



# List of services of **Ferrocarrils de la Generalitat de Catalunya - FGC Turisme**



**FGC**

Ferrocarrils  
de la Generalitat  
de Catalunya



Generalitat  
de Catalunya



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## 1. Identification data of the list

The list of services presented below includes the management services of FGC Turisme's mountain resorts, the Montsec Astronomical Park, and FGC Turisme's Tourist Trains, as well as the quality commitments and the channels that are available for submitting your suggestions and complaints.

This service charter was approved by Resolution TER/4800/2025, dated the 22nd of December, of the Ministry of Territory, Housing, and Ecological Transition (DOGC no. 9573, of the 30th of December 2025), and is available at <https://portaljuridic.gencat.cat/ca/>.

The body responsible for this list of services is Ferrocarrils de la Generalitat de Catalunya.



## 2. Organisation and form of management of the services

### 2.1. About us

Within the scope of Ferrocarrils de la Generalitat de Catalunya, FGC Turisme is the managing body for different operations related to the world of tourism and the natural environment located in areas far from the inter-urban area.

FGC Turisme's aim is to manage and foster various tourist destinations located around Catalonia.

The mountain resorts in the Eastern Pyrenees include the destinations of [La Molina](#), [Vall de Núria](#) i [Vallter](#), in the regions of La Cerdanya, El Berguedà and El Ripollès. The stations of [Port Ainé](#) i [Espot](#) are located in El Pallars Sobirà and [Boí Taüll](#) is in L'Alta Ribagorça.

Along the way visitors shall find three jewels of Catalonia's railway history: the [Cement Train](#), in L'Alt Llobregat, which covers the 3.5 km route that historically linked the Asland cement factory in Castellar de N'Hug to La Pobla de Lillet.

The [Montserrat Rack Railway and Funiculars](#), in the county of El Baix Llobregat, which transports users to the Montserrat Mountain Natural Park, one of the most iconic areas of Catalonia, on historical facilities.

The [Lakes Train](#), which passes through the regions of El Segrià, La Noguera and El Pallars and connects the city of Lleida to La Pobla de Segur on a single track, on an itinerary that takes in reservoirs and mountain ranges such as the Montsec.

FGC Turisme is also tasked with the management of the old Gelida Funicular in the county of L'Alt Penedès, which has linked Gelida town centre to the railway station since 1924.

The county of La Noguera also houses the [Montsec Astronomical Park](#) located in the municipality of Àger, in an area regarded as one of the best in Catalonia for astronomical observation which is becoming a flagship centre in the State for the popularisation of astronomy.

## 2. Organisation and form of management of the services

### 2.2. What we do

FGC Turisme, as a public company that is part of the Ministry of Territory, Housing and Ecological Transition of the Government of Catalonia, is entrusted with managing the aforementioned services and infrastructures, with the aim of contributing to the territorial balance by fostering activity in areas far from the inter-urban area, specifically the Tourist Trains, FGC Turisme's mountain resorts and the Montsec Astronomical Park.

### 2.3. How we do it

FGC Turisme's service is integrated into the structure of Ferrocarrils de la Generalitat de Catalunya, benefiting from the coverage of its corporate areas.

FGC Turisme provides its services with its own resources stemming from the services on offer (train tickets, ski passes, summer and winter activities, catering, etc.) and the public funding from the Programme Contract signed with the Government of Catalonia, which guarantees the investments, the maintenance of the infrastructures and the different services that are provided.

For further information, click [here](#).



## 3. Our services

### 3.1. Our services

The services provided by FGC Turisme are as follows:

**Service 1: Tourist Trains**

**Service 2: FGC Turisme Mountain Resorts**

**Service 3: Montsec Astronomical Park**

### 3.2. Conditions for access and general requirements of the services on the list

**Access to the services is of a universal nature.** The requirements for access to this service are the prior purchase of the corresponding accreditation document (ticket/ski pass/ticket) or payment of the service (catering, accommodation, various activities, etc.)

