

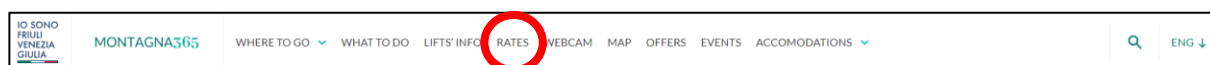
## SHOP ONLINE FVG STORE TUTORIAL

### Summary:

<i>Where do i find all the information about skipasses?.....</i>	<i>pg. 2</i>
<i>Registration rules → .....</i>	<i>pg. 3</i>
<i>What to do if you are not registered yet → .....</i>	<i>pg. 4</i>
<i>What to do if i already have an account → .....</i>	<i>pg. 6</i>
<i>How do i buy my ski pass online? → .....</i>	<i>pg. 8</i>
<i>Where do i collect my ticket card? → .....</i>	<i>pg. 10</i>
<i>I want to shop online but I don't have the Ticket Card → .....</i>	<i>pg. 10</i>

## WHERE DO I FIND ALL THE INFORMATION ABOUT SKIPASSES?

[www.turismofvg.it/en/mountain365](http://www.turismofvg.it/en/mountain365)



I first click on “RATES” and then on “WINTER SKIPASS”

opening dates buy here

PRESALE >

DAILY SKIPASS AND MULTIDAY TICKET ▾

WINTER SEASONAL ▾

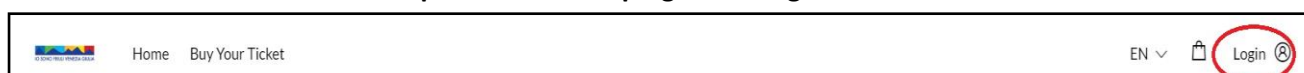
FAQ ▾

- I land on the **ONLINE SHOP** where I can also
- **REGISTER ME**

[FVG Store](https://fvg.axess.shop/en) → <https://fvg.axess.shop/en>

- **PRESALE** and **SKI PASS** Infos
- I find the **INSTRUCTIONS** to register and best manage my account

On the “Home” of the Online Shop I click at the top right on “Login”



If there is my name instead of “Login” , it means that I am already logged in and I can explore my profile, otherwise I have three options:

If you are already registered, you can enter your credentials or continue as guest without registering for the full prices.

Email

Password

Forgot password?

Login

OR

Register

➔

- **Login** → by entering Email and Password
- **Password recovery** → “Forgot password?”
- **Register** → I enter all the required data and follow the procedure

PLEASE NOTE:

if I encounter access or editing data problems I contact PromoTurismoFVG either by email or by phone (see “CONTACT DETAILS” at the bottom of the web page).

## REGISTRATION RULES

1. In order to avoid lockings, errors or delays in profile approval by PromoTurismoFVG I first read the complete **INSTRUCTIONS** (FAQ) on the following page:  
[Online shop FAQ](https://www.turismofvg.it/en/rates/skipass/faq/online-shop) → <https://www.turismofvg.it/en/rates/skipass/faq/online-shop>
2. Only **ADULTS'** registrations will be approved (minors must be added as family members in a parent's account, in "My Family" section)
3. In order to access the discounted rates according to the age categories it is necessary to **UPLOAD AN IDENTIFICATION DOCUMENT** (ID Card, Passport or Driving Licence) in "Documents" section, checking that NAME, SURNAME, DATE OF BIRTH AND PHOTO are READABLE AND IN FOCUS
4. In order to access the discounted rates to them dedicated, **FAMILIES** (within the first degree of kinship – spouse/cohabitant and children up to 26 years old) must register only once, adding all family members interested in purchase of a skipass into Head of the Family's account (in "My Family" section) and must upload all members' documents+ the **Self-declaration form of the Family Status**, which can be downloaded from the website,  
[Documents](https://www.turismofvg.it/en/mountain365/skipass/documents) section → <https://www.turismofvg.it/en/mountain365/skipass/documents>)
5. If I intend to add my family members to my account it is better to do so at the time of my registration because **once PromoTurismoFVG approves my document (within about 72 hours) the profile automatically locks and any further changes are made only by contacting one of the provided contact details for assistance**
6. **FRIENDS** are not considered as family members, therefore they must **REGISTER INDIVIDUALLY**
7. If I registered more than once and using different e-mails, the duplicates could generate conflicts in the system and in the future I could have problems at the ticket office, therefore, if there are anomalies in my "main" account, it is better to contact PromoTurismoFVG

