



MOUNTAINLIKERS

10th WORLD CONGRESS ON SNOW AND MOUNTAIN TOURISM

21 · 23 March 2018 · Escaldes - Engordany · ANDORRA

www.mountainlikers.com

10th WORLD CONGRESS ON SNOW AND MOUNTAIN TOURISM

MOUNTAINLIKERS: “Shaping the Future of Hospitality in Mountain Destinations”

21-23 March, 2018, Escaldes-Engordany · ANDORRA

Information Note

The World Tourism Organization (UNWTO) and the Principality of Andorra are organizing the 10th edition of the World Congress on Snow and Mountain Tourism with growing success

The World Congress on Snow and Mountain Tourism 2018 will discuss during these days about the impact of new platforms, artificial intelligence, training and education as key elements to achieve success in a mountain tourism destination, as well as other important issues of great importance such as the repositioning of touristic accommodation, new platform tourism services etc.

Escaldes-Engordany is located in the very center of the country, just at the confluence of the two river arms of the Valira. It is situated at 1.050m above sea-level.

Escaldes-Engordany is the only place of the Principality of Andorra with thermal springs. Escaldes-Engordany has spa hotels and also hosts the Thermal Spa Centre Caldea-Inúu.

One of the great natural treasures of Escaldes-Engordany is the Madriu-Perafita-Claror Valley with an extension of 4.247 ha where water is also a key element. The valley is of great interest not only for its natural wealth (vegetation and wildlife) but also for its cultural heritage, as a reflection of mountain life dating back to the medieval times (cabins, shepherds huts, dry stone buildings, etc.) For this reason it was declared World Cultural Heritage Site by UNESCO.

Escaldes-Engordany stands out for its extensive shopping area, its broad gastronomic diversity and a wide range of cultural offer.

Organized by



1. Place and dates of the Congress

The 10th World Congress on Snow and Mountain Tourism will be held on 21 - 23 March 2018.

The Andorra la Vella Convention Centre will be the venue of the Congress.

ANDORRA LA VELLA CONVENTION CENTRE

Plaça del Poble, s/n
AD500 Andorra la Vella
Tel.: + 376 874500

Web: <http://turisme.andorralavella.ad/es/ciudad-congresos>



The official website of the Conference is: www.mountainlikers.com

The **inaugural session** will take place on 21 March 2018 in the **Auditorium of the Convention Centre**, at 9:15.

The **Welcome Dinner** will be organized at Caldea-Inúu, en Escaldes-Engordany at **20:30**.

The **closing session** will be held on **22 March 2018** April in the same hall of the Convention Centre at 17:45 approximately and will be followed by a farewell reception/cocktail which will terminate around 20:30.

Enjoy Andorra!

On Friday, **23 March 2018** Andorra invites the participants to **Enjoy Andorra!**, with activities the Thermal Spa Centre Caldea-Inúu, visits to the Museum Carmen Thyssen, the Perfume Museum, Naturlandia or Palau de Gel ice skating ring, skiing at Vallnord and GrandValira ski resorts or a ride on the tourist bus among others.

Technical visit:

On 23 March 2018 a technical visit is scheduled in Escaldes-Engordany to the Espacio de Innovación de Andorra which has been recently inaugurated by the Fundación ActuaTech. In the space for innovation diverse projects are being displayed, among them a joint initiative with researchers from the MIT Changing Places of the renowned Massachusetts Institute of Technology (MIT). The CityScope platform for Andorra allows studying different tourism models, mobility, urban planning and the environment among other demonstration of innovation in technology.

The City Scope Project integrates data derived and collected from mobility, the energy sector, parking spaces and the telecommunication providers in order to rearrange and optimize urban planning, the development of simulation systems and models capable to predict and measure the potential impact of significant interventions in the city among other features. Through these Big Data projects it is possible that Governments, public administrations and private sector companies to develop applications, services and benefits of added value and even to find solutions to important issues such as the congestion in some areas of the city and implement smart city concepts.

The number of places is limited and will be allocated by order of registration.