### 3.3. Economic regime applicable to the list of services

The services provided entail the payment of a fee. The fees are specified at the following links:

**Service 1: Tourist Trains**

**Montserrat rack railway and funiculars**

<https://turistren.cat/en/trains/montserrat-rack-railway-and-funiculars/>

**Vall de Núria Rack Railway**

<https://turistren.cat/en/trains/cremallera-de-nuria/>

**Cement Train**

<https://turistren.cat/en/trains/tren-del-ciment/>

**Service 2: Mountain Resorts**

**Boí Taüll - winter**

<https://www.boitaull.cat/en/winter/resort/ski-pass-prices/>

## 3. Our services

### **Espot – winter**

<https://www.espotesqui.cat/en/winter/resort/ski-passes-prices/>

### **La Molina – winter**

<https://www.lamolina.cat/en/winter/resort/ski-passes-tickets-prices/>

<https://www.lamolina.cat/en/winter/resort/opening-hours-calendar/>

### **La Molina - summer**

<https://www.lamolina.cat/en/summer/resort/prices/>

<https://www.lamolina.cat/en/summer/resort/timetable-calendar/>

### **Port Ainé – winter**

<https://www.portaine.cat/en/winter/resort/ski-passes-prices/>

<https://www.portaine.cat/en/winter/resort/opening-hours-calendar/>

### **Vall de Núria – winter**

<https://www.valldenuria.cat/en/winter/resort/ski-passes-tickets-prices/>

<https://www.valldenuria.cat/en/winter/resort/hours-calendar/>

### **Vallter – winter**

<https://www.vallter.cat/en/winter/resort/ski-passes-prices/>

<https://www.vallter.cat/en/winter/resort/opening-hours-calendar/>

### **Vallter - summer**

<https://www.vallter.cat/en/summer/resort/timetable-calendar/>

<https://www.vallter.cat/en/summer/activities/panoramic-chairlift-vi-sit-ter-river/>

### **Service 3: Montsec Astronomical Park**

[https://www.astromontsec.cat/pamIV/index.jsp?nom\\_cache=PARC&property=PARC&lang=1&gl=1\\*1y3xvmr\\*\\_ga\\*OTU1OTk4NzM5LjE3NTIwN-TU5OTk.\\*\\_ga\\_RTT94QT72H\\*cze3NTIwNTgwNDk4bzlkZzAkDE3NTIwN-TkyMTUkajYwJGwwJGgw#close](https://www.astromontsec.cat/pamIV/index.jsp?nom_cache=PARC&property=PARC&lang=1&gl=1*1y3xvmr*_ga*OTU1OTk4NzM5LjE3NTIwN-TU5OTk.*_ga_RTT94QT72H*cze3NTIwNTgwNDk4bzlkZzAkDE3NTIwN-TkyMTUkajYwJGwwJGgw#close)



## 3. Our services

### 3.4. Common service provision channels

The services presented are provided through the following channels:

**In person at the ticket offices and customer service offices of each division and via the links on each website:**

#### **Service 1: Tourist Trains**

<https://turistren.cat/en/>

##### **Montserrat rack railway and funiculars**

<https://turistren.cat/en/trains/montserrat-rack-railway-and-funiculars/>

##### **Vall de Núria Rack Railway**

<https://turistren.cat/en/trains/cremallera-de-nuria/>

##### **Cement Train**

<https://turistren.cat/en/trains/tren-del-ciment/>

#### **Service 2: Mountain Resorts**

<https://www.turismefgc.cat/en/destins/mountain-resorts/>

##### **Boí Taüll**

<https://www.boitaull.cat/en/>

##### **Espot**

<https://www.espotesqui.cat/en/>

##### **La Molina**

<https://www.lamolina.cat/en/>

##### **Port Ainé**

<https://www.portaine.cat/en/>

##### **Vall de Núria**

<https://www.valldenuria.cat/en/>

##### **Vallter**

<https://www.vallter.cat/en/>

#### **Service 3: Montsec Astronomical Park**

<https://parcastronomic.cat/en/>



### By phone and email

#### **Service 1: Tourist Trains**

Email: [info@turismefgc.cat](mailto:info@turismefgc.cat)

##### **Montserrat rack railway and funiculars**

Phone: (+34) 93 252 14 80

Email: [info@cremallerademontserrat.cat](mailto:info@cremallerademontserrat.cat)

##### **Vall de Núria Rack Railway**

Phone: (+34) 972 73 20 20

Email: [valldenuria@valldenuria.cat](mailto:valldenuria@valldenuria.cat)

##### **Cement Train**

Phone: (+34) 93 204 10 41

Email: [reserves@ferrocarrilturistic.cat](mailto:reserves@ferrocarrilturistic.cat)

#### **Service 2: Mountain Resorts**

##### **Boí Taüll**

Phone: (+34) 973 297 085 / Email: [puntinfo@boitauell.cat](mailto:puntinfo@boitauell.cat)

##### **Espot**

Phone: (+34) 973 624 092 / Email: [info@skipallars.cat](mailto:info@skipallars.cat)

