User’s guide for Group Services

Purpose:
This guide explains how to book Grandvalira Resorts group packages online.

Group bookings can be made through the website up to 10 days before the start date of the first contracted service.

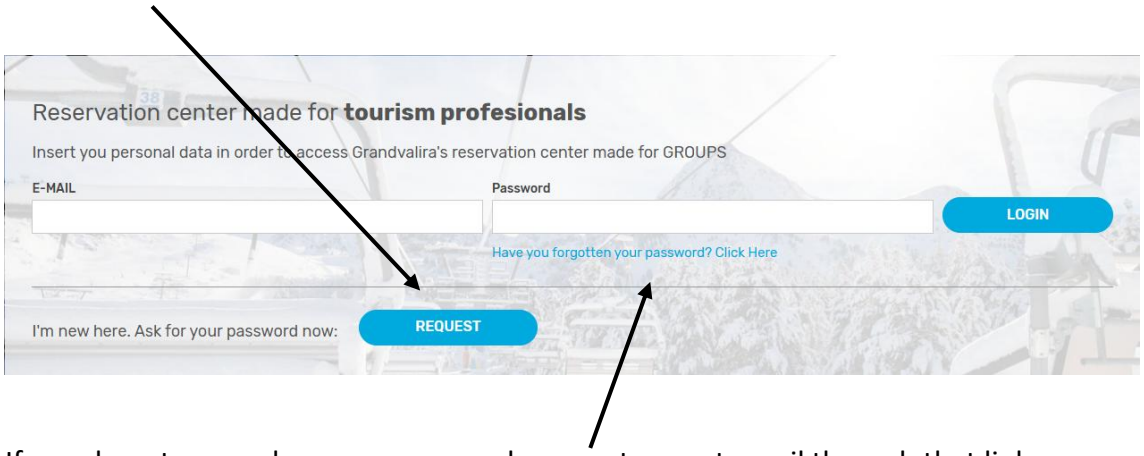
If your group is due to arrive in less than 10 days, please contact us using the Contact Form available at the bottom of any of the tour operator portals. Our team will be happy to assist you.

Once your booking has been completed, you will automatically receive the confirmation document and proforma invoice by email.

2. Accessing the portal:
To make a booking, please access the corresponding website:

- Encamp / Canillo / El Tarter / Soldeu / Grau Roig / Pas de la Casa sector: https://grupos.grandvalira.com
- Pal / Arinsal sector: https://grupos.palarinsal.com
- Ordino Arcalís sector: https://grupos.ordinoarcalis.com

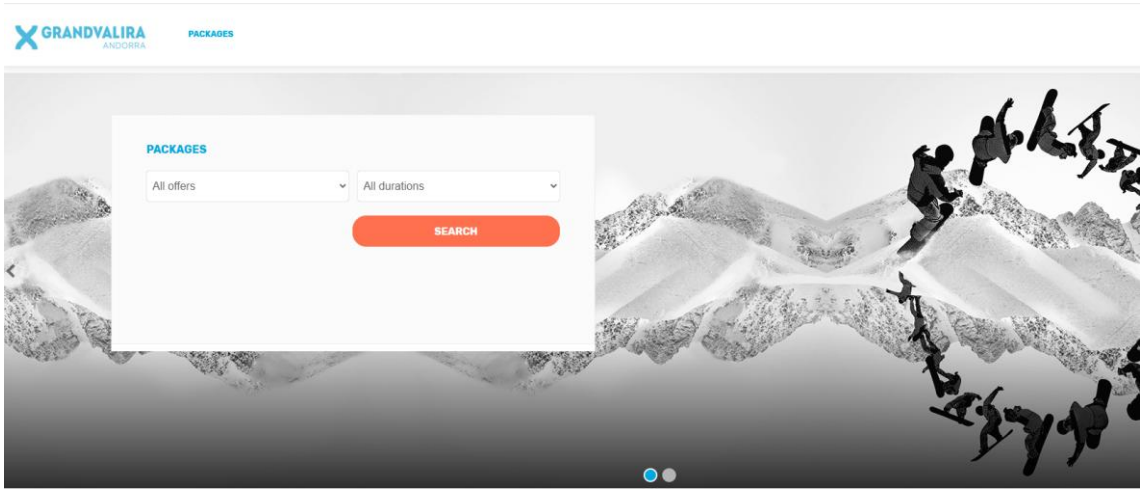
If you do not yet have a username and password, simply click on “Request Access” to register as a new client. You will be asked to complete a short form with your agency's or institution's details. Once your registration has been approved, you will receive your access credentials by email.



