



# MY EXPLORER CARD

**YOUR ADVANTAGE CARD**

**PROCEDURE FOR ADMINISTRATION  
AND CREATION OF GUEST CARDS**

**CRANS MONTANA**   
*Absolutely*

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# 1. GENERAL INFORMATION

As a second home owner you are paying visitor tax for your property via a mandatory annual flat-fee tax, according to the table below.

No. of rooms	Units per household (UPH)	Flat fee amount	
Less than 3 rooms	2	CHF	500.00
3 rooms	3	CHF	750.00
4 rooms	4	CHF	1'000.00
5 rooms	5	CHF	1'250.00
6 rooms or over	6	CHF	1'500.00

The invoice for the mandatory annual flat fee tax is sent individually by the commune of either Crans-Montana, Icogne or Lens.

The mandatory annual flat fee tax is payable regardless of the type and frequency of occupancy.

The proceeds of the tax are used in the interest of those who pay it, whilst respecting the legal bases in place. Payment of the annual flat fee tax entitles you to one EXPLORER CARD (advantage card) per UPH.

In this document you'll find all the necessary information to create your EXPLORER CARDS.

## FOR QUESTIONS CONCERNING

- the visitor tax invoice
- the new regulations on visitor tax
- your property

**Contact the administration office in the commune where your holiday property is located:**

### **Crans-Montana:**

crans-montana@cransmontana.ch  
+41 (0) 27 486 18 18

### **Icogne:**

info@icogne.ch  
+41 (0) 27 484 20 00

### **Lens:**

joy.giorgetta@lens.ch  
+41 (0) 27 484 25 20  
audrey.mabillard@lens.ch  
+41 (0) 27 484 25 14

## FOR QUESTIONS CONCERNING

- MY EXPLORER CARD

**Contact Crans-Montana  
Tourism & Congress:**

Crans-Montana Tourisme & Congrès  
myexplorercard@crans-montana.ch  
+41 (0) 27 485 04 50

## VISITOR TAX

All overnight stays are included in the annual flat fee tax for your property, including your guests' overnight stays, and also occasional rentals.

Owners renting property are however able to charge guests the visitor tax per night, and keep this for themselves. However they cannot charge more Visitor Tax than UPH for the property.

If a property is rented out via an agency, the visitor tax per overnight stay can also be collected by the agency and paid back to the owner

## MY EXPLORER CARD

Each UPH entitles you to one annual, non-transferable "owner card", the EXPLORER CARD. The advantages themselves are valid for fixed periods.

### The "owner card"

- includes various advantages at preferential rate or for free.
- each «owner card» allows you to share the advantages with guests/tenants via a «guest card».

### The "guets card"

- is linked to the "owner card".
- includes the same advantages as the "owner card".
- is non-transferable and valid for a specific time. It is only valid for the duration of the guest's stay.

## 2. CONNECTING TO THE MY EXPLORER CARD PORTAL

Log in at: <https://carte.crans-montana.ch>

Enter the CODE AVANTAGE (advantage code) and PIN number found on the "Visitor Tax" invoice sent by your commune. Click on "Register".

### Taxe de séjour

<b>Année</b>	<b>Xxxx</b>
<b>N°débitteur</b>	<b>xx</b>
	<b>TAXES DE SEJOUR</b>
<b>No-facture</b>	<b>xx</b>
<b>Date de facture</b>	<b>xx.xx.xxxx</b>
<b>Echéance</b>	<b>xx.xx.xxxx</b>

### Désignation

Taxe de séjour  
Parcelle-Objet xxxx.xxxx  
**Code Advantage 999-2POE-212L-8B8B PIN 9899**  
Situation Route des Arolles 4  
Nb pièces 3, UPM 3  
Quote-part 100.00/100  
CHR-898.264.107 TVA 7.7% (incl. sur xxx.xx)

## MY EXPLORER CARD

Advantage code XXX-XXX-XXX-XXX

PIN 123

Registration



### 3. CONFIGURING YOUR OWNER CARDS

1. The number of cards displayed is the same as your UPH number. These owner cards are your main cards, they are annual and non-transferable.
2. Select who you would like to give your first "owner card" to by filling in the boxes.
3. If you rent your property via a rental agency, select your agency from the dropdown list. The rental agency will then be informed, and authorised to create Explorer Cards for your rental guests.