2. Inscripción al Congreso

As in the previous editions, to cover the costs involved in the organization of the Congress, the Congress Secretariat will charge a participation fee, with an exemption for **UNWTO Members and its official delegates: Member States (in particular, National Tourism Administrations and National Tourism Offices), Associate Members and Affiliate Members.**

Governments, entities and bodies invited by the Secretary-General in his letter dated 19 December 2017 are requested to complete the participation form attached to the letter and send it to **both addresses** shown below **before 17 February 2018.**

For hotel reservations, transport and travel between the airport and Andorra and for the social program together with the programme for accompanying persons, delegates are kindly requested to contact with the **Congress Technical Secretariat:**

All other participants **are requested to register online.** The official website of the Congress is: www.mountainlikers.com

| | | |
|--|--|---|
| World Tourism Organization | Contact: Mr. Sascha STANGE Destination Management | Calle Capitán Haya, 42 E-28020 MADRID Spain ☎+34 91 567 81 42 Fax: +34 91 567 82 19 sstange@unwto.org |
| Technical Secretariat of the Congress | Contact: Ms. Meritxell DURÓ Technical secretary | v de les Escoles, 17. Edifici Prat de Casa, bloc D, PB, local 1a. AD700 Escaldes- Engordany- Andorra ☎+376 827 682 Fax: + 376 864 668 info@mountainlikers.com www.mountainlikers.com |

3. Formalidades de entrada y visados

Since participants must enter Andorra through France or Spain, citizens of states which require a visa to enter the European Union, must obtain a multi-entry/multi-exit Schengen visa in order to be able to travel to and depart from Andorra.

Interested parties may obtain the visa in the appropriate diplomatic or consular missions.

Delegates are requested to obtain their visa prior to travelling, in order to avoid any difficulties that might arise in the border posts of both Spain and France.

In the absence of Spanish or French diplomatic representation in their countries, delegates are requested to go to any diplomatic or consular mission of other signatories of the Schengen Agreement in their home countries in order to obtain a Schengen visa.

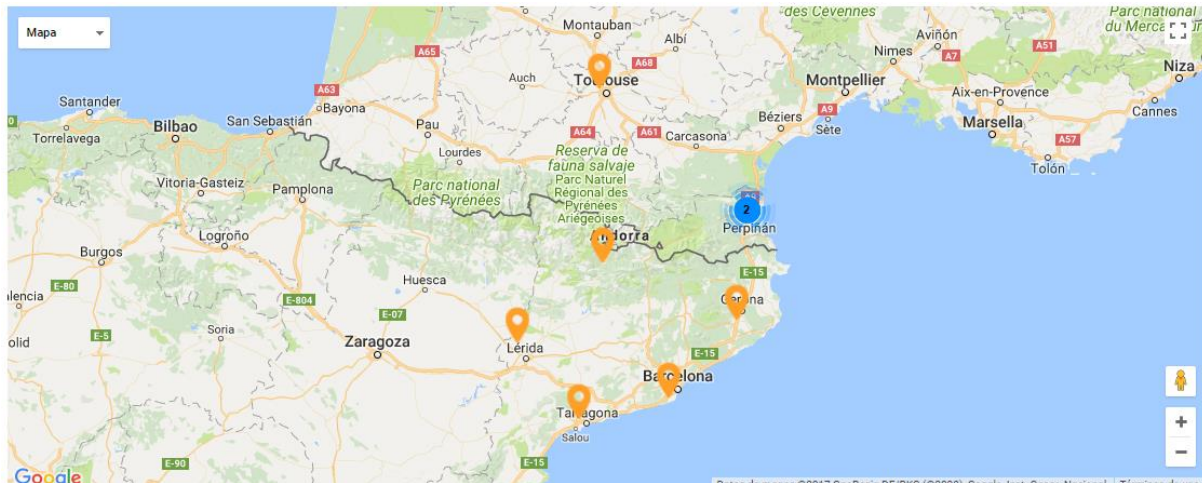
For more information, visit the Ministry of Foreign Affairs of Andorra www.mae.ad.

4. Transporte y acceso a Andorra

- **By air:**

Andorra has no airports within its territory but within a radius of 200km there are several international airports; Toulouse-Blagnac (TLS), Carcassonne (CCF), Girona-Costa Brava (GRO), Barcelona-El Prat (BCN) and Reus (REU).

[http://visitandorra.com/es/como-llegar-a-andorra/\(tab\)/4/](http://visitandorra.com/es/como-llegar-a-andorra/(tab)/4/)



Participants who come by plane should fly to Barcelona (Spain) or to Toulouse (France). Many international routes connect the two cities with different destinations worldwide. From both airports Andorra is accessible by road, either by private vehicle or regular bus line.