If you do not remember your password, request a reset email through that link.
You must enter your credentials:

- Username: (registered email address)
- Password: (enter your password)
- Click on “LOG IN”

3. Start:



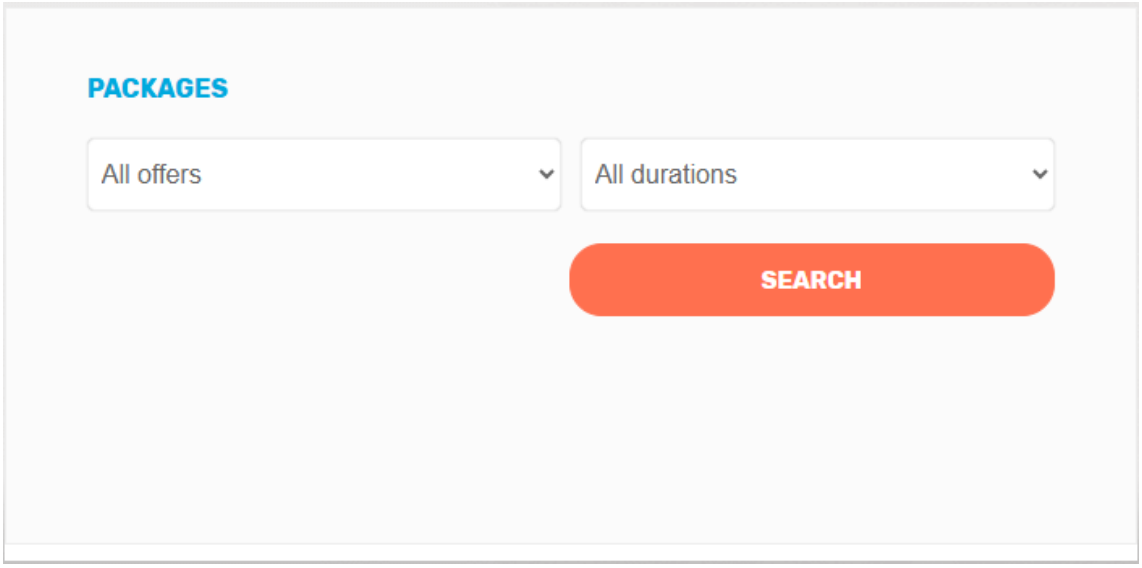
4. Searching for a Package

To find the package you would like to book, first select the type of group:

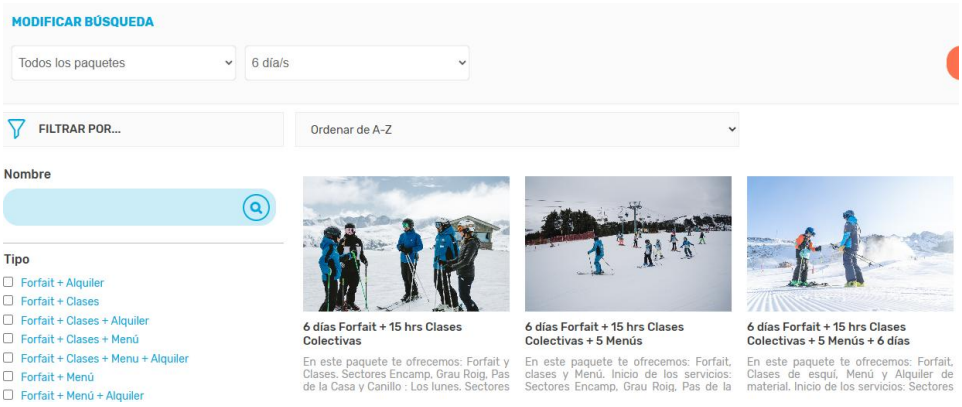
- Adult / Mixed Group Package
- School Package

You can then filter the available packages by duration, if required, or browse all available options.