Click "Register".

**Set up your advantage card 2018**

Owner card 1 ☆ Owner card 2 ☆ Owner card 3 ☆ Owner card 4 ☆

**Card 1**

Email\* dupont@leo.ch

Last Name\* Dupont

First Name\* Leo

Country of main residence\* Suisse

Language\* French

I authorize an estate agency to create guest cards for my account NO

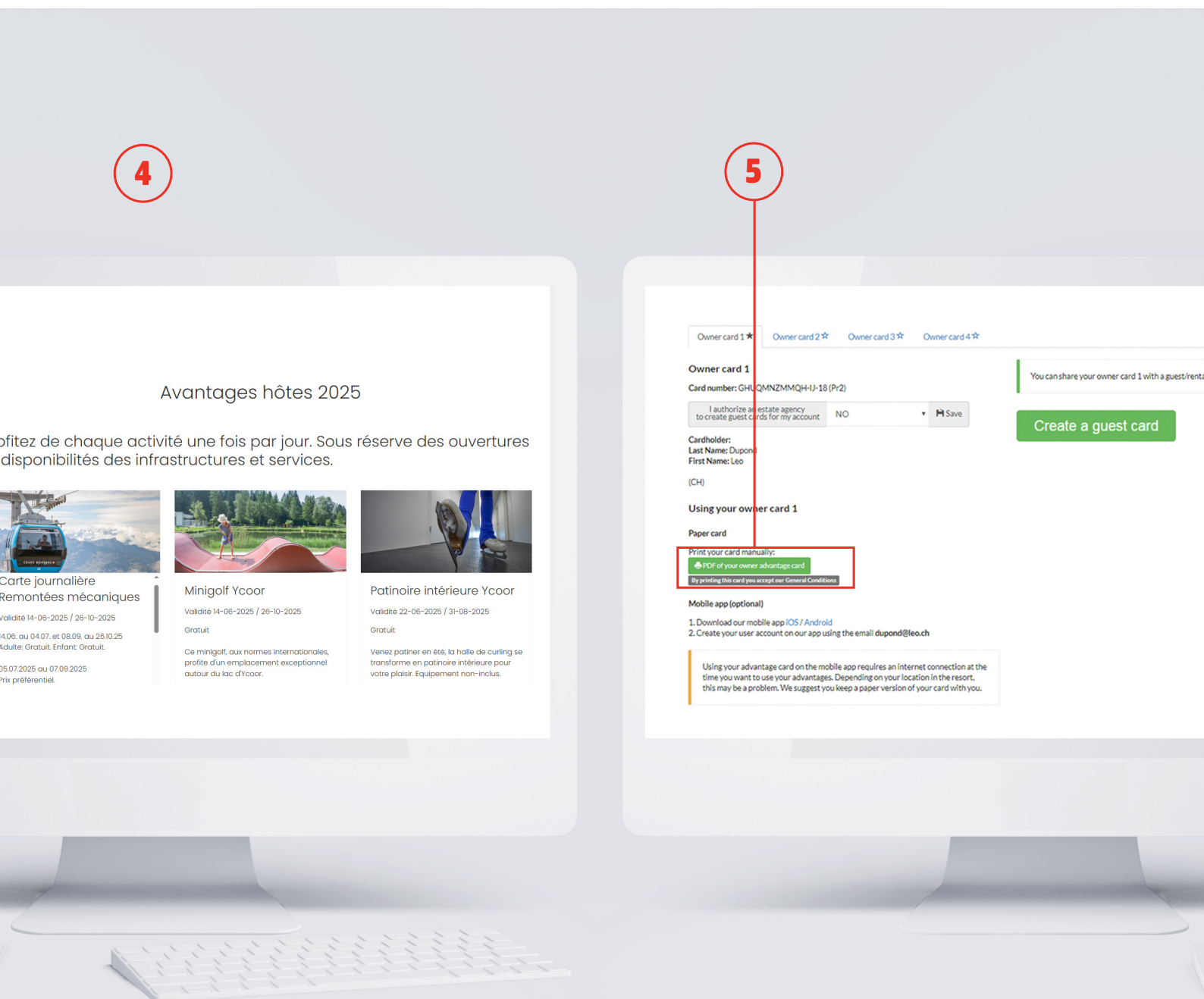
I would like to subscribe to the Crans-Montana newsletter NO

I have read and I accept the General Conditions of Use\* YES

Registration

## 4. CHECKING / PRINTING

4. Your "owner card 1" has been created. On this page, you can check the advantages.
5. Click on the green button "owner card PDF" to print a paper version of the MY EXPLORER CARD.



