



Q & A

DIRECT TO THE PEAK BOOKING SYSTEM

WHAT IS THE PIC BLANC BOOKING SYSTEM?

This free system means you can book a time slot to get to Pic Blanc more quickly; people with bookings will be given priority.

WHY HAS THIS SYSTEM BEEN SET UP?

The goal is to make it easier to get to Pic Blanc, particularly during busy periods, to guarantee a pleasant experience for all our visitors. It means no more long queues!

HOW DOES THE BOOKING SYSTEM WORK?

Visitors can book a time slot via the website or our application, subject to availability. The system is free of charge. Visitors can book for themselves and their parties (up to 10 people). Booking confirmation will be sent by email.

IS IT MANDATORY TO BOOK TO GET TO PIC BLANC?

No, booking is not mandatory, but it is recommended to enjoy priority access and thus avoid the queues.

IS THERE A CHARGE FOR THIS BOOKING SERVICE?

No, the service is completely free for all visitors.

WHAT HAPPENS TO MY BOOKING IF THE CABLECAR IS CLOSED?

In the event of a technical incident, bad weather or a PIDA avalanche alert, SATA GROUP Alpe d'Huez will cancel all previously booked time slots to guarantee your safety.

WHAT IF I CHANGE MY SKI PASS CARD AT THE SALES DESK AFTER BOOKING A TIME SLOT TO ACCESS PIC BLANC?

Present your booking confirmation at the cash desk when you exchange your ski pass card and a replacement confirmation document will be provided for your time slot.

WHAT HAPPENS IF I DON'T BOOK?

Visitors without bookings can still access Pic Blanc, but it may mean queuing during busy periods.



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HOW DO I PROVE MY BOOKING?

Your booking is automatically loaded onto your ski pass card, which must be presented to access the Pic Blanc access line.

WHAT IF I AM LATE FOR MY TIME SLOT?

If you arrive after your time slot, you can still go to Pic Blanc, but you will lose your priority access and will have to join the queue for people without bookings.

WHERE CAN I BOOK?

Bookings can be made directly via our website or app.

HOW MANY TIME SLOTS CAN I BOOK PER DAY?

Each person can book up to 2 slots per person per day.

DO PEDESTRIANS HAVE TO BOOK TOO?

Pedestrians can book if they want quicker access to Pic Blanc.

DO I NEED TO BOOK IF I AM ON A GUIDED TOUR?

No, as part of a guided tour, you will use the queue reserved for guides, because you will be accompanied by your guide.

WILL I BE NOTIFIED IF A PROBLEM ARISES?

There are agents on site to provide information to visitors but no text notifications will be sent in the event of a delay or a technical incident.

WHAT HAPPENS IF THE SITE OPENING IS DELAYED?

If there is an opening delay or a technical incident, extra cabins will be made available. The agents on site will keep visitors informed.

WHEN IS IT POSSIBLE TO BOOK?

Bookings can be made 24 hours in advance and up to 20 minutes before the time slot begins.

HOW MANY PEOPLE CAN I BOOK FOR?

It is possible to book for 10 people at a time.