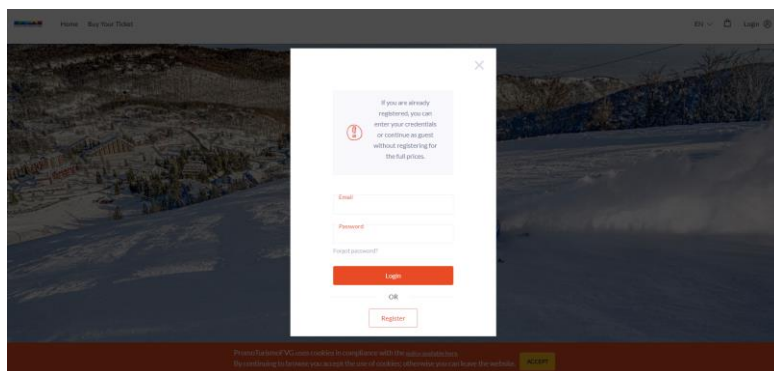
## WHAT TO DO IF...

- I'M NOT REGISTERED YET
- I ALREADY HAVE AN ACCOUNT

### I'M NOT REGISTERED YET

1. From the page [FVG Store](https://fvg.axess.shop/en) → <https://fvg.axess.shop/en>

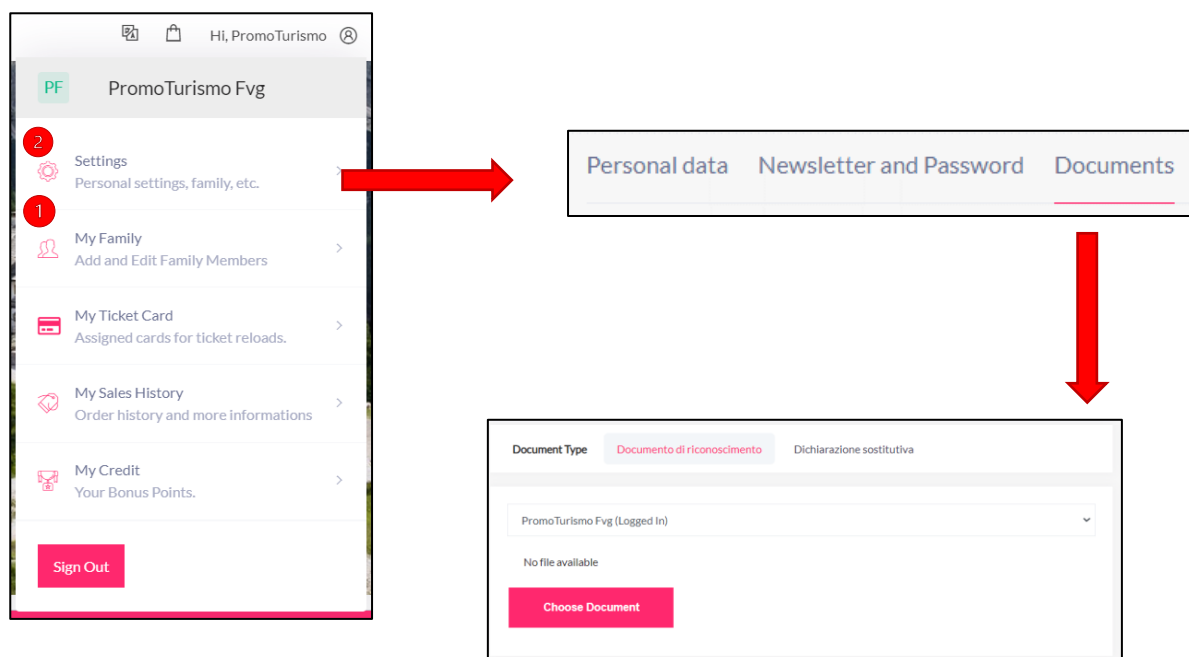
I click on “Login” at the top right and from the box that appears in the middle of the page I click on “Register”, then I enter the required data