Also see: <http://www.mobilitat.ad/ca/linies-regulars-internacionals>

In 2015 the Andorra – la Seu d’Urgell Airport has been inaugurated. It is located some 20km from Andorra (aprox. 20 minutes by car) www.aeroportandorralaseu.cat. The company TSA offers air taxi service. Please consult prices and arrangements via telephone + 376 324652, email tso@tso.ad, or see the website www.tso.ad

- **By road:**

From Barcelona, the route to Andorra goes through the Vallvidrera tunnels heading to Manresa, Túnel del Cadí, La Seu d’Urgell and Andorra. Journey time is approx. 2 hours.

It is possible to take an alternative route without tolls through the Martorell A2 motorway heading towards Cervera-Lleida, and passing through Guissona, Pons and Seu d’Urgell. Journey time is 2 hours 30 minutes.

From Toulouse, the route to Andorra is the A61 motorway heading towards Montpellier - Foix, and taking the exit to the Nacional 20 highway, heading towards Andorra – Pas de la Casa. Journey time is 2 hours 30 minutes.

- **By bus:**

Two bus companies service the route from El Prat airport in Barcelona (Spain) and from Toulouse - Blagnac (France) to Andorra.

Schedules and rates: See the information below should give a first orientation. Please see the websites for updates and adjustments)

| Novatel | Eurolines |
|--|---|
| <ul style="list-style-type: none"> • Barcelona Airport – Andorra Bus Terminal: 10:00, 12:00, 14:00, 16:00, 18:00 20:00 and 22:00. • Andorra Bus Terminal – Barcelona Airport: 05:00, 07:00, 09:00, 11:00, 13:00, 15:00 and 17:00 • Approximate journey time: 3 hours 30 minutes • Stops at Terminals 1 and 2 of the Barcelona Airport • No other stops until final destination at Andorra Bus Terminal • Rate: 56 € return <p>Novatel can provide drop-off at hotel (for a small surcharge)</p> | <ul style="list-style-type: none"> • Barcelona Airport – Andorra Bus Terminal: 7.30, 11:00, 13:00, 15:00, 17.30, 20:00 and 23:00. • Andorra Bus Terminal – Barcelona Airport: 6.15, 8.15, 11.15, 13.15, 15.15, 18.15, 20.15 and 22.15. • Approximate journey time: 3 hours and 30 minutes. • Stops at Terminals 1 and 2 of the Barcelona Airport and at the Sants train station. • No other stops until final destination at Andorra Bus Terminal • Rate: 59,00 € return |
| <ul style="list-style-type: none"> • Toulouse – Andorra –Toulouse • Toulouse Airport – Andorra Bus Terminal: 11.00, 15:30 and 20.00 h. • Andorra Bus Terminal – Toulouse Airport: 5:00, 10:00 and 15:00. • Approximate journey time: 3 hours 30 minutes • Rate: 64 € return. | |
| <p>More information: Tel. (+376) 803 789 Web: www.andorrabybus.com</p> | <p>More information: Tel. (+376) 805 151 Web: www.andorradirectbus.es</p> |

<http://www.mobilitat.ad/ca/linies-regulars-internacionals>

• **Airports – shuttle service**

The Technical Secretariat of the Congress can arrange, with advance payment, a direct transfer from the airport to Andorra.

To check rates and book this service, delegates are requested to contact the Technical Secretariat, whose contact details are provided in section 2 of this note, indicating their arrival and departure details and accommodation preference.

5. Acreditaciones y pases

All participants are requested to pick up their badges at the entrance hall of the Andorra la Vella Convention Centre on the first day of the Congress (**21 March**) from **8:00 to 9:00**.

Participants must wear the badge in order to attend the sessions and other events taking place during the Congress.

6. Inauguración, duración de las sesiones y cenas del Congreso

Wednesday 21 March 2018

The inaugural session will take place on Wednesday, **21 March 2018 from 9:15 to 9:45** at the **Andorra la Vella Convention Centre - Andorra**.

The working sessions will take place at the same venue from **9:00 to 18:30**.

The Welcome Dinner offered by Andorra will take place from 20:30 – 22:30 in the Caldea-Innú Thermal Spa Centre , located in Escaldes-Engordany <https://www.caldea.com/>

Thursday 22 March 2018

The sessions start at 9:00 and end at 18:30.

The **closing session** will be held on **22 March 2018** at 17:45 – 18:15 approximately.

A farewell reception/cocktail will be offered after the closing session in the same **Andorra la Vella Convention Centre** from 18:30 – 20:30

6. Working languages

The working languages of the Congress are English, Spanish, French and Catalan. Simultaneous interpretation will be provided. At the entrance headphones will be distributed and they should be returned at the end of each session.