##### **La Molin**

Phone: (+34) 972 89 20 31 / Email: [lamolina@lamolina.cat](mailto:lamolina@lamolina.cat)

##### **Port Ainé**

Phone: (+34) 973 627 607 / Email: [info@skipallars.cat](mailto:info@skipallars.cat)

##### **Vall de Núria**

Phone: (+34) 972 73 20 20 / Email: [valldenuria@valldenuria.cat](mailto:valldenuria@valldenuria.cat)

##### **Vallter**

Phone: (+34) 972 136 057 / Email: [info@vallter.cat](mailto:info@vallter.cat)

#### **Service 3: Montsec Astronomical Park**

Phone: (+34) 973 053 022 / Email: [info@parcastronomic.cat](mailto:info@parcastronomic.cat)

## 3. Our services



## 3. Our services

### 3.5. List of the main services provided

#### Service 1: Tourist Trains

- Management of the Rack Railways, Funiculars and Tourist Trains to gain access to the natural, historical and religious heritage of the country: Montserrat, Vall de Núria and the Cement Train.
- It's a service for all citizens
- Ascents and descents on the rack railways and funiculars.
- To use the service it's essential to purchase the corresponding transport ticket.

#### Service 2: FGC Turisme Mountain Resorts

- Management and promotion of various tourist destinations located around Catalonia. They offer the chance to explore the mountains in its tourist divisions through six mountain resorts: Boí Taüll, Espot Esquí, La Molina, Port Ainé, Vall de Núria and Vallter, with activities in winter and summer.
- It's a service for all citizens
- In winter: activities typical of a ski resort: alpine skiing, snowboarding, snowshoeing, mountain skiing, the Leisure Park, equipment rental, etc. In summer: walks around the area, the bike park, bike and electric bike rides, cable car and chairlift rides and different activities for all ages.
- To use the service you must purchase the ski pass and the corresponding ticket for the services directly managed by the resort.

#### Service 3: Montsec Astronomical Park

- The Astronomical Park is located in Àger (La Noguera) and it's a sky observation centre accredited by an International Starlight Award.
- It's a service for all citizens
- Observation of the sky by means of state-of-the-art equipment suitable for all audiences, including the multimedia room and the star simulation model to virtually navigate space in two and three dimensions with 6K productions.
- To use the service it's essential to purchase the corresponding ticket.

## 3.6. Applicable regulations

The purchase conditions for users can be found at:

### **Ski and Mountain Resorts**

Online purchase conditions

<https://www.turismefgc.cat/en/conditions-online-shopping/>

Conditions for the sale and delivery of the season passes

<https://www.turismefgc.cat/condicions-venda-lliurament-forfets-de-tem-porada/>

Conditions for use of day and multi-day ski passes

<https://www.turismefgc.cat/en/ski-day-conditions-or-several-days/>

### **Tourist Trains**

#### **Vall de Núria Rack Railway**

Online purchase conditions

<https://www.turismefgc.cat/en/conditions-online-shopping/>

Terms and conditions of use

<https://www.turismefgc.cat/es/condiciones-turistren/>

#### **Tren del Ciment**

Online purchase conditions

<https://www.turismefgc.cat/en/conditions-online-shopping/>

Terms and conditions of use

<https://www.turismefgc.cat/es/condiciones-turistren/>

### **Montsec Astronomical Park**

Online purchase conditions

<https://www.turismefgc.cat/en/conditions-online-shopping/>

## 3. Our services



## 4. Our quality commitments

The commitments specified on this list can be required by citizens, as long as the services can be provided under normal conditions, in other words, the services are not disrupted for fortuitous reasons or a force majeure affecting their provision. The fulfilment of the commitments is measured in terms of compliance with the corresponding indicators, as outlined in section 7.1. of this list of services.

### Service 2 FGC Turisme Mountain Resorts

**Commitment 1: To keep the appropriate number of ski lifts operational at each of the mountain resorts, taking into account the weather conditions and the state of the skiable surface.**

The number of ski lifts at each of the mountain resorts that are available each day is adequate in normal operating circumstances (e.g. the weather conditions or the state of the skiable surface). The commitment refers to the quality and reliability of the service. The fulfilment of this commitment is measured in terms of the corresponding indicator.

- Service provision channel: in-person

### Service 3 Montsec Astronomical Park

**Commitment 2: To provide professionals qualified in astronomy for the guided tours**

The guided tours are conducted by people with degrees in astronomy. The commitment refers to the quality of the technical competence. The fulfilment of the commitment is measured by having at least one person with a degree in astronomy on each guided tour.