On this document, you will find the QR Code required to validate your advantages on this card. All you have to do now is enjoy our various advantages by presenting your QR Code to the service providers of your choice.

**We advise you always keep a paper version with you.**

Repeat the process to allocate the other owner cards.

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Dupont Leo

Here is the card that will enable you to explore Crans-Montana like never before!

By paying the tourist tax, you benefit from a wide range of free or preferential advantages.

Keep the paper or digital version (on your smartphone) with you throughout your stay, and present it to any of the selection of tourist partners participating in the My Explorer Card programme.

How do I find out about my advantages?

A detailed list of advantages is available either by scanning the QR Code below, or from your accommodation provider, the tourist office or online at: [www.crans-montana.ch/myexplorercard](http://www.crans-montana.ch/myexplorercard).

How do I enjoy my advantages?

It's extremely simple. Present the QR code below to our affiliated partners... and enjoy your advantages.

To use it digitally, sign up on our mobile app «Crans-Montana Tourisme» using the same email address as you used to create the card.

Have a great stay in Crans-Montana!





**QR CODE**

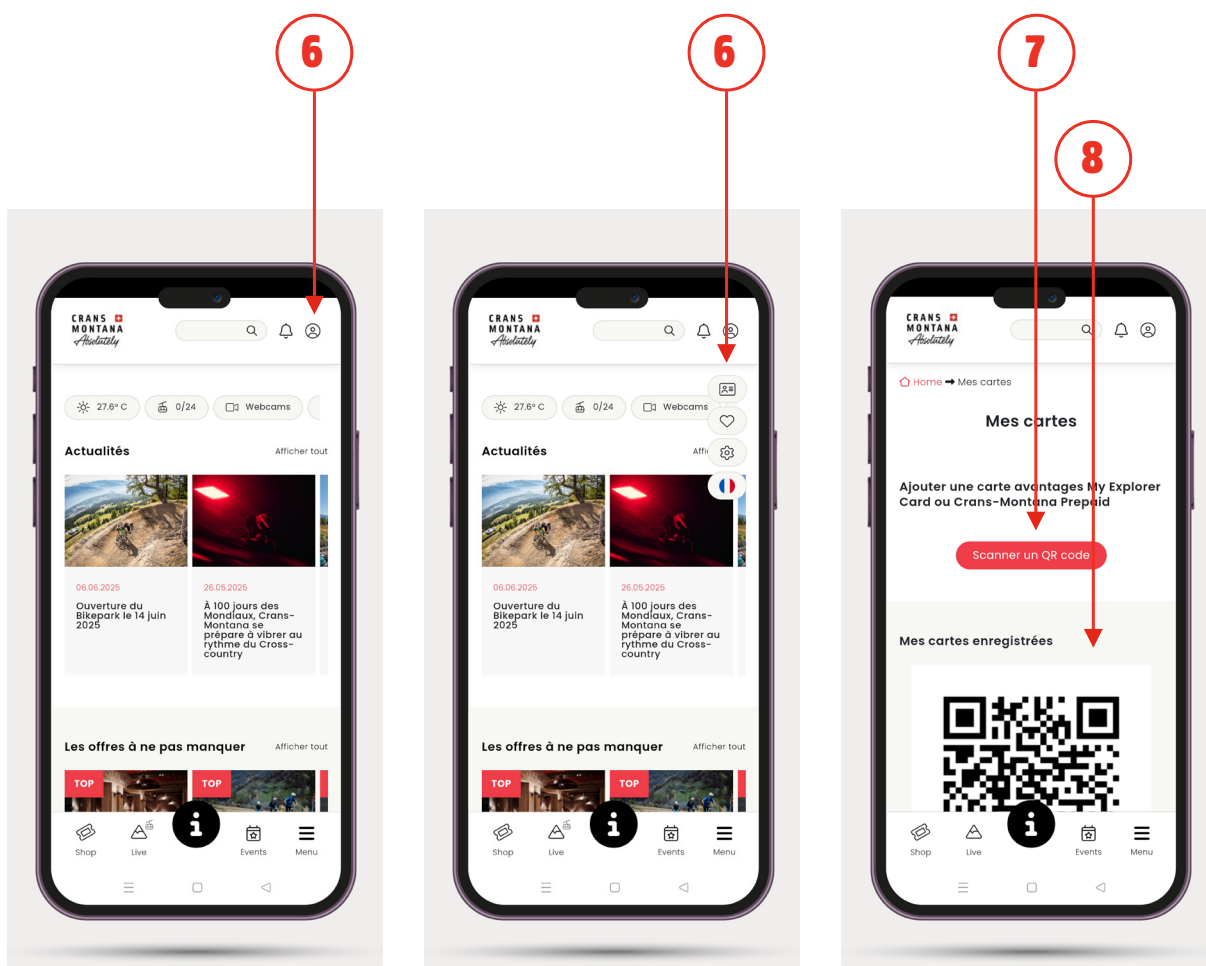


## 5. MY EXPLORER DIGITAL CARD

If you prefer the digital version, download our new IOS or Android mobile application 'Crans-Montana Tourism' and create a user account.

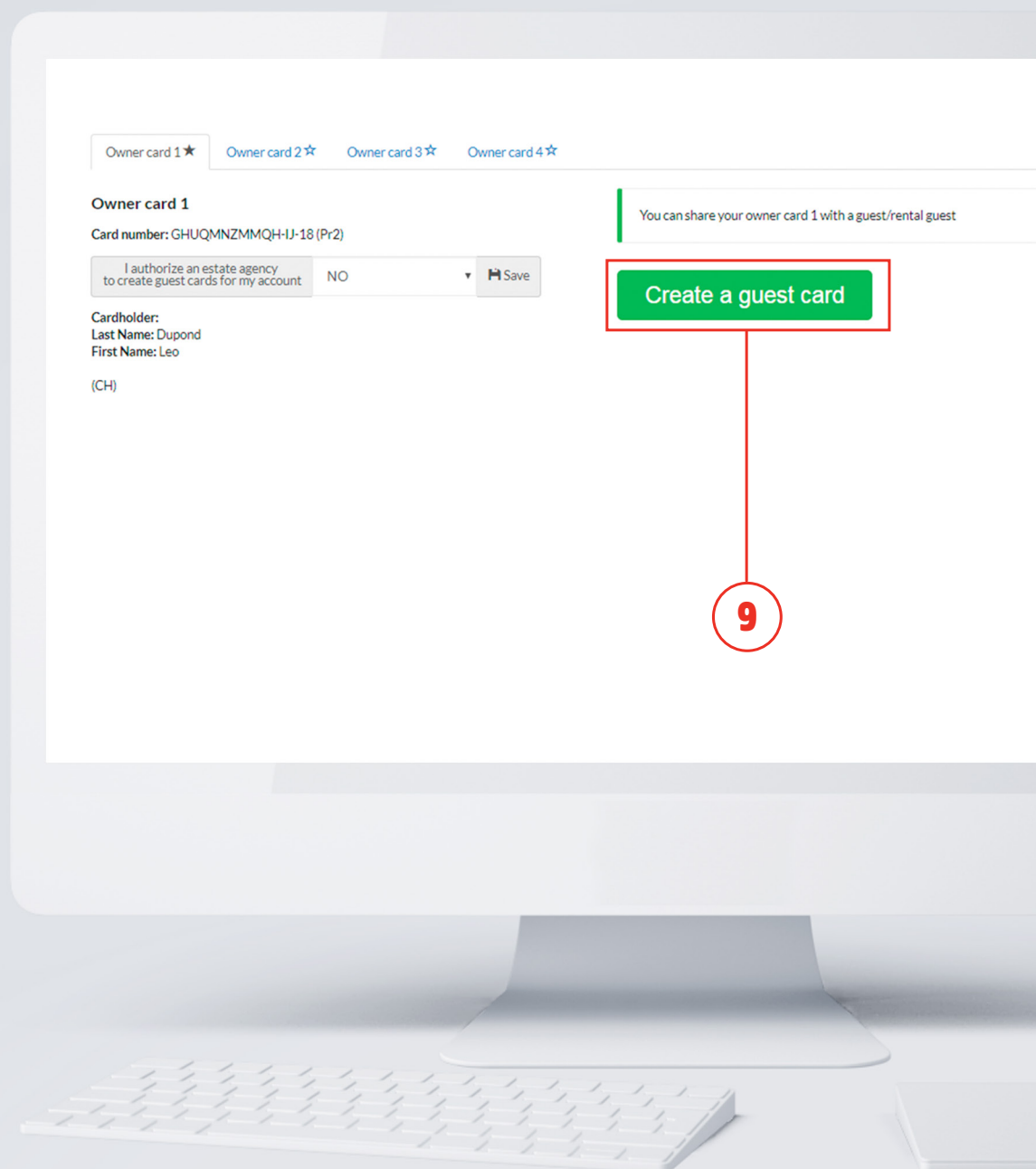
6. To activate or consult your benefits card, click on  then on 
7. Scan the QR code on your benefits card. You can also scan the benefit cards of other members of your family.
8. Under My cards you will find all the benefits cards you have scanned. To see the list of your benefits, click on the QR code on your My Explorer Card. Now all you have to do is take advantage of the activity of your choice by presenting the QR Code to the service provider.

