



**11th WORLD CONGRESS
ON SNOW AND MOUNTAIN TOURISM**

11 - 13 March 2020 - Canillo - ANDORRA

www.mountainlikers.com

11th WORLD CONGRESS ON SNOW AND MOUNTAIN TOURISM

MOUNTAINLIKERS: “Tourism, Innovation and Sustainability”

11-13 March 2020
Andorra la Vella Congress Centre

General Information Note



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COMÚ DE LA PARRÒQUIA
DE CANILLO



Govern d'Andorra



UNWTO
World Tourism Organization



Andorra

1. INTRODUCTION

The 11th World Congress on Snow and Mountain Tourism will take place in Andorra la Vella Convention Centre (Andorra), on 11-13 March 2020. The host parish is Canillo.

This information note provides details on administrative and logistical arrangements, along with other relevant information pertaining to your participation in the 11th World Congress on Snow and Mountain Tourism. This information note is subject to change and will be updated.

1.1. Venue information

The Congress will take place at:

ANDORRA LA VELLA CONGRESS CENTRE

(Centre de Congressos d'Andorra la Vella)

Plaça del Poble, s/n, AD500 Andorra la Vella

☎+376 730 005

<https://www.turismeandorralavella.com/es/turismo-mice/>



<https://goo.gl/maps/syw5uTiHJNQUSagW9>



1.2. Conference overview

- Title: 11th World Congress on Snow and Mountain Tourism
- Dates: 11-13 March 2020
- Venue: Andorra la Vella Convention Centre
- Host: Town Hall of Canillo (Andorra)
- Organizer: Ministry of Tourism of Andorra and UNWTO
- Participants: Approximately 300 participants including government officials from National Tourism Administrations/Organizations, regional and local authorities, DMOs, UNWTO Affiliate Members and private sector representatives, infrastructure providers and the academia.
- Official Languages: English, Spanish, French and Catalan.
- Official website: www.mountainlikers.com

1.3. ANDORRA



With over a thousand years of history, Andorra is located in the heart of the Pyrenees, between France and Spain. It has a population of 78,000 inhabitants, distributed in the seven parishes of Andorra: Canillo, Ordino, Encamp, La Massana, Andorra la Vella, Sant Julià de Lòria and Escaldes-Engordany.

The country occupies an area of 468 km² and its territory is mountainous, with 72 peaks that exceed 2,000 m high. The highest is that of Coma Pedrosa (2,942 m.) and the lowest point is in the Spanish-Andorran border (840 m.).

In winter, with generous snowfall, it is a delight for skiers and represents one of the most important tourist resources. There are endless activities offered, among which are 303 km of ski slopes (Grandvalira and Vallnord). In addition, they are complemented by mushing, snowshoeing, snow snake, ice quads, driving snowmobiles, ice skating at the Ice Palace (Canillo), Naturlandia, among many other activities.

The richness of its natural environment makes the Principality of Andorra an ideal place to enjoy nature. It has the Madriu-Perafita-Claror Valley of 4,247 hectares, a UNESCO World Heritage Site in the category of cultural landscape. Two natural parks: Parc Natural de la Vall de Sorteny (1,080 ha) and the Parc Natural Comunal de les Valls del Comapedrosa (1,542.6 ha).

Another tourist attraction is Caldea-Inúu, the largest thermoludic center in southern Europe created for relaxation and to have fun for health benefits.

Andorra, due to its long tradition as a tourist destination, has a very wide hotel

infrastructure, with more than 47,000 tourist beds (173 hotels with 27,000 beds and 2,700 tourist homes that represent 14,000 beds).

The trade in Andorra is known throughout the world for its incredible variety of products in sectors such as jewelry, optics, sports, perfumery, etc. In addition, the privileged tax regime allows visitors to enjoy very competitive prices.

Andorra has been working for a few years so that its gastronomy obtains the recognition it deserves, whether it is a typical gastronomic cuisine that allows you to know the specialties of its land, or international cuisine.