**PLEASE NOTE:** the **password** must be at least 8 characters long and must contain at least one upper-case letter, one lower-case letter and one digit.

2. I check my email inbox to verify if I received the **Activation Mail**, then I click on the activation link contained in it (**within 48 hours**, otherwise it expires and then I must contact PromoTurismoFVG to let me send another link):
3. I enter all my data, my family members (if I wish it), the identification documents of all of us and the completed Self-declaration form of the Family Status (optional, see the instructions contained in point 1)

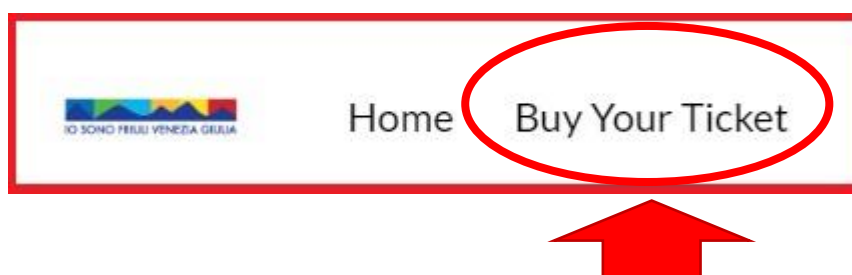
- After clicking on “HI, MY NAME” a drop-down menu will open and I will be able to add my family members in <sup>1</sup> “My Family” section
- Clicking on <sup>2</sup> “Settings” I can access to the “Documents” section where I can afterwards upload the identification documents and the completed and signed Self-declaration form of the Family Status



4. I wait until PromoTurismoFVG checks and approves my documents (within about 72 hours) → I receive a confirmation email
5. Once I received the documents confirmation email my **account** gets **locked** and on my profile it will appear the statement shown in the image below, preceded by a padlock: from now on, whenever I wish to change my data or update my documents, I must contact PromoTurismoFVG to request the release.



6. When the Online Shop is active (winter and summer seasons) I find the tickets on sale in the "Buy your skipass" section



