

Q&A Digital Vouchers Booklet

Who can benefit from the 4 Vallées vouchers booklet?

Holders of a full-price annual 4 Vallées pass automatically receive a vouchers booklet when they purchase their pass.

The following groups may purchase the booklet at our cash desks:

- Children and seniors 2 (free passes)
- Ski lift staff
- Guides and licensed ski instructors (3)
- Seasonal workers

Where can I obtain my vouchers?

Go to 4vallees.ch, select the resort in which you bought your pass and log in from their website.

How do I log in?

There are two possibilities:

- You are already a customer of our webshop and have already ordered passes online.
 - In this case, use your user ID (email/password) to log in.
- You are not yet a customer of our webshop and have never ordered a pass online.
 - In this case, click on “Register” and fill in the required fields:
 - Surname
 - First name
 - Date of birth
 - Email address
 - Password

I can't register because my email address has already been used. What should I do?

This means that you already have an account for our webshop.

If you have forgotten your user ID/password, go to:

- <https://verbier4vallees.ch/en> (for Verbier, La Tzoumaz and Bruson customers)
- <https://thyon.skipass-4vallees.ch/en/> (for Thyon customers)
- <https://nvrn.skipass-4vallees.ch/en/> (for Nendaz and Veysonnaz customers)

Click on “Login” then “Password forgotten?” and follow the instructions.

I can't register because the person is already registered. What should I do?

It isn't possible to register two people with the same surname, first name and date of birth, even with different email addresses.

If you can't register, it means that you already have an account for our webshop. Follow the instructions outlined in the previous question.

I've logged in but can't use the vouchers.

This means that your profile is not complete. To use your vouchers, you must provide:

- Your keycard number
- Your full date of birth

Which card number is required?



You need to provide the number on the back of your keycard which begins with two digits and a dash. Don't forget to include the dashes.

My children can't have their own account.


Once you have logged in and have clicked on your name, this will open a window in which you can add other passes.

Add a linked pass

Last name	first name	Date of birth			Keycard number	ADD
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="ADD"/>

Select the voucher you wish to use and a drop-down list will appear, allowing you to choose to which pass it should be allocated.

Choose pass:

TEST TEST 

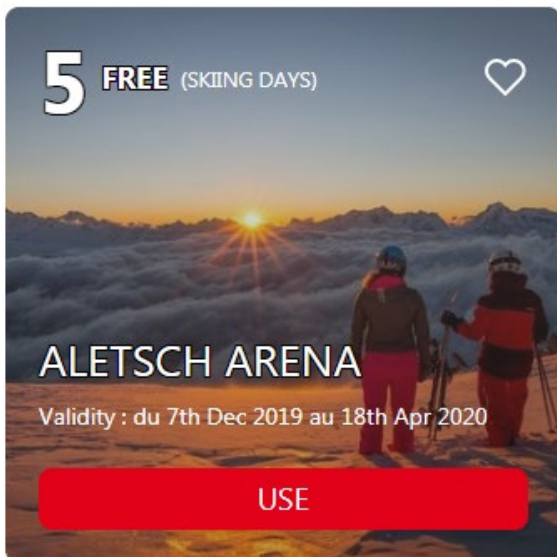
My children want to create their own account but can't enter their keycard number.

The keycard number is unique and can only be entered into the system once.

If your children – adolescents or young adults – want to create their own account, you must delete their pass from your parental account so that they can use their number for their own account.

How do I use my vouchers?

Choose the one you wish to use and click on "Use".



Show your smartphone and personal ski pass to the partner concerned. Your voucher can then be validated either by scanning the QR code or typing in the manual code.

Choose pass:

TEST TEST

Show the code to the partner of
this offer in order to get the
discount



MANUAL CODE :

46-23-1115-1191

PRINT



NB: Our partners may ask you for ID.

What if I haven't got a smartphone?

Click on "Print", print out the voucher you've chosen and present it, along with your ski pass, to the partner.

What if I lose my ski pass?

If you lose your ski pass, you must block it as soon as possible.

A new one can be issued upon presentation of your original receipt and following payment of a replacement fee (10 francs).

Log in to your account and change the keycard number of your main pass.

My voucher wasn't accepted. Why?

The codes are personal and can't be used by anyone else. Once a voucher has been used, its code is automatically deactivated.

In addition, if one of our partners has any doubts concerning your identity, he is entitled to refuse your voucher. Do remember to bring your pass with you AND proof of your identity.

How can I see which vouchers have not been used yet?

Only the unused vouchers will appear. Uncheck "Valid vouchers" at the top of the page and you will see all of the vouchers.

On the same page, you can sort your vouchers according to seasonal availability or by type. You can also mark your favourites by clicking on the heart beside each voucher.



What are the terms and conditions for using the vouchers?

When you log in, you will see all the information concerning each voucher:

- Validity
- Number of times it can still be used (for vouchers which can be used more than once)
- Conditions and eligibility

Conditions of use

The [General Conditions and Terms](#) of 4 Vallées are valid for everything related to the digital vouchers platform.

Any further questions?

Don't hesitate to contact us:

- Verbier, la Tzoumaz and Bruson customers: info@televerbier.ch
- Nendaz and Veysonnaz customers: info@nvrn.ch
- Thyon customers: info@tele-thyon.ch