IO SONO FRIULI VENEZIA GIULIA

PromoTurismoFVG
Strategies, Development, Operations for Tourism

ONLINE SHOP REGISTRATION TUTORIAL
FVG STORE

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REGISTRATION RULES

To avoid account blocks, errors, or delays in profile approval by PromoTurismoFVG, please carefully read the instructions available in the FAQ Shop online.

1. **Only adults (18+)** may register independently. Minors must be added to a parent's profile through the "**My Family**" section.

2. To access age-based discounts or products linked to a specific person, a valid ID document (Identity Card, Passport, or Driving Licence) must be uploaded in the "**Documents**" section. The document must clearly show: full name, date of birth, and photograph.

3. **Family** discounts are available only for first-degree family members (spouse/cohabiting partner and children up to 26 years old). All family members must be included in the head of household's profile under "My Family". Identification documents for each member and the Family Status Self-Declaration must also be uploaded on section Modulistica.

4. If you intend to add family members, it is recommended to do so during registration. Once the documents have been approved (approximately within 72 hours), the profile will be locked automatically. Any later changes require contacting customer support at +39 **0432 1697070**.

5. **Friends** are not considered family members and must register individually.

6. Creating multiple profiles with different email addresses may cause system conflicts and issues when purchasing or collecting ski passes. If you encounter anomalies, contact PromoTurismoFVG at +39 0432 1697070.

REGISTRATION

1. Access the FVG Store page.

2. Click "**Login**" in the upper-right corner and then select "**Register**". Complete all required fields.

Password requirements:
- At least 8 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one digit

3. **Check your email** inbox and open the activation email. Click the **Activation link** within 48 hours. If the link expires, contact PromoTurismoFVG to request a new one.

4. **Complete your profile** by entering personal information, family members (if applicable), identification documents, and the Family Status Self-Declaration if required.

5. **Wait** for document verification and **approval** (approximately 72 hours). You will receive a **confirmation e-mail**.

6. After approval, the **profile** will be automatically **locked**. To modify personal information or documents, you must request profile unlocking from PromoTurismoFVG.

7. When the Online Shop is active, products can be purchased through the "**Purchase Tickets**" section.

HOW DO I PURCHASE A SKI PASS ONLINE?

1. Log into your FVG Store account and open the "**Purchase Ski Pass**" section. Select the desired product.
*If your account includes at least three family members eligible for **Family** packages but you cannot see the offers, verify that the **Family Status Self-Declaration** has been uploaded and approved.*

2. Select the desired quantity using the "+" and "–" buttons.

3. After adding products to your cart:
• If you already have a Ticket Card, select "**Already have a Ticket Card? Recharge**", choose the **ticket holder** and enter the **WTP code** shown on the back of the card.
• If you do not have a Ticket Card, select "**Collect at ticket office**". A rechargeable Ticket Card costs €**5.00**.

4. Proceed to checkout and pay using a credit card or another available payment method.

5. If an error message appears, note the message or take a screenshot and send it to skipass@promoturismo.fvg.it or call +39 0432 1697070.

HOW TO OBTAIN AND COLLECT THE TICKET CARD

After receiving confirmation that your profile has been approved, if you wish to purchase and reload ski passes online and access the ski lifts directly without going through the ticket offices, you can request a **rechargeable Ticket Card for €5.00** at any ticket office.

You can collect your Ticket Card at any ticket office located in the following ski resorts:

- Forni di Sopra
- Piancavallo
- Ravascletto/Zoncolan
- Sappada
- Sella Nevea
- Tarvisio

I WANT TO BUY ONLINE BUT I DO NOT HAVE A TICKET

During the purchase process, select "**Collect at ticket office**".

• **If you are purchasing a daily ski pass** (hourly passes, *sci@ore*, single rides, or round-trip tickets), you can choose between two collection options:

1. **Automatic ticket machine:** Scan your purchase voucher at one of the automatic ticket machines available in Piancavallo, Ravascletto/Zoncolan, Sappada, Forni di Sopra, or Tarvisio, and collect your disposable ski pass directly.
2. **Ticket office:** Present your purchase voucher to a ticket office operator, who will issue your ski pass.

• **If you are purchasing a seasonal ski pass** (such as *CARTAneve* or *sci@sempre*), you must present your purchase voucher at a ticket office. An operator will issue you a **nominal Ticket Card** for **€5.00**, with the ski pass already loaded onto it.