

Frequently asked Gopass questions – FAQ

Activating and purchasing ski passes/tickets to ski/mountain resorts, water parks and golf resorts for Gopass points.

1. I have got a valid Gopass code. How can I buy ski passes / tickets to water parks and golf resorts for my Gopass code?

To use discounted products based on codes, clients have to follow a few simple steps. 1. Register on www.gopass.sk (if you are not registered for the Gopass programme yet); 2. Enter the code to the "Gopass vouchers" section; 3. Activate the code for a specific date by clicking on "Add to basket" and completing the order; 4. Take the topped up chip/virtual Gopass card to the resort (in the case of cableway tickets/ski passes – go with the chip card to turnstiles).

2. How can a Gopass code be used by subordinate members in my account?

It's very simple. Click on the Gopass voucher and "Select a family member" that you wish the discount voucher to purchase for. If there are more vouchers in the Gopass account, click on "View more discount vouchers" to open them.

3. Can I buy a discounted product for a person that is not registered in my Gopass account?

Yes, it is possible. Click on the voucher and on "Add another family member". Fill in their data and the discounted product can be used by them.

4. How many Gopass codes can I register in my Gopass account?

The number of codes that can be registered in one GOPASS account is not limited.

5. Can I use my Gopass code at a ticket office in a resort?

No, to use products that are discounted based on a Gopass code, you need to be registered on www.gopass.sk. There you can buy them in the "Gopass vouchers" section of the gopass internet shop (follow the instructions in item 1).

6. Can I activate a code later after having put it into my Gopass account?

Yes. Cableway, water park and golf resort tickets based on codes can be loaded to your Gopass chip card also later once you decide about the date of use. To do so, log in to your account on www.gopass.sk and enter the "Gopass vouchers" section and select the product you want. But don't forget that cableway tickets/ski passes and water park/golf resort tickets can be used only within the period of the given special offer.

7. How does the Gopass chip card work?

The Gopass chip card serves as a cableway ticket that can be topped up online and used within a short time. Without queuing at ticket offices, you can head for turnstiles right away. In addition, it can be used to buy selected products and services at lower prices in the internet shop on www.gopass.sk and at Gopass Tickets facilities in resorts (mountain/ski resorts and water parks).

8. How can I get a Gopass chip card?

There are two ways how to get a personalised Gopass chip card. When shopping online for the first time, you can either pick up your card in a resort or have it sent by post to the address you enter when registering. The latter applies only if you visit the resort 14 days after you purchase your product.

The other option how to get a Gopass card is using Gopass Tickets facilities that are located in mountain/ski resorts and water parks. In order to get a Gopass card at Gopass Tickets, every client has to register first at a kiosk (automated point of sale) inside the Gopass Tickets facility.

9. How are cableway tickets that are purchased online transferred to my Gopass chip card?

Details of your cableway ticket purchased online are saved in the central system. Once you hold your Gopass chip card at a turnstile, the cableway ticket details are saved on your card. This means that if you buy a ticket online, you can embark the cableway without queuing at ticket offices. Your card gets topped up with the service within 15-20 minutes after the payment is completed.

10. Do I need to go to a ticket office if I top up my Gopass chip card with a cableway ticket online?

No. There is no need to go to any ticket offices. Your Gopass chip card serves as a cableway ticket that can be topped up online and used within a short time.

11. Can I top up my card with a cableway ticket online on the day of my visit at the resort?

Yes. Top up your Gopass chip card online and you can use the service within 15-20 minutes.

12. How can I pay in the Gopass internet shop?

Payment for products and services can be made by using a payment card with enabled online payments. Internet banking can be used only when purchasing services in advance.

13. How does the Gopass credit work?

In your GOPASS account, you can top up your card with a credit and use this credit to pay for products in the GOPASS internet shop. The credit can be also given to another person who can use it in their account.

Any credit purchased on www.gopass.sk can be used only on www.gopass.sk. Every credit has unlimited validity and can be used during the whole membership period in the Gopass programme.

When paying for products or services, payment methods cannot be combined: e.g. credit + payment card. This means that the full amount has to be paid by credit if using it.