**We recommend you always to carry a paper version of your card with you.**



## 6. CREATING CARDS FOR YOUR GUESTS/RENTAL GUESTS

9. To edit an advantage card for your guests/rental guests, click "Create a guest card".

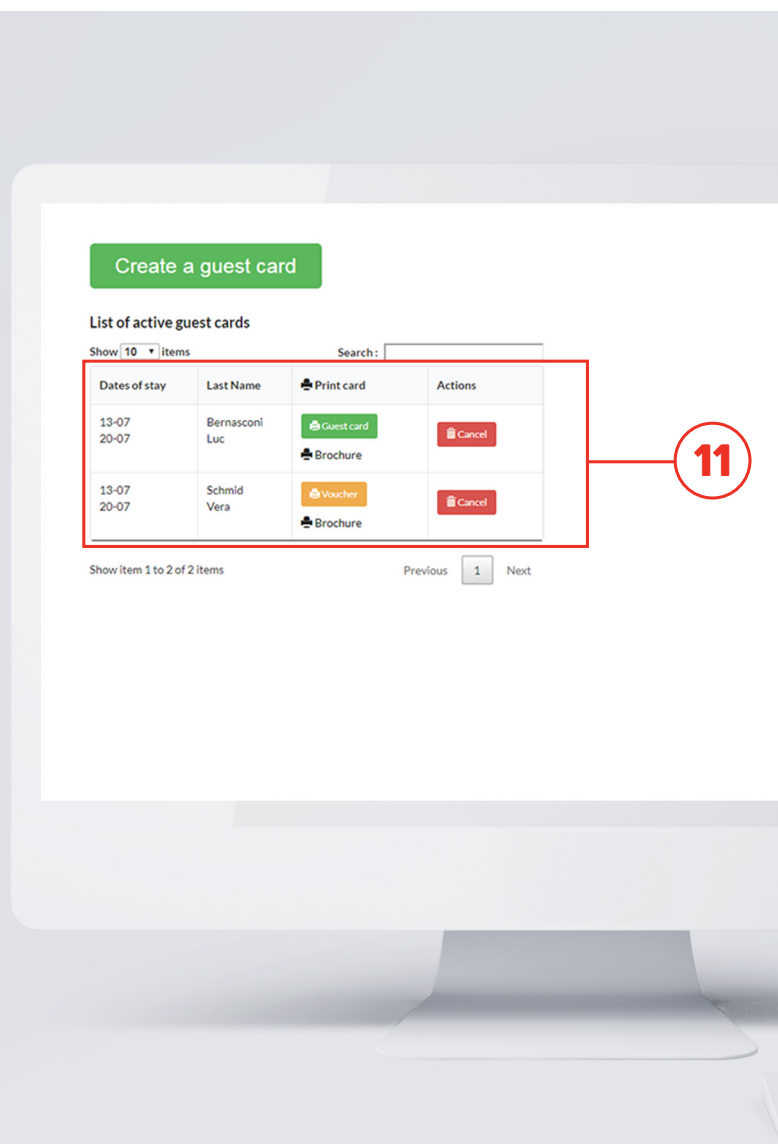
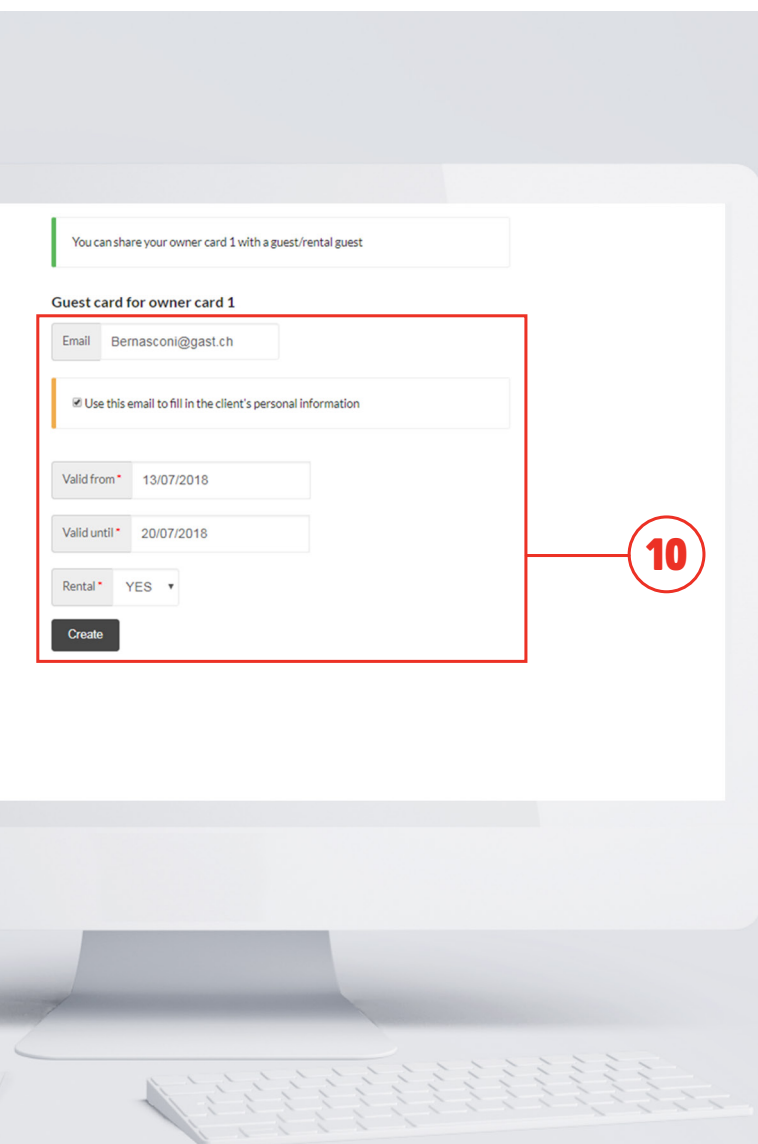


10. If you do not have your guest/rental guest's details, or if you would like to send them the guest card directly by email, fill in the guest/rental guest's email address then check the box "Use this email to allow a client to fill in their own personal details".

- Fill in the card start and end date
- Indicate "YES" if this stay is a rental or "NO" if it is not a rental
- Click "Create"

An email will be automatically sent to the guest/rental guest and they can fill in their personal details themselves and print their own EXPLORER CARDS.

11. In "List of active guest cards" you can see the card that you have just created marked "Incomplete information". You can update this information yourself at any time by clicking the orange box "Fill in". You can also generate another automatic email to the guest/rental guest by clicking on the blue "Send" box.