Once you have found the package that best suits your group's needs, click on it to continue with the booking process.



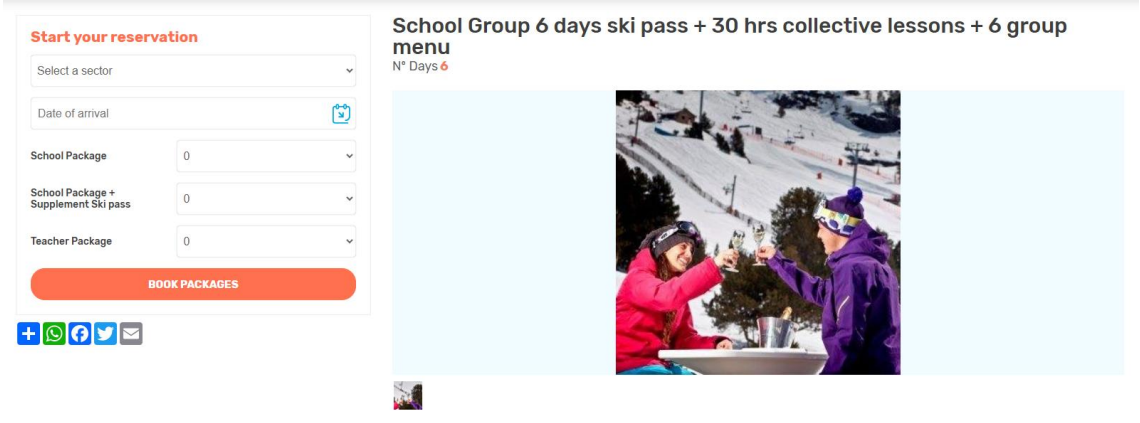
A list of available packages will be displayed, showing the different combinations of ski pass days and lesson hours available.



Select the package that best matches your group's needs to continue.

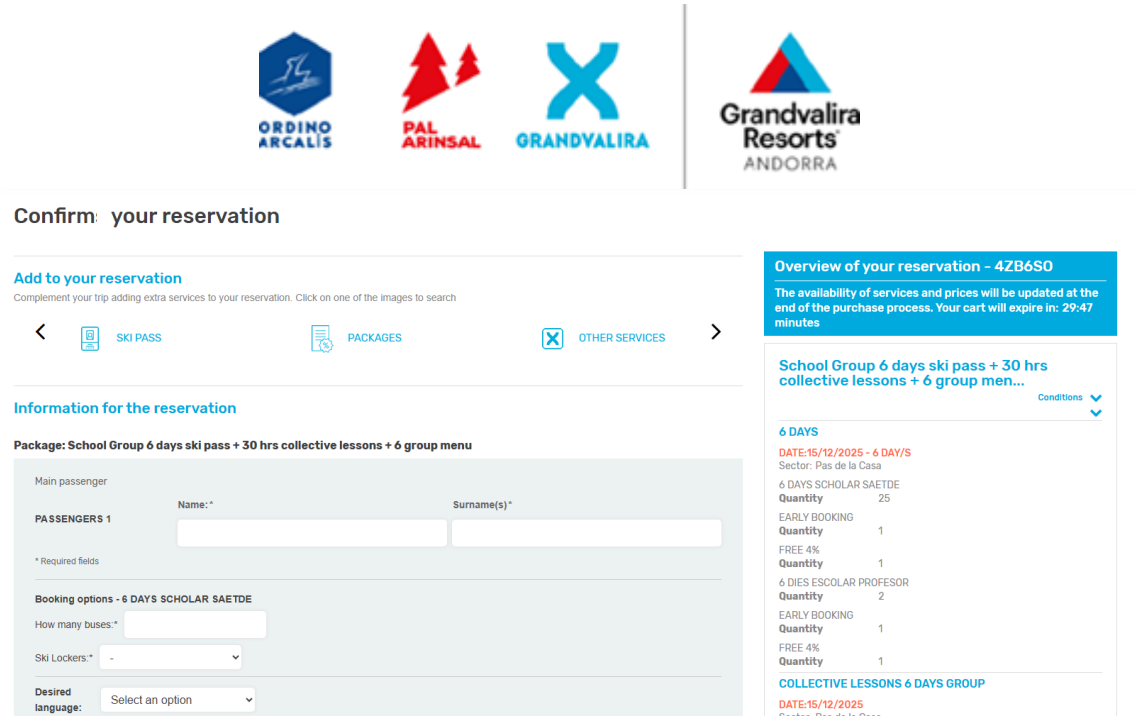
Next, you must provide the following information:

- Entry sector of the group
- Service start date:
  *Any group with a start date other than Monday will remain in a pending status. The Groups Department will confirm the booking later, once availability has been verified.
- Number of people by category (student, student with supplement, or teacher) or (adults, juniors, and children)



To proceed with the booking, click on “Book package.”

5. **Package booking**
   The package will now be added to the shopping cart. On the left side, you will see a summary that includes your booking reference, and on the right side, you’ll find the details of the services you booked.



5.1. Before continuing, please review the package details displayed on the right-hand side:

- Number of lift pass days
- Number of group lesson days and hours
- Number of menu days and menu type

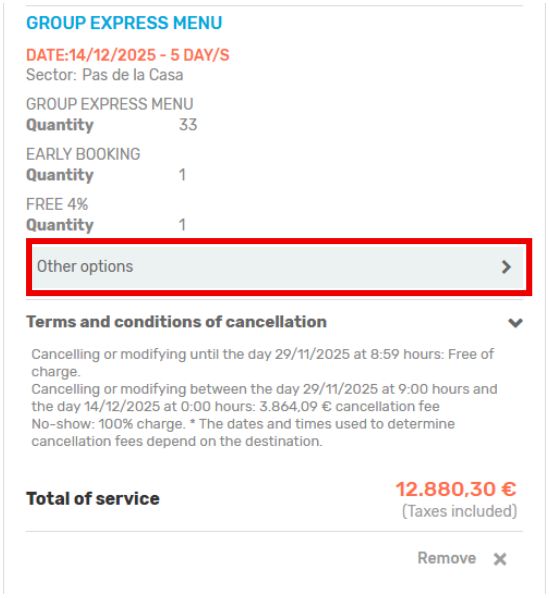
Please note:

- For Adult / Mixed Groups, the default option is the Express Menu.
- For School Groups, the default option is the School Group Menu.

If you would like to select a different menu option, click on "Other Options" below the package details. The available menu choices, together with any applicable supplement or discount, will then be displayed.

To select a different menu, click on "Modify".

Please note that any menu change will apply to the entire group. It is not possible to choose different menu types for individual participants within the same booking.



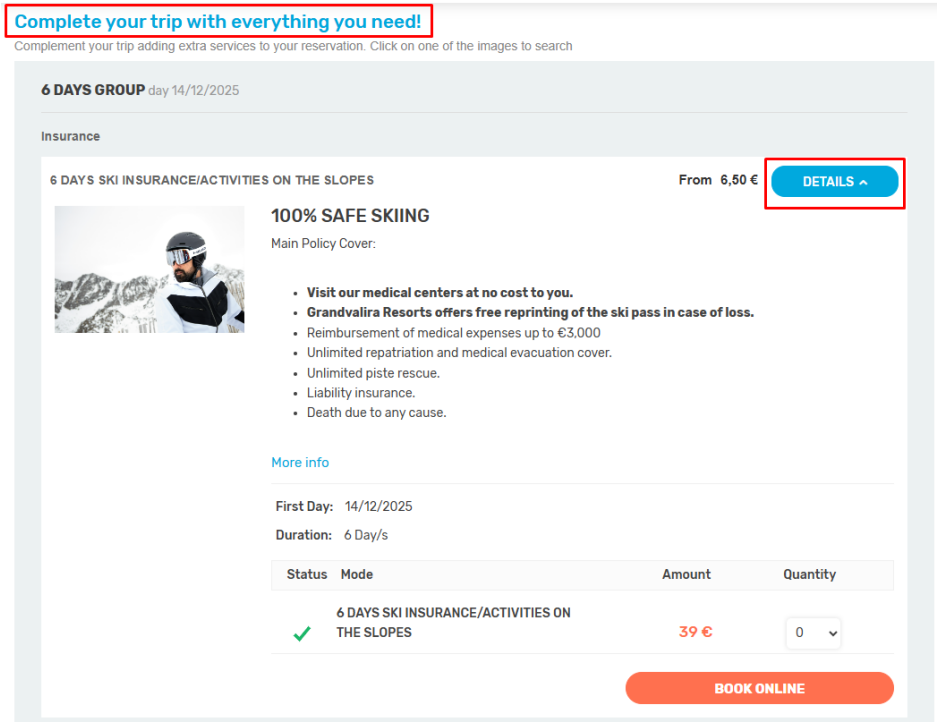
5.2 Completing the Package Details

Please complete the following information before continuing:

- Optional Service
- Ski Insurance

Ski insurance can be added to cover skiing and other on-slope activities for the entire duration of the stay and for all members of the group.

To include this option, simply select the insurance during the booking process.



When completing the “reservation details”, please note that if you have selected ski insurance, providing the first and last name and date of birth, is mandatory. The reservation cannot be processed without this information.

Reservation information: we must complete the questionnaire:

- Group name (passenger 1)
- Number of buses
- Cages
- Remarks
- Reservation information regarding group lessons:
    - Desired language for the lessons
    - Desired lesson schedule*
    - Number of people in ski mode
    - Number of people in snowboard mode**
    - Confirmed schedule: select “pending confirmation”
- Reservation information regarding the chosen menu:
    - Desired schedule*
    - Confirmed schedule: select “pending confirmation”
    - Restaurant
- Grandvalira reserves the right to assign the lesson and menu schedules according to the overall group planning. In no way does the desired schedule imply any reservation or confirmation.

The schedule option will only be available for the basic school group menu. For Self Service and Express group menu types, no schedule is assigned.
Minimum age of 12 years old for snowboard lessons. Snowboard lessons require a minimum of 6 participants per reservation.

Booking information:

- Add group name
- Your reservation reference: this can be your own reference to locate the group in our system. It cannot be the same as another reference you have already used.
- Pickup point: the agency or group guide must collect lift passes or vouchers for other services at the desired pickup point selected in this option. The documentation will be prepared at the selected offices.

Pickup points for groups are: Illa Carlemany Offices, Comercial El Tarter, Funicamp Ticket Office, Canillo Ticket Office, Soldeu Ticket Office, Grau Roig Ticket Office, Pas de la Casa Ticket Office, Telecabina La Massana, El Planell Pal, Ordino Arcalís Ticket Office, and Comallemple Arinsal.

6. **Agency Commission**

The commission applicable to each reservation is automatically calculated according to the commercial agreement established with

Grandvalira Resorts.
You can view the commission breakdown in the booking summary before confirming the reservation.
Please note that reservations are always paid at the net rate.



7. Additional Services

Before confirming the reservation, you have the option to add additional services or products, which will be included and invoiced within the same group booking.

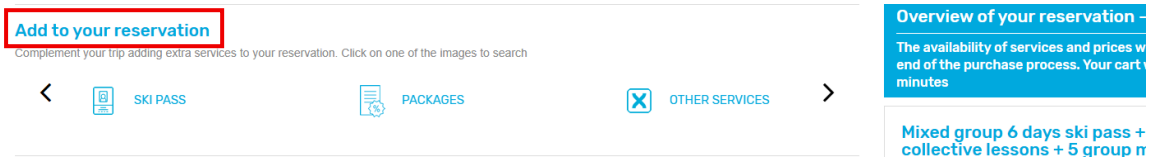
These additional services can be booked either for individual participants or for the entire group.

The following options are available:

- Packages
- Lift Passes
- Lessons
- Other Services

To add any of these services, click on "Add to Your Reservation" at the top of the booking page and select the desired product.

Please note that additional services can only be added online during the initial booking process. Once the reservation has been confirmed, any amendments or extra services must be requested through the Contact Form.



Some additional services are not available for online booking and must be requested through the Contact Form.

These services include:

• Reception Service
• Group Equipment Rental

8. Reservation Payment

You are now just one step away from confirming your reservation.

Before proceeding, please review the reservation conditions and tick the box "I have read and accept the reservation conditions".

To confirm your booking, click on "Book Online".