7. Provisional programme of the Congress

The provisional program of the Congress is indicated the following websites: snowmountain.unwto.org and www.mountainlikers.com

8. Accommodation

The Technical Secretariat of the Congress has negotiated to facilitate special rates with the hotels listed on the conference website (www.mountainlikers.com).

Participants are strongly recommended to make their reservations as soon as possible, in one of the hotels listed on www.mountainlikers.com. **Hotel reservation is the responsibility of each participant**. Participants should consult with the Technical Secretariat the specific procedures regarding early arrivals and late departures, as well as the terms and conditions in case of cancellations or changes. The transport to the Congress venue for participants will only be provided from the partner hotels indicated on the webpage of the Congress.

9. Technical visit

On 23 March 2018 a technical visit is scheduled to the Espacio de Innovación de ActuaTech. Participation is free of charge, but **the number of places is limited**. We recommend registering for the visit at your earliest convenience using the registration form made available online: www.mountainlikers.com in the section "Technical Visit". The deadline for registration is 1 February 2018. Requests will be allocated by order of registration.

10. Social programme

On Friday, 23 March we offer to all participants the outdoor programme **Enjoy Andorra!** with the support of the Vallnord and GrandValira ski resorts, Caldea – Innú Thermal Spa Centre, Palau de gel among others. This outdoor programme is free of charge (Places are subject to availability).

More information on **Enjoy Andorra!** as well as the departure times, etc will be announced on the webpage www.mountainlikers.com in January 2018.

If you are interested in participating in the optional activities of **Enjoy Andorra!** we recommend you to fill in all necessary information in the registration form provided (www.mountainlikers.com). Deadline for the submission of the registration form is 1st February 2018. All places for the activities will be allocated in order of registration.

11. Practical information

- **Climate**

Andorra enjoys a high mountain climate with Mediterranean influences. In winter temperatures are rather cold and mild during the summer season with wide variations depending on altitude and orientation.

Andorra has a very high percentage of sunny days and the climate is dry. The average annual minimum is 4°C and the average maximum is 16°C. During the month of March, the temperature variation during the day is pronounced, with minimum temperatures of 0°C in the mornings and evenings, and maximums of 12°C in the middle of the day.

Please find more detailed information on the weather forecast on the following webpage: www.meteo.ad

- **Local time**

Andorra is one hour ahead of the Greenwich Mean Time (GMT + 1).

- **Currency**

The common currency in Andorra is the Euro. All banks provide currency exchange services and ATMs are available 24 hours a day. International credit cards such as Visa, MasterCard and American Express, among others, are accepted.

- **Language**

The official language is Catalan. Spanish and French are also commonly used languages in the Principality.

- **Banks and currency exchange**

Bank branches open Monday to Friday from 9:00 to 13:00 and 15:00 to 17:00. Some branches open without interruption from 9:00 to 17:00. Banks are closed Saturdays and Sundays.

- **Business hours**

More than 2000 shops of the Principality open every day (including Sundays). Opening hours are generally from 10 a.m. to 8 p.m., and until 9 p.m. on Saturdays.

- **Electricity**

Electrical current is 220 volt/50 Hz. Outlets take plugs with two round pins.

- **Telephone**

The international code of Andorra is 376. Most foreign mobile phones work in Andorra. It is possible to purchase prepaid SIM cards through the following provider:

Andorra Telecom

Av. Meritxell, 112, AD500 Andorra la Vella.

Mobiland Clic prepaid card with 60 € of credit. Credit refills of 15 €, 30 € and 60 € are available.

- **Andorra WiFi**

Andorra WiFi is the public WiFi network of Andorra Telecom provided in the two main shopping streets of Andorra la Vella and Escaldes-Engordany.

This network allows two types of connection:

Free basic connection: This connection provides access to the websites of Andorra, national applications and websites of participating shops. It also allows access to Google Business Photos and Google Street View.

Internet connection: With this connection it is possible to use and view any application and website on the Internet, including instant messaging apps (WhatsApp, Line and WeChat) as well as voice-over-IP (Skype and Facetime).

The options for purchasing this connection are as follows:



How to purchase Internet access: <http://www.andorratelecom.ad/web/guest/andorra-wifi>

Free wifi connection will be available in the premises of the **Andorra la Vella Convention Centre** during the the days of the Congress

12. Tourism information

For further information, please refer to the tourism section of the following website: www.visitandorra.com or the official tourism website of Escaldes-Engordany <http://www.e-e.ad/>