

## **INSTRUCTIONS FOR USING THE SKI SERVICES IN PAMPOROVO BOOKED THROUGH THE WEB SHOP**

With each order you made in the online platform of Pamporovo, you will receive a voucher with information about the purchased services. Print the voucher and save it on your mobile device! The voucher is not a ski pass or lift ticket. Keep it with you until your departure from the resort, as a warranty. Present this voucher at the cash-desk or the respective employee (if it is related to a ski package purchase) to receive the service or to be provided with assistance, in case of any difficulties.

If you have purchased a package service, you must present a hard copy of the voucher (after you have picked-up your ski pass firstly) to the ski instructor, if the package you have purchased includes ski school, or to the Pamporovo AD's ski depot, if it only includes skiing/snowboarding equipment, in order to be provided with the prepaid services.

If you have purchased "ski-pass + equipment (skiing or snowboarding)" package you can choose, within 24 hours prior to using the service, from which of Pamporovo AD's ski depots, you would like to pick-up your equipment. For this purpose, please send us an email, referring to your order number and names to the following address: [supportwebshop@pamporovo.me](mailto:supportwebshop@pamporovo.me). You can choose from the following ski depots of the company:

- Ski center 1 – Tourist Information Center;
- Ski center 2 – Malina;
- Studenets Ski Center.

**Please note:** If you have missed to specify a location for picking-up your equipment within the above-mentioned period of time, you will receive it at ski center 2 – Malina, ski depot No. 2.

In order you have purchased a package, which includes skiing/snowboarding equipment, you must visit the cash-desk at ski center 2-Malina (situated directly in front of the two-storey building of Pamporovo AD's ski-depots) at 9.20 a.m. on the first day of your chosen period. There you will be allocated to a specific skiing/snowboarding instructor, who will assist you in getting your appropriate skiing/snowboarding equipment.

The skiing/snowboarding lessons, included in the packages, only take place in groups of up to 10 people!

The ski lessons, included in the packages, are carried out 4 hours per day (2 hours from 10:00 to 12:00 a.m. and 2 hours in the afternoon – from 1:00 p.m. to 3:00 p.m.).

The snowboard lessons last for 2 hours per day (between 10:00 a.m. and 12:00 a.m.) and commence from the date of issuance of the package in consecutive days, until the expiration of the respective number of paid days.

Outside the specified hours, tourists may use the ski-passes and equipment at their own risk.

**\*\*The ski pass and skiing/snowboarding equipment are used on a full-day basis.**

Should you need any further information or if you experience problems, using the services of the shop or the products and services, purchased therein, please, do not hesitate to contact our customer service office! We are always at your disposal.

CALL CENTER: (+359) 0700 17 702 I [supportwebshop@pamporovo.me](mailto:supportwebshop@pamporovo.me) I [www.pamporovo.me](http://www.pamporovo.me)