Payment conditions will depend on your client profile:

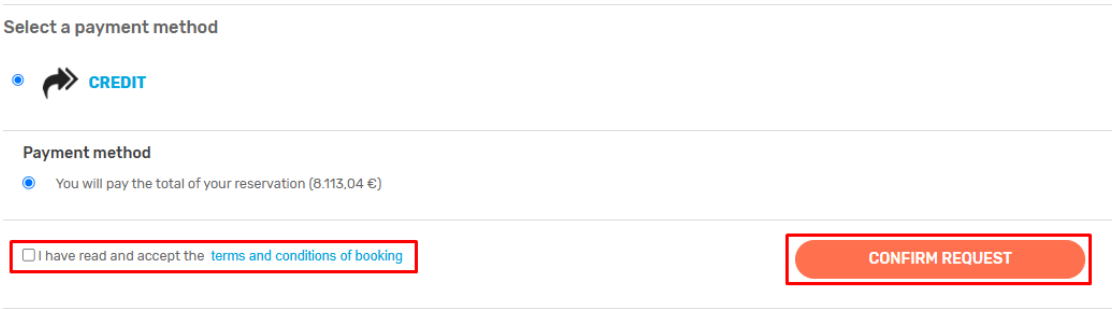
• Credit Clients

Your reservation will be confirmed immediately, and no payment will be required at the time of booking, unless the selected package is subject to specific prepayment conditions (for example, an Early Booking offer) and the reservation is being made within the applicable payment period.

• Prepayment Clients

The system will offer you the option to pay either the required confirmation deposit (30%) or the full reservation amount, depending on the booking dates and payment conditions.

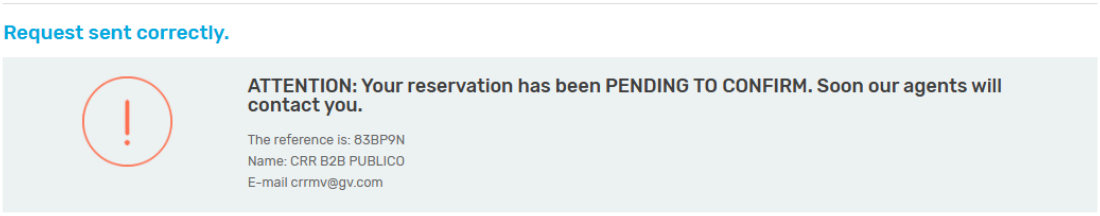
Payment can be made by credit card or bank transfer, according to the options available for your reservation.



9. Reservation Completed

Your booking is now complete.

Once the reservation has been confirmed and any applicable payment has been processed, the following confirmation message will be displayed:



10. Reservation Management

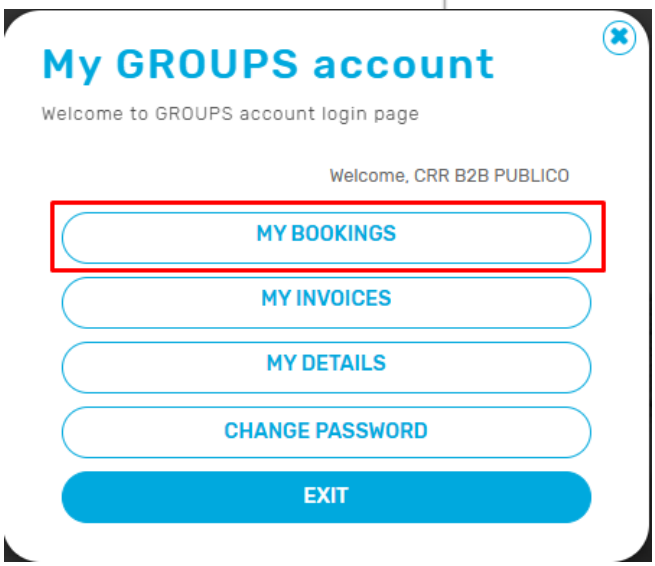
To view and manage your reservations, access the "My Account" section by clicking on your username in the top right-hand corner of the portal.



