

INFORMATION AND GENERAL RULES



OPENING HOURS

(GRADUAL OPENING AND CLOSING HOURS IN DIFFERENT AREAS AND DEPENDING ON WEATHER AND OPERATIVE CONDITIONS)

WINTER SEASON

since the end of November until the end of April

- **SKI LIFTS ON THE SLOPE**
09:00 a 16:45
- **PARADOR CHAIRLIFT**
and Automatic Tickets Machine
08:30 a 17:30
- **GENERAL TICKET OFFICES**
Monday-Sunday, 24th and 31st December
08:00 a 16:30

SUMMER SEASON

since the end of June until the beginning of September

- **BORREGUILES GONDOLA, VELETA CHAIRLIFT
AND BIKEPARK**
09:30 a 18:15
- **GENERAL TICKET OFFICES**
Monday to Sunday
09:15 a 18:15
- **PERSEID METEOR SHOWER**
(around 11th August)
- **BORREGUILES GONDOLA**
21:30 on Fridays to 01:45 on Saturdays
- **TICKET OFFICES**
09:15 a 23:30 on Fridays

IMPORTANT INFORMATION

- Please check the Weather Forecast and Opening dates of the facilities, as well as the Conditions and Regulations for Refunds and Exchanges before buying or using your ski pass, at the Customer Service Office, the General Tickets Office, www.sierranevada.es or call 958 70 80 90.
- Please keep your Proof of Purchase and check it. In case of any error, do not use the ski lifts and go directly to the point of sale or to the Customer Services Office.
- The Ski-Pass is a personal and non-transferable document, under no circumstances should it be lent, transferred or resold, otherwise it will be removed and blocked, along with the pertinent cancellation of rights thereof.
- Smoking and drinking alcohol or taking other drugs is not allowed in Lifts, Accesses and Access queues.
- There are visible image-capturing points for services management and security guarantee, in compliance with the Royal Decree-Law 5/2018 and Regulation (EU) 2016/679 on Personal Data Protection.
- Pets (animals) are not allowed into Lifts or Slopes during winter season.
- Walking, use of sleighs, toboggans or other kind of ski object is not allowed on ski or bike areas.
- Tickets for one ascent and descent trip in Gondola Lifts are exclusive for pedestrians without ski or snowboard boots, bike or any other material.



SKI-PASS OR TICKET

APPLYING THE CORRESPONDING RATES, ACCORDING TO CALENDAR AND SEASON

- 1. THE SKI-PASS** gives the holder the right to access the lifts open to the public within the established timetable.
- 2. THE TICKET** gives the holder the right to pedestrian public access of one up and/or down in certain ski lift.
- 3. 1/2 DAY** is valid from 13:00 until the lifts close.
- 4. 2 CONSECUTIVE DAYS** applies the sum of the daily rate.
- 5. 3 to 7 CONSECUTIVE DAYS** applies the main rate, or the more beneficial according to nº of days.
- 6. FAMILY RATE for 3 to 7 Consecutive Days** applicable to children aged 6 to 16.
 - 1 father or mother with ADULT rate presenting a family record book.
 - 2 or more children aged 6 to 16 with a Junior or Youth FAMILY RATE. Non-redeemable
- 7. SEASON FAMILY** in the purchase of two or more passes in the same family unit that includes one or both parents under the age of 70 and children from 6 to 25 years, providing the Family Record Book and applying the Season Family Rate in Each category, E.g.:
 - Adult parent and two Junior children aged 6 to 12 → 1ºFFAdult + 1ºFFJunior + 2ºFFJunior
 - Adult parents and a youth aged 13 to 16 → 1ºFFAdult + 2ºFFAdult + 1ºFFYouth
 - Parents aged 59 and 60 and children aged 24, 16 → 1ºFFAdult + 1ªFFSenior + 2ºFFAdult + 1ªFFYouth

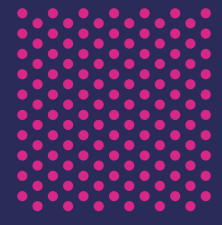
8. PEOPLE WITH DISABILITY with Disability Certification in accordance with Article 2 of Royal Decree 1414/2006 and I.D card (except Special, Family Formula and Tickets).

- 13 to 69 years for JUNIOR rate.
- 6 to 12 years for CHILD/SENIOR PLUS rate.