- Service provision channel: in-person

**Commitment 3: To maintain the activity programmes in continuous and proper operation.**

The activities and their scheduled dates and times are carried out correctly, continuously and without any incidents. The commitment refers to the quality and reliability of the service.

The fulfilment of the commitment is measured by the percentage of activities carried out, which must be equal to or greater than 98% of the total number of activities scheduled.

- Service provision channel: in-person

## All the services

**Commitment 4: To guarantee that the facilities are comfortable, safe, accessible and suitable for users.**

The facilities of the Tourist Trains, Mountain Resorts and Montsec Astronomical Park are comfortable, safe, accessible and suitable. The commitment refers to the quality of the accessibility and the tangible physical elements.

The fulfilment of the commitment is measured by the average ratings awarded in the satisfaction surveys of each of the services, which must be equal to or greater than 4, with a minimum 3.5 performance threshold.

- Service provision channel: in-person

**Commitment 5: To provide a personalised in-person service**

The in-person service is provided in a personalised manner, taking into account each user's needs.

The commitment refers to the quality of the kindness, courtesy and technical competence of the personnel providing the in-person service.

The fulfilment of the commitment is measured by the average ratings awarded in the satisfaction surveys in the "customer service" item, which must be equal to or greater than 4.5, with a minimum 4 performance threshold.

- Service provision channel: in-person

## 4. Our quality commitments



## 4. Our quality commitments

### **Commitment 6: To provide a service for purchasing fares and tickets on the FGC Turisme website that is suited to users' needs and expectations.**

The service for purchasing fares and tickets for the Astronomical Park and the mountain resorts is available on the FGC Turisme website. This commitment refers to the quality, reliability and accessibility of the service.

The fulfilment of the commitment is measured by the average ratings awarded in the satisfaction surveys in the “bookings and online purchases” item, which must be equal to or greater than 4.5, with a minimum 4 performance threshold.

- Service provision channel: online

### **Commitment 7: To reduce direct emissions of CO<sub>2</sub>**

To reduce the environmental impact with measures such as decarbonisation (reduction of direct CO<sub>2</sub> emissions), use of renewable energies (more efficient equipment running on renewable energies) and waste recovery (“zero waste” horizon). The commitment refers to quality in relation to the sustainability.

The fulfilment of the commitment is measured in terms of the different indicators related to energy savings, the renewable energies used and the waste recovered, together with the following objectives:

- NET ZERO (2050 horizon)
- more than 80% kWh of renewable energy
- more than 50% tonnes of recovered waste

## 5.1. Specific rights of users of the services on the list

Users of FGC Turisme's services, as users of tourist services, enjoy the rights set forth in [Law 13/2002, of 21 June, on tourism in Catalonia](#).

Similarly, users of the tourist train service are generally recognised as having the rights set forth in [Law 4/2006, of 31 March, on railways](#).

Users of the ski lifts for access to the mountain resorts enjoy the rights and obligations set forth in [Law 12/2002, of 14 June, on cable transport](#).

Specifically, as recipients of the services included on the list of services, they have the following rights:

### **Service 1: Tourist Trains**

#### **Vall de Núria Rack Railway**

Online purchase conditions

<https://www.turismefgc.cat/en/conditions-online-shopping/>

Terms and conditions of use

<https://www.turismefgc.cat/es/condiciones-turistren/>

#### **Cement Train**

Online purchase conditions

<https://www.turismefgc.cat/en/conditions-online-shopping/>

Terms and conditions of use

<https://www.turismefgc.cat/es/condiciones-turistren/>

## 5. Rights and duties



## 5. Rights and duties

### Service 2: Ski and Mountain Resorts

Online purchase conditions

<https://www.turismefgc.cat/en/conditions-online-shopping/>

Conditions for the sale and delivery of the season passes

<https://www.turismefgc.cat/condicions-venda-lliurament-forfets-de-tem-porada/>

Conditions for use of day and multi-day ski passes

<https://www.turismefgc.cat/en/ski-day-conditions-or-several-days/>

### Service 3: Montsec Astronomical Park

Online purchase conditions

<https://www.turismefgc.cat/condicions-compra-online/>

## 5.2. Compensation and reparation measures

In the event of any breach of the commitments included on the list, users can access the following compensation and reparation measures:

- The appropriate apology shall be sent.
- Explanations of the circumstances giving rise to the breach shall be given, indicating the corrective measures to be carried out to prevent its repetition.
- Alternatives shall be offered, if possible.
- On no account shall recognition of a breach of the commitments necessarily result in the processing of a damage claim procedure.