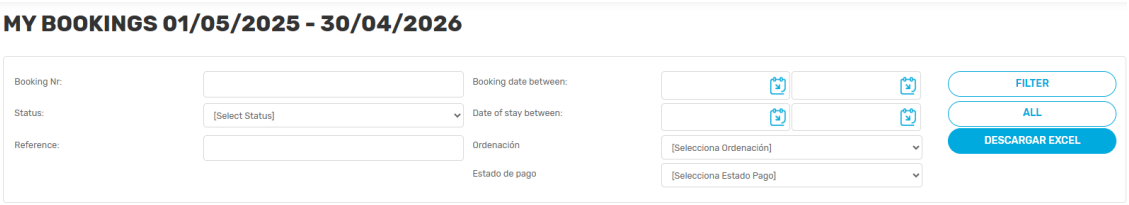


A menu will be displayed showing all the options available within your group account.

Under "My Bookings", you will find all reservations made to date, organised by user and showing their current status.

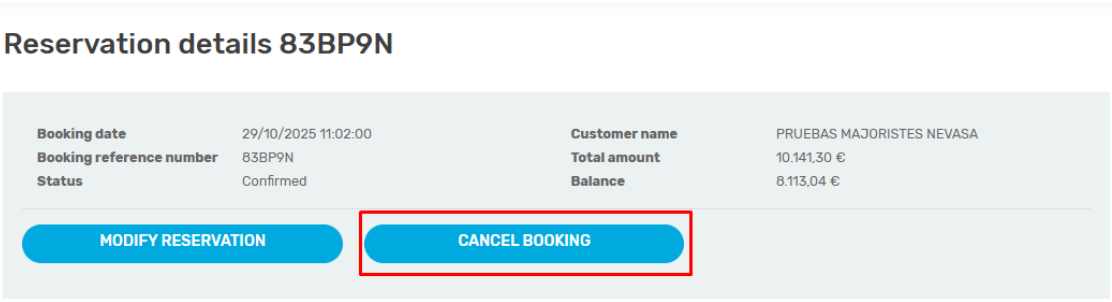


To help you find a specific reservation more easily, you can use the available search filters:



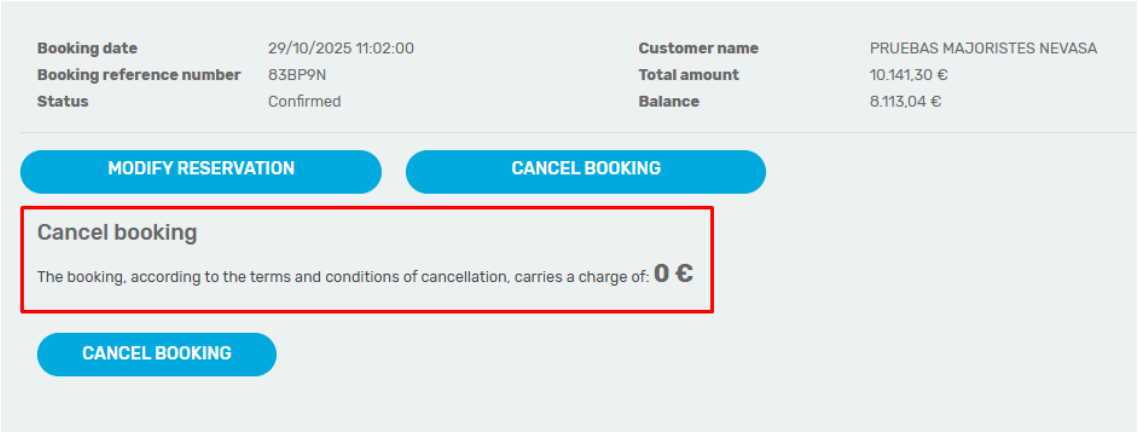
To view the full details of a reservation, click on "See File".

11. Cancellation:



If you wish to cancel a reservation, click on "Cancel Reservation".

The applicable cancellation conditions and any associated fees will be displayed before you confirm the cancellation.



12. Seller Manual

The Seller Manual for each sector is a useful reference tool where you can find prices, service descriptions, booking and cancellation conditions, and other relevant information.

We recommend consulting the appropriate Seller Manual whenever you need detailed information about the products and services available.

1. GV Sales Manual
2. Pal-Arinsal Sales Manual
3. Ordino Arcalís Sales Manual

13. Modifications and Other Enquiries

For modification requests, additional information, or the reporting of incidents, please use the Contact Forms available at the bottom of each B2B webpage.

