General Information Note

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1. INTRODUCTION

The 12th World Congress on Snow, Mountain and Wellness Tourism will take place in Andorra la Vella Convention Centre (Andorra), on 20-22 March 2024. The host parish is Encamp.

This information note provides details on administrative and logistical arrangements, along with other relevant information pertaining to your participation in the 12th World Congress on Snow, Mountain and Wellness 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.turismeandoralavella.com/es/turismo-mice/
https://goo.gl/maps/syw5uTiHJNQUSagW9

1.2. Congress overview
• Title: 12th World Congress on Snow, Mountain and Wellness Tourism
• Dates: 20-22 March 2024
• Venue: Andorra la Vella Congress Centre
• Host: Town Hall of Encamp (Andorra)
• Organizer: Government of Andorra, UN Tourism and the seven parishes of Andorra
• Participants: Approximately 350 participants including government officials from National Tourism Administrations/Organizations, regional and local authorities, DMOs, UN Tourism 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 more than 84,000 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, Ordino-Arcalis, Vallnord-Pal Arinsal). In addition, they are complemented by mushing, snowshoeing, snow snake, ice quads, driving snowmobiles, ice skating at the Ice Palace (Canillo), Naturland, Mirador de Tristaina, 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.

Wellness is a new segment that is being developed in areas such as health, leisure, etc. 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:

- Winter: [https://www.youtube.com/watch?v=WltpwnG0IUY](https://www.youtube.com/watch?v=WltpwnG0IUY)
- Nature: [https://youtu.be/7F3dpX77QME](https://youtu.be/7F3dpX77QME)
- Gastronomy: [https://youtu.be/7oeb7Uq3VgY](https://youtu.be/7oeb7Uq3VgY)
1.4 ENCAMP

The parish of Encamp is nature, history, life, heritage. It is formed by a unique landscape and two urban centers (Encamp and El Pas de la Casa) which offer a great diversity of services to both citizens and visitors.

Located in the middle of the Principality of Andorra, the parish of Encamp is synonymous with activity throughout the year. In winter, it has one of the most extensive ski domains of the Pyrenees and southern Europe: Grandvalira. Furthermore, the Pas de la Casa is located just at the foot of the slopes, thus complementing the tourist offer and adding more leisure and entertainment activities. The location gives access to the area accessible via the Els Pioners cable car and the Coll dels Isards cable car.

The parish of Encamp is also directly connected to the stations across the Funicamp, one of the widest cable cars in Europe which gives access to users from the urban center of Encamp to more than 2,500 meters of altitude in 25 minutes.

The cable car is also open during the winter season, offering activities such as release fishing, mountain biking and e-bike routes, hiking or the Orris route, among others. Furthermore, Encamp has a Romanesque heritage full of history that can be seen through the area of Les Bons, where the Torre dels Moros, the Bath of the Moroccan Queen and the emblematic Church of Les Bons are located. The most ancient part of the population, where the traditional nuclei of La Mosquera and El Tremat are located, is also irrelevant. Everything makes Encamp an active and surprising destination for all audiences!

1.5 Contact information
2. PARTICIPATION

2.1. Replies to invitations
Participants are kindly requested to confirm their participation by registering online at the Congress’ official website, as soon as possible, and no later than 8 March 2024.

2.2. Registration and identification badges
Participation in the Congress is free of charge for UN Tourism 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 Andorra la Vella Congress Centre on the following date and time: Wednesday, 20 March 2024: 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](https://www.exteriors.ad/en).

### 3. ARRIVALS AND DEPARTURES

#### 3.1. By air / train / bus / car:


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), and the nearest by, the Andorra-La Seu (LEU) airport, located 28 km away, in La Seu d’Urgell - Alt Urgell (Lerida Province), border population with Andorra. [https://visitandorra.com/en/visitor-information/how-do-i-get-to-andorra/travel-by-plane/](https://visitandorra.com/en/visitor-information/how-do-i-get-to-andorra/travel-by-plane/)


#### 3.2. 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 encouraged to contact the Technical Secretariat, whose contact details are provided in paragraph 1.5 above, indicating their arrival, departure and accommodation details.

### 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 20 and 21 March.

The **Opening Ceremony** will take place on Wednesday, 20 March at the Andorra la Vella Congress Centre and the **Closing ceremony** will be held on Thursday, 21 March in the same room at 17.15 approx.
Technical and cultural visits will take place on Friday, 22 March.

More detailed information on the sessions’ speakers and their biographies will be available 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. Technical and recreational visits*
Andorra has organized technical and recreational visits to take place on Friday, 22 March 2024. Participation is free of charge, but the number of places is limited. Participants who wish to join must send an email to info@mountainlikers.com expressing their interest. The deadline for registration is 8 March 2024. Requests will be allocated by order of registration.

*The technical and recreational visits’ programme is subject to change. More information on the technical and recreational visits will be available shortly in the Congress website: 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 12th World Congress on Snow, Mountain and Wellness Tourism.

The list of hotels is available in the following link: Hotels for participants.

Participants are invited to contact hotels directly for reservations, as soon as possible, indicating that they will participate in this event. Special rates of the official hotels are applicable only during the dates of the Congress.

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
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 3°C and the average maximum is 13°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: Meteo.ad. Servei Meteorològic Nacional.

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/

6.6. Business hours
More than 2000 shops of the Principality open every day (including Sundays). Opening hours are generally from 10 AM to 8 PM, and until 9 PM 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: [https://www.andorratelecom.ad/es/telefonia-movil/prepago/](https://www.andorratelecom.ad/es/telefonia-movil/prepago/)

6.9. Andorra Wi-Fi
Andorra counts with a Wi-Fi network, both available for free and 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: [https://visitandorra.com/es/sitios-y-servicios/punto-wi-fi-andorra-telecom/](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](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](http://www.visitandorra.com) or the official tourism website of Encamp Tourism [web de Turismo de Encamp](http://webdeTurismoEncamp.com).

6.11. Useful telephone numbers
- Police 📞 110
- Fire department and rescue service 📞 112
- Hospital Nuestra Señora de Meritxell 📞 116