and Boí Taüll will not reopen the ski areas until next winter season 2020-2021.

- **What refund policy is provided for the amounts paid in the contracting of services?**

The **return policy** below applies exclusively to all purchases made through **FGC's e-commerce portals and its Booking Central**. For purchases and reservations made through other travel agencies or intermediaries will have to consult directly with these trading companies.

- **Rack Railway Tickets and combined**

Amounts paid for the purchase of un-redeemed tickets and combined tickets will be returned in full. Contact reserves@turismefgc.cat to manage the return.

- **Ski passes and combined**

Amounts paid for the purchase of un-redeemed tickets and combined tickets will be returned in full. Contact reserves@turismefgc.cat to manage the return.

○ **Free choice ski passes**

The remaining balance will be valid for passes that have been partially consumed during the 2020-2021 season. In the event that the skiing / snowboarding day has not been consumed, the amount will be refunded in full. Contact reserves@turismefgc.cat to handle the return or learn more about the procedure.

○ **Season Ski Passes**

All season season tickets, in any form, are considered amortized, except for La Molina spring season tickets. Holders of La Molina spring season tickets will be kept the amount paid on account of any season ticket for the season 2020-21 and will be able to enjoy the advantages that the product includes during the validity period. Contact customer service at the station where you were processing the season pass (see below for contact addresses) for more information. **Bookings Hotel Vall de Núria and Hotel Port Aine 2000**

Bookings made with stays planned until the end of the 2019-2020 winter season (maximum departure date April 13, 2020) will be void and the full amounts paid in advance will be refunded. Contact reserves@turismefgc.cat to manage the return.

- **Are the benefits included in the FGC season ski passes valid?**

Yes, the benefits included in the Season Ski Pass are valid on the dates redeemed. Invitations for skiing at other ski resorts during the 2019-2020 season will not be redeemable next season.

- **I have an invitation to ski to a FGC ski resort valid for the 2019-2020 season, so it will be valid for the summer or next season?**

Invitations for skiing at other resorts during the 2019-2020 season will not be valid for next season.

- **I was awarded with passes and /or hotel services or reservations at a FGC station. Will the prize be valid for the summer or next season?**

Check the maximum redemption date of your prize. If it is planned until the end of the 2019-2020 winter season, it will not be redeemable next season.

- **I have material on the ski luggage lockers of the resort. How do I go about finding it or returning seasonally rented ski equipment?**

The instruction of the Spanish Government is to avoid all journeys except those strictly foreseen in Royal Decree 463/2020.

Contact Customer Service at your station to manage deadlines for refunds or to find out more about the procedure.

- **Will the FGC Tourist Trains and Funiculars begin the operating season?**

Right now we do not have this information because in the current situation of State of Alarm declared by Royal Decree 463/2020 the tourist services are not essential and, therefore cannot operate.

This measure affects the exploitation of the Montserrat Rack Railway, the Vall de Núria Rack Railway, the Sant Joan and Santa Cova Funiculars, the Coma del Clot Cable Car, the Alt Llobregat Tourist Rail - Train del Cement and the tourist service of the Train dels Llacs.

We will update this information as we have new instructions from the relevant Administrations

- **Which are the customer service contacts?**

The next FGC Tourist Information Email Boxes are operational:

- Espot i Port Ainé info@skipallars.cat
- La Molina lamolina@lamolina.cat
- Vall de Núria valldenuria@valldenuria.cat
- Vallter 2000 informacio@vallter2000.cat
- Montserrat Rail and Funiculars info@cremallerademontserrat.cat
- Boí Taüll puntinfo@boitauill.cat
- Tourist Railway of the Alt Llobregat reserves@ferrocarrilturistic.cat
- Reservation and Customer Service Center: reserves@turismefgc.cat

Customer service by telephone will not be performed to comply with the provisions of Royal Decree 463/2020 regarding the limitation of non-essential movements of the citizenry.