14. What if I arrive at the resort and find out that I have forgotten my Gopass chip card which was topped up with a cableway ticket?

If you forget your Gopass chip card, show your temporary Gopass card at any resort ticket office to have your cableway ticket loaded to a returnable chip card (2€ deposit). Once you use the service, you will have the deposit paid back. To find your temporary Gopass chip card, enter your profile on www.gopass.sk, “My orders” section next to the given product, or check your confirmation email that you received after making the order.

15. What if I arrive at the resort and find out that I have lost my Gopass chip card which was topped up with a cableway ticket?

If you lose your Gopass chip card, show your temporary Gopass card at any resort ticket office to have a new Gopass card issued at 2€. The number of the new Gopass card has to be added to your Gopass account. To find your temporary Gopass chip card, enter your profile on www.gopass.sk, “My orders” section next to the given order, or check your confirmation email that you received after making the order.

16. Can our family members collect points to one account?

The Gopass programme offers a possibility of creating a family/group account. One Gopass account can have a maximum number of 10 members. Each account member has their own Gopass chip card and all points are collected in the joint account. If any family member gets separated from the family account, all collected points remain in the family account and none of them can be transferred to the separated account.

17. Does every member of my family have to have a Gopass card or is one card enough for all of us?

Yes, each client who wants to enjoy the benefits of the Gopass programme must show their active Gopass chip card when using services. If you want to buy a product for your child, husband or wife online, they need to have their own registered Gopass chip card.

18. Can a person who is already registered be added to my Gopass account?

No, you cannot add a person who already has their account to your account. However, such person can add themselves via their account to yours: click on GOPASS cards – “Add a member to another family”. The respective person cannot have other subordinate Gopass users in their account and by being added to your account, they lose access to their account. All their points get transferred to your account.

19. Why is it not possible to add a person by clicking on “Add another member”?

Because by clicking on “Add another member”, you can add only a user who has not been registered yet.

20. What if my child is under 15 years of age?

Only clients older than 15 years can register for the Gopass programme. If your child is younger than 15 years, you can register it under your Gopass account in the “Gopass cards – “My family” section.

21. How can I use points that I have collected?

For each 1 Euro paid at TMR resorts or in the internet shop, 1 loyalty point is collected to your Gopass account. The collected points can be used not only on www.gopass.sk but also at selected facilities operated by TMR, a.s. For more details about specific rewards and benefits, please check the price lists of individual TMR facilities.

22. How can I log in to www.gopass.sk if I forget my password?

When logging in, click on the “Forgotten password?” button. Once you enter your email address, you will receive a link for creating a new password. If you do not remember your email address that you used to register into the Gopass loyalty programme, please contact our helpline on +421 850 122 155.

23. How can I order a new Gopass card via my Gopass account if my original card gets lost or damaged?

If your Gopass chip card gets lost or damaged, log in to your account on www.gopass.sk and ask for a new card. Once you pay a 2€ fee for a new Gopass card and 2€ postage costs, you will have a new Gopass chip card sent to the address of your choice. All personal data and collected points of the original card will be automatically added to your new Gopass chip card. Please note that purchased products will be transferred to your new chip card too, however, this does not apply to purchased ski passes/cableway tickets. If you have lost a Gopass card topped up with a ski pass/cableway ticket, go to an information centre in any of TMR mountain/ski resorts to have your new Gopass card topped up with the ski pass/cableway ticket again. We suggest blocking the old Gopass chip card immediately. To do so, log in to your Gopass account and enter the “Gopass cards” section.

24. Where can I ask more questions?

For more details about the Gopass programme, please read the “Gopass advantages” section. If you have any other questions, please call our helpline +421 850 122 155, international helpline +421 220 510 448 or write an email to info@gopass.sk. We will be happy to answer your questions.

25. Where can I file a complaint?

If you have any complaints, please write an email to: reklamacia@gopass.sk and add the reason for your complaint, send relevant documents that prove that your complaint is

legitimate and enter the number of your registered Gopass card to help us identify you faster. Your complaint will be dealt with within three working days. If you need us to respond immediately and cannot wait for three days, please contact us on: +421 850 122 155.