9. NON-CONSECUTIVE Days Ski Pass - to be used on any day of the number of days purchased, consecutives or not, at High Rate or Long Term Rate. Non-refundable, non-extendable.

10. ACCIDENT RESCUE and transfer within the managed ski area and in Slopes open to the public is included in the price of the Ski-Pass

11. The holder is responsible for the Ski Pass card, and can use the **REPRINT** service for 10€ in the Customer Support Office in case it is forgotten, lost or destroyed.



EXTRA SERVICES

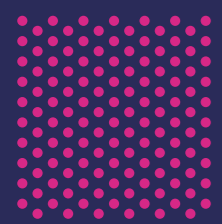
NOT INCLUDED IN THE SKI-PASS PRICE

- 1. ADDITIONAL ACCIDENT INSURANCE**, you should consult Coverage, Conditions and Rates offered by the Insurance Company
- 2. ACCIDENT RESCUE OUTSIDE OF SLOPE AND CLOSED SLOPES** (price per hour or fraction).



- Ski patrol or lifeguard ----- 85 €/h
- Snow mobile with Driver ----- 165 €/h
- Snow-grooming machine with Driver ----- 230 €/h

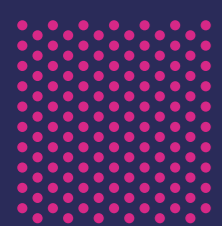
- 3. SPECIAL-PASS** in zones, dates and times established from the 5th of December. NOCTURNAL Saturdays follow usual hours (except for 24th and 31st of December). The Season Pass and Season Family Pass holders can enjoy a -50% discount in the NOCTURNAL rate.



SKI-PASS REFUNDS AND EXCHANGES POLICY

FORFAIT

1. Access to the Mechanical Lift involves the use of the Ski-Pass and it does not allow making changes or returns.
2. The nº of unused days of a 1 to 7 Consecutive Days Pass can be exchanged within the following 15 days and be used before the end of the current season by the same holder.
 - In case you acquire the Ski Pass via a Travel Agency, you can opt for a non-use letter for your Travel Agency for the corresponding rate calculation.
 - In case of Resort Closure, you can opt for a new rate calculation.
3. Except for the case detailed in the previous point, in general you have no right to Refund, Reimbursement or Exchange, total or partial, compensation or reparation:
 - Any Ski-Pass used in a day of Early Closure.
 - Any Ski-Pass used for fewer days than those purchased.
 - Offer or promotional Ski-Pass with Special Restricted Conditions.
4. The Refund, when applicable, is the difference between what is paid and the price of what is used according to Official Rates (e.g. a 5-day pass and because of a closure day, the refund applied is the price difference between 5 days and 4 days).
5. There are 15 days available after the last day of validity to submit the applications.



SIERRA NEVADA CLUB

CONDITIONS OF USE OF SIERRA NEVADA CLUB CARD:

1. The Sierra Nevada Club Card is property of Cetursa Sierra Nevada S.A. and is issued under the names of the Members of the Sierra Nevada Club being the support for the Ski Pass or other services.
2. Membership to the Sierra Nevada Club is voluntary and free, with the mandatory awareness and acceptance of the Conditions of Use of the Ski-Pass, the Terms of Use of the Sierra Nevada Club Card and the Special Conditions when applicable, requiring the member or the administrator of the member profile to provide personal data and sufficient supporting documents, committing themselves to the authenticity of these.
3. Minors may be members of the Sierra Nevada Club and have a profile administered by another member or not, exclusively under the responsibility of their legal guardian.
4. Passes for 10, 15, 20, 25 Days, Season, Season Family and Off-Peak Season are exclusive to Club Sierra Nevada Members.
5. The Sierra Nevada Club Card holder is committed to its custody and good use, and it shall be replaced by Cetursa Sierra Nevada in the case of failure or breakage three years after the date of printing the card.



CLAIMS AND COMPLAINTS FORMS available for consumers or users who apply for them in the Customer Service Office, at Pza. Andalucía 4 Sierra Nevada.

VAT and Compulsory Travel Insurance are included in the Ski Pass price.

For more detailed information, visit www.sierranevada.es, call 958 70 80 90, or go to Customer Service Office.

CETURSA SIERRA NEVADA S.A Tax Identification Number: A-18005256; Pza. Andalucía, 4 18196 Sierra Nevada GRANADA. Registered at the Mercantil Registry of Granada in the Volume 556 of Holdings, Sheet 009, Page G-5298, Registration 71.