

Frequently asked questions about Gopass - FAQ

1. What is the Gopass card?

The Gopass card is a medium with purchased services (tickets, ski passes). It is issued as a contactless chip card and contains an ID number and a barcode for easy identification. The card serves for authorisation/recognition of Gopass programme members. All purchased and valid tickets/ski passes to all resorts operated by TMR, a.s. and its business partners are stored on the chip of this smart card.

Each client who wishes to purchase tickets/ski passes has to submit and activate their own Gopass card. The personal Gopass card **cannot** be transferred or shared with third parties. Any unauthorised use may result in card blocking.

2. How to get the Gopass card?

There are two ways how to get the Gopass chip card.

By purchasing tickets/ski passes online.

If purchases are made more than 14 days before your visit, the system will offer two options on checkout. Cards can be delivered to your address by post (10 PLN delivery charge applies to orders made on www.gopass.pl). Or they can be picked up free of charge at customer/information centres of the resort that you plan to visit. Picking up the cards at resorts is the best option if purchases are made less than 15 days before the visit.

Alternatively, you can get your Gopass chip card at Gopass Tickets facilities that are located in mountain/ski resorts and water/amusement parks. To get the Gopass card at Gopass Tickets, every client has to register themselves and their card first at a kiosk (self-service machine) situated inside the Gopass Tickets facility.

3. Is it necessary for each family member to have a Gopass chip card or is one card enough for all of us?

Yes, each customer who wishes to benefit from the Gopass programme has to have their active Gopass card. When making the first purchase, new members will get a temporary digital card that can be used to pick up a Gopass chip card at one of our customer/information centres, free of charge.

Except for family tickets to Legendia. When purchased, these can be loaded to a single client's account (one of the family members that the family ticket is meant for) and their Gopass card then can be swiped multiple times at turnstiles, as many times as many tickets were purchased for the family.

4. Can a Gopass account holder avoid queuing at ticket offices?

All Gopass account holders are able to purchase services online on www.gopass.pl / www.gopass.sk / www.gopass.cz. Within 5 minutes of the payment confirmation, their cards are topped up with tickets/ski passes and can be used straight away at turnstiles.

5. Do I have to have my Gopass card with me to use purchased tickets/ski passes?

Yes. You need to have your Gopass chip card to be able to use cableways in all our resorts. Turnstiles at our ski resorts are smart and can read Gopass chip cards from a convenient distance, for example from your pocket.

Except for our water parks where modern and comfortable systems are using chip wristbands across all facilities. They can be obtained at ticket offices after presenting your Gopass digital/chip card with purchased Aqua tickets or an online purchase confirmation with a barcode.

6. What is the digital Gopass card?

It is an online version of a Gopass card that you can download to your smartphone from the Gopass cards section in your account.

The digital Gopass card can be used at water parks, the Legendia amusement park or ski schools. It can also be used to collect Gopass loyalty points. Presenting it when purchasing products or meals around our facilities will add valuable points to your account.

Caution! It is not possible to use digital Gopass cards for passing turnstiles at cableways or when skiing. Turnstiles at our ski resorts are designed to communicate with Gopass chip cards only.

7. What to do if my card delivery is delayed?

In case your Gopass chip card has not been delivered yet (if the delivery to a selected address has been chosen) and you wish to use it, it is suggested to download the digital card version in the form of a barcode. A Temporary/digital card can be found in the Gopass cards section in your account online and downloaded or it is sent to your email in the form of a PNG file along with a confirmation of your purchase.

In case you are heading for ski resorts, visit one of our customer/information centres and we will transfer your purchased ski passes based on your temporary/digital card onto a substitute chip card that can be used with turnstiles.

8. What payment methods are accepted at the Gopass e-shop?

Available payment methods include electronic bank transfers and card payments. There is also an option to pay for selected offers with loyalty points if there is a sufficient amount of them in your account. Or if cards are topped up with credit (in Polish Zloty, Euro or Czech Crown) that can be used as payment, too. Please note that credit in PLN can only be used to pay on www.gopass.pl, in EURO only on www.gopass.sk and in CZK only on www.gopass.cz.

With international online payments please make sure your bank account does not have blocking/limits for this type of transactions.

9. Can loyalty points be shared with my family?

The Gopass programme offers an option of creating a shared family/group account. Each account member has their own Gopass card and loyalty points are collected to a shared account. Each member has access to all loyalty points and can redeem them for discounts or rewards.

10. Can a child under 15 years have its own card?

Yes, it can. However, only a person older than 15 years of age can register their own account. Younger children can get their personal card by being added to a shared account of another Gopass cardholder. After obtaining their own Gopass card they can use it independently.

11. How to redeem loyalty points?

For each 1 EUR/ 4PLN/ 25 CZK spent at TMR facilities or online, 1 loyalty point is collected to a Gopass account. Collected points can be redeemed in various ways. By purchasing ski passes or tickets online on www.gopass.pl/ www.gopass.sk / www.gopass.cz, (either by combining points and money transfer, or by using points only with specific tickets or passes). Or they can be used to claim discounts in our gastronomy facilities or Motion shops. Discounts differ between facilities. Details about specific rewards and benefits can be found in price lists of individual resorts or on Gopass websites.

12. How to recover a forgotten password to log in on gopass.pl?

Passwords can be reset by clicking the 'Forgotten your password' link on the account login page and entering your email address. A link for setting a new password will be sent to the email address provided. In case you forget the email address used to register with us, please contact our Customer information centre on 801 765 700 (for calling from abroad use: 0048 324 161 056) or contact us via email on info@gopass.pl. When sending an email, please provide us with details confirming your identity, such as your name and surname, date of birth, Gopass card number and postal address that is submitted in your account.

13. A photograph is required for season ski passes

Purchasing a season ski pass requires submitting a photograph of the person who will be using it. This can be done by uploading the photo in the Gopass cards/My family section in your account by clicking on the camera icon beside the user's name. To change a profile picture provided please contact us via email sent to info@gopass.pl with a replacement photograph attached.

14. Is it possible to purchase tickets for someone else?

Our tickets and ski passes are personal. To purchase them for someone else, sub-accounts need to be created in your account on their behalf. Submitting a name, a surname and a date of birth is mandatory for each sub-account. Tickets/ ski passes then can be purchased and allocated to cards of individuals that shall use them. Please note that it is not necessary to create sub-accounts for those who already have a Gopass card. Just provide their Gopass card number after clicking on 'Another person with a Gopass card (e.g. a colleague or a neighbour)' button on checkout in your Gopass account.