## 5.3. Duties of users of the services on the list

Users of FGC Turisme's services, as users of tourist services, must abide by the duties recognised in [Law 13/2002, of 21 June, on tourism in Catalonia](#).



Users of the tourist train service must comply with the duties recognised in [Law 4/2006, of 31 March, on railways](#).

Users of the ski lifts for access to the mountain resorts have the rights and obligations recognised in the [Law 12/2002, of 14 June, on cable transport](#).

Moreover, users of the services provided by FGC Turisme must:

- Respect the personnel who provide the service
- Respect other users.
- Respect the order and service criteria that are established
- Respect the service's opening times
- Respect the rules on use of the activity indicated on the websites and in physical format at each facility
- Have the accreditation document (ticket, ski pass, etc.) for the provision of the service
- Care for the mountains by:
  - Leaving the area as clean as they find it
  - Protecting the habitat of the animals and plants that live there
  - Separating and recycling the rubbish as they do at home
  - Using reusable cups and bottles

These obligations, as well as the information on the conditions established for each service, can be viewed at:

**Service 1 Tourist Trains:** <https://www.turismefgc.cat/condicions-turistren/>

**Service 2 Mountain Resorts:** <https://www.turismefgc.cat/condicions-venda-lliurament-forfets-de-temporada/>

**Service 3: Montsec Astronomical Park:** <https://www.turismefgc.cat/en/ticket-purchase-process-parc-astronomic-montsec/>

## 5. Rights and duties



## 5. Rights and duties

### 5.4. General rights of citizens vis-à-vis the public administration

Users can view the rights and duties provided for in the current regulations for the different relationships between citizens and the public administration at the following link:

<https://web.gencat.cat/en/seu-electronica/sobre-la-seu/que-es-la-seu-electronica/drets-i-obligacions-de-la-ciutadania-quan-es-relacio-na-amb-ladministracio-de-la-generalitat-de-catalunya-per-mitjans-electronics/index.html>

Generally speaking, the Government of Catalonia enables different channels for users to send their queries and request information on the existence and characteristics of the services provided, which are available at: <https://web.gencat.cat/en/contacte/index.html>

They can also find guidance and information on the services at: <https://www.turismefgc.cat/en/>

If they deem it necessary to do so, they can submit a complaint or suggestion using the electronic form to be found at: <https://www.turismefgc.cat/en/communications/contact/?web=1>

They can also use the form in paper format available at any office or <https://www.turismefgc.cat/en/communications/contact/?web=1>, where they can print it out. They can submit the form in paper format at any of the information points mentioned above.

Users who wish to submit a complaint or suggestion may do so:

- Remotely, via the contact mailbox form <https://www.turismefgc.cat/en/communications/contact/?web=1>
- In person, at the address that appears [here](#).
- By post, addressed to the head offices of:  
Carrer dels Vergós, 44  
08017 Barcelona

The queries, complaints and suggestions shall be resolved by the heads of each operation who are responsible for dealing with complaints and suggestions in their area.

## 6. Queries, complaints and suggestions

## 7. Monitoring and evaluation of the list

### 7.1. Indicators and evaluation instruments

The commitments on this list of services are monitored and evaluated by means of the indicators listed below.

In the event of any non-compliance with the commitments, several cases in which compensation or reparation measures may be applied have been envisaged. These can be viewed in section “5. Rights and duties”.

<b>Commitment 1</b>	To keep the appropriate number of ski lifts operational at each of the mountain resorts, taking into account the weather conditions and the state of the skiable surface.
<b>Name of indicator:</b>	Percentage of daily availability of the ski lifts
<b>Description:</b>	This measures the ratio between the number of lifts in operation with respect to the total number of lifts that should be operating each day at the stations, excluding those that are not expected to enter service throughout the season and those affected by unforeseen circumstances.
<b>Service to which it is linked:</b>	Service 2: FGC Turisme Mountain Resorts
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	ski lifts in operation
<b>Quality objective:</b>	Equal to or greater than 93.5% of journeys
<b>Compliance threshold:</b>	93.5% of journeys
<b>Source of information:</b>	Data taken from the ATEN operation management tool at the mountain resorts
<b>Frequency:</b>	Annual
<b>Evaluation instrument:</b>	Extraction of the data from the operational logs of each of the stations