More about Andorra:

- Nature: <https://youtu.be/7F3dpX77QME>
- Gastronomy: <https://youtu.be/7oeb7Uq3VgY>
- Cycling: <https://youtu.be/K9yNSOO5X08>
- Active Tourism: <https://youtu.be/6jT12qbNusc>
- Country: <https://youtu.be/06rjQfHwhy8>
- Romanesque: <https://youtu.be/rxY-6yECruQ>

1.4 Contact information

UNWTO	Technical Secretariat of the Congress
Ms. Maria Soledad Gaido Project and Events Specialist Tourism Market Intelligence and Competitiveness ☎.: +34-915-678-138 E-mail: mgaido@unwto.org	Ms. Meritxell DURÓ Technical Secretariat of the Congress ☎.+376 827 682 Fax: + 376 864 668 info@mountainlikers.com www.mountainlikers.com

2. PARTICIPATION

2.1. Replies to invitations

Participants are kindly requested to confirm their participation by registering online at the Congress' official website [Register](#), as soon as possible, and no later than **20 February 2020**.

2.2. Registration and identification badges

Participation in the Congress is free of charge for UNWTO Member States (in particular, National Tourism Administrations and National Tourism Offices) and Affiliate Members, but registration is compulsory. These participants should request their invitation code to mgaido@unwto.org so as to be able to register online free of charge.

Participants will be able to collect their identification badges at the registration desk at the venue (Andorra la Vella Convention Centre) on the following date and time:

Wednesday, 11 March 2020: 08.00 – 09:30

All participants are requested to wear their identification badges for the duration of the Congress, as well as at social events.

2.3. Entry formalities

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 participants 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 <https://www.exteriors.ad/en>

3. ARRIVALS AND DEPARTURES

3.1. By air

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

<https://visitandorra.com/en/visitor-information/how-do-i-get-to-andorra/>



Participants who wish to arrive by plane are suggested to fly to **Barcelona (Spain)** – takes around a 2 h. drive - or **Toulouse (France)** – around a 2.30 h. drive. 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. More information is available in the following link: <https://www.busandorra.com/copia-de-estacion-bus>

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

3.2. 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. The journey time is of 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. The journey time is of 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. The journey time is of 2 hours 30 minutes.

<https://visitandorra.com/en/visitor-information/how-do-i-get-to-andorra/>

3.3. By bus

Two bus companies service the route from **Barcelona-El Prat airport (BCN)** and from **Toulouse-Blagnac (TLS)** to Andorra.

Schedules and rates: please see the information below which should give a first orientation of rates and schedules (please check the websites for updates and adjustments).

 <small>andorrabus.com by REGINA</small>	
<p>Barcelona Airport – Andorra Bus Terminal ↔ Andorra Bus Terminal – Barcelona Airport:</p> <ul style="list-style-type: none"> • Approximate journey time: 3 hours 30 minutes • Stops at Terminals 1 and 2 of the Barcelona Airport (check schedule according to terminal) 	<p>Barcelona Airport – Andorra Bus Terminal ↔ Andorra Bus Terminal – Barcelona Airport</p> <ul style="list-style-type: none"> • Approximate journey time: 3 hours and 30 minutes. • Stops at Terminals 1 and 2 of the Barcelona Airport and at the Sants train station.

<ul style="list-style-type: none"> • No other stops until final destination at Andorra Bus Terminal • Rate: 56 € return* 	<ul style="list-style-type: none"> • No other stops until final destination at Andorra Bus Terminal • Rate: 59,00 € return https://www.andorradirectbus.es/en
<ul style="list-style-type: none"> • Toulouse – Andorra –Toulouse • Toulouse Airport – Andorra Bus Terminal ↔ Andorra Bus Terminal – Toulouse Airport • Approximate journey time: 3 hours 30 minutes • Rate: 64 € return* <p>Andorrabus can provide drop-off at hotel (for a small surcharge)</p> https://www.andorrabus.com/en	
<p>More information: Tel. (+376) 803 789 Web: www.andorrabus.com</p>	<p>More information: Tel. (+376) 805 151 Web: www.andorradirectbus.es</p>

*Please confirm rates and schedules in the websites.

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

3.4. Airports – shuttle service to Andorra

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 paragraph 1.4 above, indicating their arrival, departure and accommodation details.

3.5. Local transportation

Local transportation will be provided to participants on 11 and 13 March 2020, according to the following schedule*:

Day 1 (Wednesday, 11 March):

- Transfer from the entrance of the building of the Government of Andorra (C/ Prat de la Creu 62-64) to the Welcome Dinner and back.

Day 3 (Friday, 13 March):

- Transfer from the entrance of the building of the Government of Andorra (C/ Prat de la Creu 62-64) to the technical visit and back.