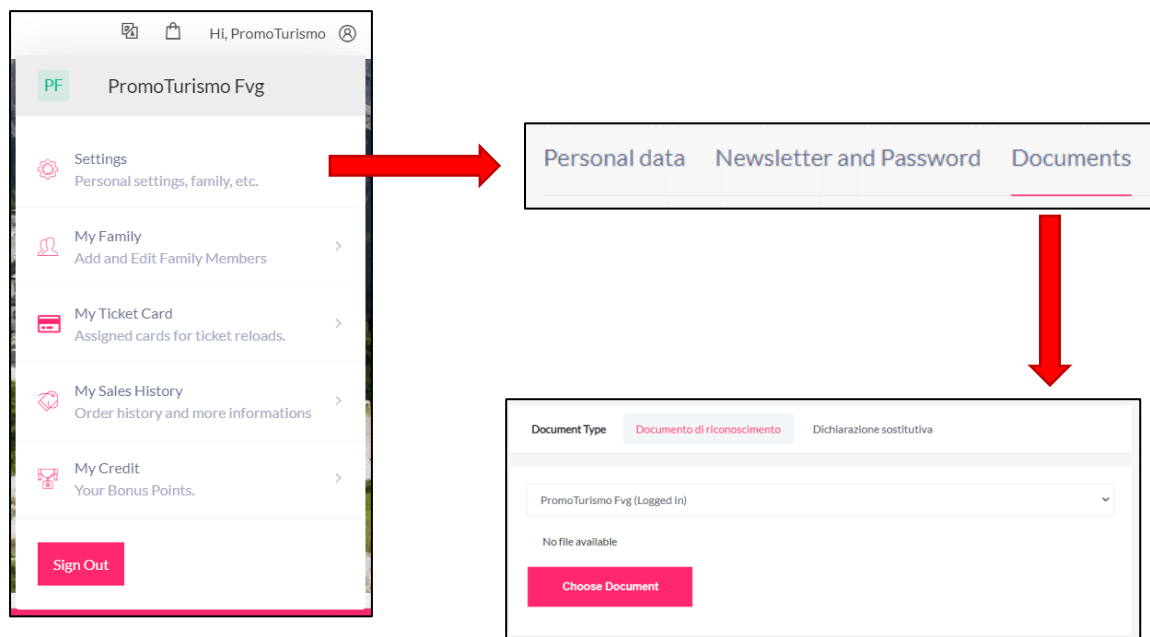
## I ALREADY HAVE AN ACCOUNT

1. From the Homepage [FVG Store](https://fvg.axess.shop/en) → <https://fvg.axess.shop/en>

I log into my account and if I do not remember the password I follow the recovery procedure (see page 1 of this document)

2. If I do not view a discounted rate according to my age, I probably have not uploaded an identification document (ID Card, passport or Driving Licence) yet, in which NAME, SURNAME, DATE OF BIRTH AND PHOTO are readable

- After clicking on “HI, MY NAME” a drop-down menu will open and I will be able to add my family members in <sup>1</sup> “My Family” section
- Clicking on <sup>2</sup> “Settings” I can access to the “Documents” section where I can afterwards upload the identification documents and the completed and signed Self-declaration form of the Family Status

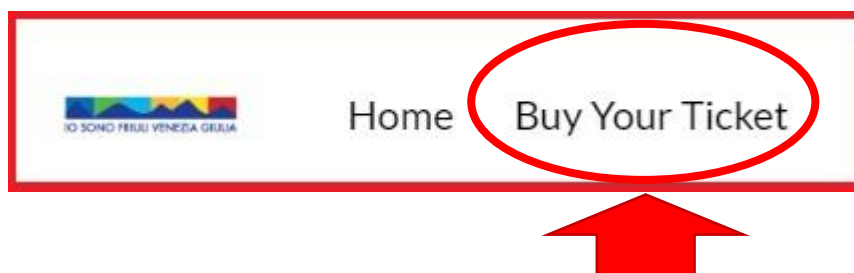


3. If I cannot modify my personal data, add my family members or upload documents I probably visualize the statement shown in the image below, preceded by a **padlock**: whenever I wish to change my data or update my documents, I must contact PromoTurismoFVG to request my account to be unlocked



4. If I have uploaded new documents, I wait for PromoTurismoFVG to check and approve them (within about 72 hours) → I receive a confirmation email

When the Online Shop is active (winter and summer seasons) I find the tickets on sale in the “Buy your skipass” section



5. For any problem I contact PromoturismoFVG by phone or e-mail

**Skipass Call Centre:**

Tel. +39 0432 1697000 - Email: [skipass@promoturismo.fvg.it](mailto:skipass@promoturismo.fvg.it)

**Forni di Sopra/Sauris**

Tel. +39 0433 88208 - Email: [forni@promoturismo.fvg.it](mailto:forni@promoturismo.fvg.it)

**Piancavallo**

Tel. +39 0434 655258 - Email: [piancavallo@promoturismo.fvg.it](mailto:piancavallo@promoturismo.fvg.it)

**Ravascletto/Zoncolan**

Tel. +39 0433 66033 - Email: [ravascletto@promoturismo.fvg.it](mailto:ravascletto@promoturismo.fvg.it)