12. If you know the guest/rental guest details and would like to give them their guest card yourself:

- Fill in the guest/ rental guest details
- Fill in the card start and end date
- Indicate "YES" if this stay is a rental or "NO" if it is not a rental
- Click "Create"

**- You can create as many "guest" cards per annual card as you wish. The only condition: They cannot be valid simultaneously, unless you create a voucher (see part 7 below, 7. More guests/rental guests than owner cards/UPH?).**

Owner card 1 ★ Owner card 2 ☆ Owner card 3 ☆ Owner card 4 ☆

**Owner card 1**

Card number: GHUQMNMZMMQH-U-18 (Pr2)

I authorize an estate agency to create guest cards for my account NO

Cardholder:  
Last Name: Dupond  
First Name: Leo  
(CH)

**Using your owner card 1**

**Paper card**

Print your card manually:  
[PDF of your owner advantage card](#)  
By printing this card you accept our General Conditions.

**Mobile app (optional)**

1. Download our mobile app [iOS](#) / [Android](#)  
2. Create your user account on our app using the email [dupond@leo.ch](mailto:dupond@leo.ch)

Using your advantage card on the mobile app requires an internet connection at the time you want to use your advantages. Depending on your location in the resort, this may be a problem. We suggest you keep a paper version of your card with you.

You can share your owner card 1 with a guest/rental guest

**Guest card for owner card 1**

Email

☐ Use this email to fill in the client's personal information

Last Name \* Bernasconi

First Name \* Luc

Home town \* Roma

Home postcode \* 164351

Home country \* Italie

Valid from \* 13/07/2018

Valid until \* 20/07/2018

Age \* Adult

Rental \* YES

## 7. MORE GUESTS / RENTAL GUESTS THAN OWNER CARDS / UPH?

As mentioned in the introduction, the owner renting property cannot charge more Visitor Tax than UPH for the property, and in addition, owners cannot create more guests cards than UPH.

Nevertheless, you can create additional guest cards in the form of a voucher. The guest/rental guest can then take this voucher to the tourist office to pay their Visitor Tax and receive their My Explorer Card.

To do this, make sure that you first of all create a guest card for each of your owner cards. The revenue from the Visitor Tax will be returned to you.

Go back to Owner Card 1 and create an additional card.

13. Information showing that the dates of this card overlap with the dates of another card will be displayed.

Overlap of the date of stay with Luc Bernasconi card from 13-07-2018 / 20-07-2018  
Please create your guest card with another Owner Card.  
Do you have more guest/rental guest cards than available Owner Cards ? Create a voucher for your guest/rental guest who can then pay their Visitor Tax at the Tourist Office, and be given an Explorer Card.

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14. Select from these 2 options.

No thank you! I confirm that I am not charging the guest/rental guest Visitor Tax and will not be giving them an Explorer Card.

Yes, I would like to create a voucher for my guest/rental guest and not charge them Visitor Tax.

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- 14.1. To waive creating this voucher and an additional Explorer Card, click "No thank you! I confirm that I am not charging the guest/rental guest Visitor Tax and will not be giving them an Explorer Card."

- 14.2. To print the voucher click "I would like to create a voucher for my guest/rental guest, and not charge them Visitor Tax."

## 8. PRINTING CARDS AND VOUCHERS FOR YOUR GUESTS / RENTAL GUESTS







15. You can see the card that you have just created in "List of active guest cards". You can print the guest/ rental guest card by clicking on "guest card", or print the voucher by clicking on "Voucher".

Create a guest card

### List of active guest cards

Show 10 items

Search:

Dates of stay	Last Name	Print card	Actions
13-07 20-07	Bernasconi Luc	 Guest card  Brochure	 Cancel
13-07 20-07	Schmid Vera	 Voucher  Brochure	 Cancel

Show item 1 to 2 of 2 items

Previous

1

Next

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Schmid Vera

### VOUCHER MY EXPLORER CARD

Your accom  
Congress, y

How do I get

1. We i  
welcon

Tourist Offi

Route des Al

3963 Crans-

or

Crans Office

Rue du Prad

3963 Crans-

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QR CODE