*A detailed schedule of shuttle services will be provided in due course.

4. PROGRAMME

4.1. Congress Programme

The Provisional Programme of the Congress extends over two days with 4 technical sessions and several thematic presentations on 11 and 12 March.

The **Opening Ceremony** will take place on Wednesday, 11 March at 10:00 a.m. at the Andorra la Vella Convention Centre.

The **Welcome dinner** will be offered to participants on Wednesday, 11 March, in Canillo (venue to be determined) at 20.30.

A **technical and cultural visits** will take place on 13 March.

In addition, the **Closing ceremony** will be held on Thursday, 12 March in the same room of the Andorra la Vella Congress Centre at 18.00.

Please find detailed information on the sessions' speakers and their biographies on the Congress website: www.mountainlikers.com

4.2. Official languages

The Congress will be conducted in English, Spanish, French and Catalan. Simultaneous interpretation will be provided into these languages.

At the entrance of the room, headphones will be distributed which should be returned at the end of each session.

4.3. Social Programme*

Wednesday, 11 March:

20:30 – 22:30 Welcome dinner (venue tbc)

Thursday, 12 March:

18:30 – 20:30 Farewell cocktail at the Andorra la Vella Convention Centre

*The social programme is subject to change.

4.4. Technical visit

Andorra has arranged a technical visit to take place on **Friday, 13 March 2020**. Participation is free of charge, but the number of places is limited. Participants who wish to join must express their interest at online registration www.mountainlikers.com. The deadline for registration is **20 February 2020**. Requests will be allocated by order of registration.

*The technical visit's programme is subject to change. For more information on the technical visit please check the following link: www.mountainlikers.com

5. ACCOMMODATION

5.1. Hotel reservations

The Technical Secretariat of the Congress has negotiated special room rates with some official hotels for participants of the 11th World Congress on Snow and Mountain Tourism. Participants are invited to contact hotels directly for reservations that appear in the Congress website www.mountainlikers.com, by **20 February 2020** at the latest, indicating that they will participate in this event. Special rates of the official hotels are applicable only during the dates of the Conference.

5.2. Recommended hotels

In the following link, the recommended hotels are listed:
<https://mountainlikers.com/hotels/hotels.pdf>

Please do not hesitate to consult on specific procedures regarding early check-in and late check-out, as well as cancellation or changes conditions. The Technical Secretariat of the Congress is not responsible for the hotel reservation of participants.

For further room information, please contact the Technical Secretariat (provided in paragraph 1.4 above).

6. GENERAL INFORMATION

6.1. 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

6.2. Official time

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

6.3. Official language

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

in Andorra.

6.4. Official 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.

6.5. Banks and currency exchange

Opening hours are generally Monday through Friday from 9 AM to 5 PM. Many banks are open at noon but close at the weekend. All the same, we advise visiting each bank's website to find out their specific opening hours.

<https://visitandorra.com/en/visitor-information/before-you-arrive/banks-and-currency-exchange/>

6.5. 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.

6.7. Electricity

The power supply is 220-240V/50 Hz (two round pins). The plugs are type C and F (European standard). Adaptors and converters may be needed if you are traveling from countries that use 110V or other types of plugs.



6.8. Local and international phone calls

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:

<p style="text-align: center;">Andorra Telecom C. Prat de la Creu, 2, Andorra la Vella</p>

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

<https://www.andorratelecom.ad/individuals/mobile-telephony/forfets-mobiland/pre-paid>

6.9. Andorra Wi-Fi

Andorra counts with a Wi-Fi network, both available for free or with a cost. To be able to use it, the user needs to register.

Free Wi-Fi connection will be available in the premises of the Andorra la Vella Convention Centre during the days of the Congress.

Andorra also counts with a public WiFi network of Andorra Telecom provided in the two main shopping streets of Andorra la Vella and Escaldes-Engordany and in other places of interest:

<https://visitandorra.com/es/sitios-y-servicios/punto-wi-fi-andorra-telecom/>

Internet connection: How to purchase Internet access:

<http://www.andorratelecom.ad/web/guest/andorra-wifi>

6.10. Tourist information

Please refer to the tourism section of the following website: www.visitandorra.com or the official tourism website of Canillo Tourism <http://en.vdc.ad/>

6.11. Useful telephone numbers

Police	 110
Fire department and rescue service	 112