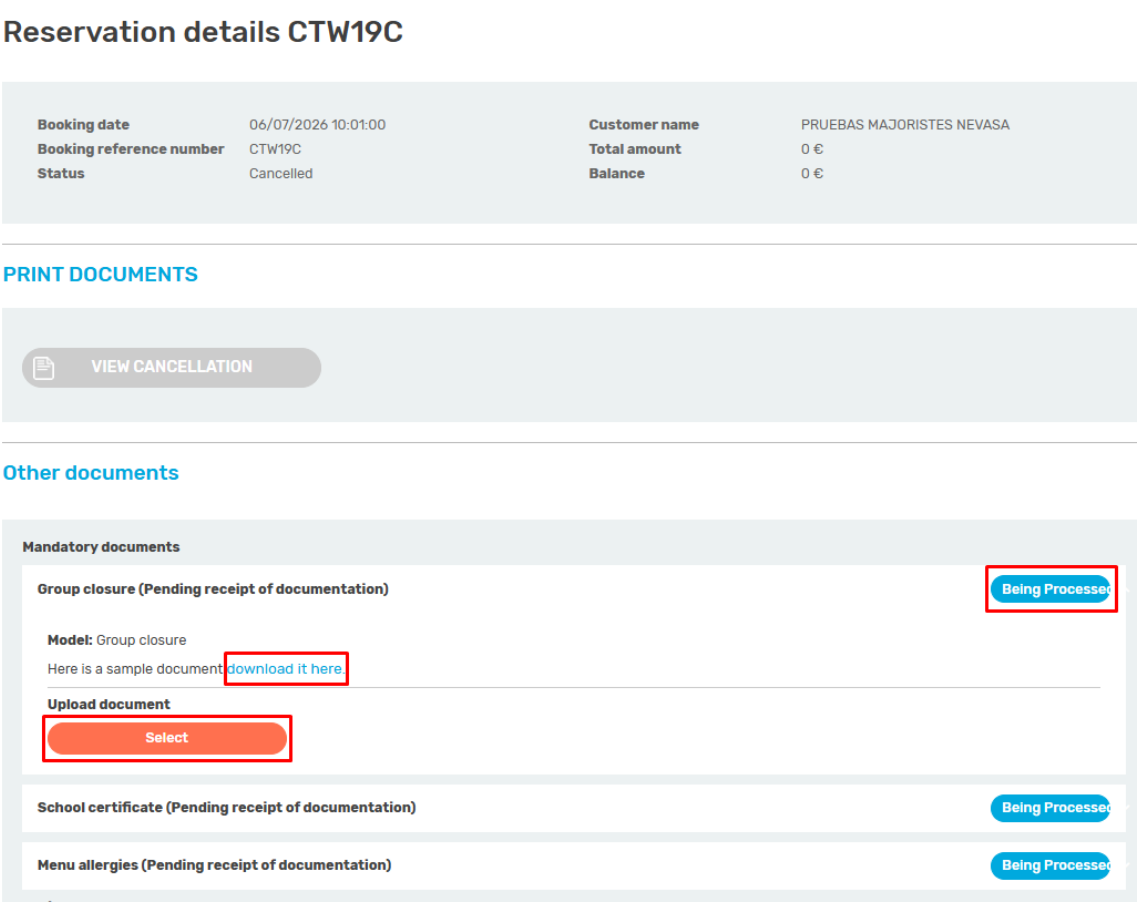
Once you receive our reply, you may continue the conversation simply by responding to the email, as you would with any regular email correspondence.

Please note that 'contact.b2b@grandvaliraresorts.com' cannot be used to submit new requests. This email address is only available for replying to existing enquiries.



1. Access the Grandvalira, Ordino Arcalís or Pal Arinsal Groups website and log in.
2. Open the group booking to which you would like to upload the required documents: Group Closure, School Certificate and Allergen Register.
3. In the "Other Documents" section, click on "Download it here" to download the document template. Complete it and save it to your computer before uploading it.

4. Click on "Being Processed" and then click on "Select".



4. An external window will open, where the file to be uploaded to the system must be selected locally. Once selected, click on Open. This action will upload the document to the web page.