**Sappada/Forni Avoltri**

Tel. +39 0435 469122 - Email: [sappada@promoturismo.fvg.it](mailto:sappada@promoturismo.fvg.it)

**Sella Nevea**







Tel. +39 0433 54026 - Email: [sella@promoturismo.fvg.it](mailto:sella@promoturismo.fvg.it)

**Tarvisio**

Tel. +39 0428 653915 - Email: [tarvisio@promoturismo.fvg.it](mailto:tarvisio@promoturismo.fvg.it)

## HOW DO I BUY MY SKI PASS ONLINE?

1. I enter the “Buy your skipass” section of my account and I choose the product I am interested in

 <p>Seasonal Pass CARTAneve for individual</p>	 <p>Family Packages CARTAneve Seasonal Pass</p>	 <p>Sci@Sempre 15 Hours for individual</p>
 <p>Family Packages Sci@Sempre 15 Hours</p>	 <p>Sci@Sempre 30 Hours for individual</p>	 <p>Family Packages Sci@Sempre 30 Hours</p>

If my account contains at least 3 members who would be eligible to purchase of **FAMILY** packages and I don't view those options, I check if I uploaded the **Self-declaration form of the Family Status** and if the latter has been approved

2. For each ski pass I select the amount of tickets related to my age category using the + and - buttons

Select

TYPE	PRICE	QUANTITY
Adult (1960-2004)	EUR 0,00 EUR 499,00	— 0 +
Senior (1949-1959)	EUR 0,00 EUR 434,00	— 0 +
Over 75 (1948-previous)	EUR 0,00 EUR 124,00	— 0 +
Junior (2005-2016)	EUR 0,00 EUR 124,00	— 0 +
Baby (2017-2021)	EUR 0,00 EUR 0,00	— 0 +



3. I proceed and, once in the cart...


Buy Your Ticket SUBTOTAL: EUR 495,00

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Pre-sale Seasonal Pass

**CARTAneve**

Adult (1960-2004)



You can use the ticket from the moment of payment.

Ticket owner  
-

☒ Recharge your Ticket Card ☐ Collect at the ticket office

EUR 495,00

WTP

Please select a person

🗑️

if I already own a Ticket Card, I select **“Load ticket”**, the **“Ticket owner”** and the **WTP code** printed on the backside of the Card, otherwise I select **“Voucher”** and I will go to a ticket office to collect my ski pass (the rechargeable Card will cost 5,00 euro)



4. I proceed to checkout and make the payment with a credit card
5. If after any step I get an error message, I memorize the sentence or take a screenshot so that I can communicate it to PromoTurismoFVG support that will help me to solve it

## WHERE DO I COLLECT MY TICKET CARD?

After receiving my profile validation I can collect my Ticket Card exclusively at any ticket office in the ski resorts Forni di Sopra, Piancavallo, Ravascletto/Zoncolan, Sappada, Sella Nevea and Tarvisio.

## I WANT TO SHOP ONLINE BUT I DON'T HAVE THE TICKET CARD

1. On the ONLINE SHOP, select the "**Collect at the ticket office**" option.
2. If the **skipass** is **seasonal** (CARTAneve or sci@sempre), you need to go to the ticket office with the purchase voucher, and the cashier will issue a personalized card with your skipass loaded onto it for a cost of 5.00 euro
3. If the **skipass** is **daily** (daytime hours, sci@ore, or single round trips), to avoid waiting in line, you can scan the purchase voucher at an automatic ticket machine located in Piancavallo, Ravascletto/Zoncolan, Sappada, Sella Nevea, or Tarvisio and collect a disposable skipass. Alternatively, you can go to the ticket office with the purchase voucher, and the cashier will issue the skipass.

If you want to reload your skipasses online onto a Ticket Card, allowing you to go directly to the slopes, you must request it at the ticket office and pay 5.00 euro to obtain it.