<b>Commitment 2</b>	To provide professionals qualified in astronomy for the guided tours
<b>Name of indicator:</b>	Number of astronomers who act as guides for each guided tour
<b>Description:</b>	Number of astronomer/s per guided tour
<b>Service to which it is linked:</b>	Service 3: Montsec Astronomical Park
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Tally
<b>Unit of measurement:</b>	People
<b>Quality objective:</b>	1 person
<b>Compliance threshold:</b>	1 person
<b>Source of information:</b>	Personnel CVs
<b>Frequency:</b>	In accordance with needs
<b>Evaluation instrument:</b>	Personnel selection

## 7. Monitoring and evaluation of the list



## 7. Monitoring and evaluation of the list

<b>Commitment 3</b>	To maintain the activity programmes in continuous and proper operation.
<b>Name of indicator:</b>	Percentage of activities carried out compared to those scheduled
<b>Description:</b>	Percentage of activities carried out compared to those scheduled
<b>Service to which it is linked:</b>	Service 3: Montsec Astronomical Park
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	Percentage
<b>Quality objective:</b>	Equal to or greater than 98% of activities
<b>Compliance threshold:</b>	95% of activities
<b>Source of information:</b>	<i>Euromus Museum Management software</i>
<b>Frequency:</b>	Daily
<b>Evaluation instrument:</b>	Digitally, via mobile phone

<b>Commitment 4</b>	To guarantee that the facilities are comfortable, safe, accessible and suitable for users
<b>Name of indicator:</b>	Quality of the tangible physical elements (appearance and organisation of the facilities)
<b>Description:</b>	<p>This is measured by the average ratings awarded in the satisfaction surveys for each of the services.</p> <p>On a scale from 1 to 5, on which 1 is “highly dissatisfied” and 5 is “highly satisfied”.</p>
<b>Service to which it is linked:</b>	All
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Average
<b>Unit of measurement:</b>	Qualification
<b>Quality objective:</b>	A rating equal to or greater than 4.0
<b>Compliance threshold:</b>	3.5 rating
<b>Source of information:</b>	Satisfaction surveys
<b>Frequency:</b>	Two reviews per year
<b>Evaluation instrument:</b>	Tabulation of data by season using the established software

## 7. Monitoring and evaluation of the list



## 7. Monitoring and evaluation of the list

<b>Commitment 5</b>	To provide a personalised in-person care
<b>Name of indicator:</b>	Quality of the care
<b>Description:</b>	<p>This measures the rating of the quality of the care received in the service.</p> <p>On a scale from 1 to 5, on which 1 is “highly dissatisfied” and 5 is “highly satisfied”.</p>
<b>Service to which it is linked:</b>	All
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Average
<b>Unit of measurement:</b>	Qualification
<b>Quality objective:</b>	A rating equal to or greater than 4.5
<b>Compliance threshold:</b>	4.0 rating
<b>Source of information:</b>	Satisfaction surveys
<b>Frequency:</b>	Two reviews per year
<b>Evaluation instrument:</b>	Tabulation of data by season using the established software



<b>Commitment 6</b>	To provide a service for purchasing fares and tickets on the FGC Turisme website that is suited to users' needs and expectations.
<b>Name of indicator:</b>	Average rating of users replying to the question about satisfaction with online ticket purchases in the satisfaction surveys.
<b>Description:</b>	<p>This measures the average rating in the surveys on satisfaction with FGC Turisme's services, on a scale from 1 to 5, on which 1 is "highly dissatisfied" and 5 is "highly satisfied", in the following items:</p> <ul style="list-style-type: none"> <li>- Online ticket purchases (Astronomical Park)</li> <li>- Online ticket purchases (Tourist Trains)-</li> <li>Online purchases and topping-up of tickets/ski passes on the website (Summer and Winter Mountain Resorts)</li> </ul>
<b>Service to which it is linked:</b>	All
<b>Provision channel (if applicable):</b>	Online
<b>Calculation method:</b>	Average
<b>Unit of measurement:</b>	Qualification
<b>Quality objective:</b>	A rating equal to or greater than 4.5
<b>Compliance threshold:</b>	4.0 rating
<b>Source of information:</b>	Satisfaction surveys
<b>Frequency:</b>	Two reviews per year
<b>Evaluation instrument:</b>	Tabulation of data by season using the established software

## 7. Monitoring and evaluation of the list



## 7. Monitoring and evaluation of the list

<b>Commitment 7</b>	To reduce direct emissions of CO <sub>2</sub>
<b>Name of indicator 1:</b>	Direct greenhouse gas (GHG) emissions resulting from FGC's activity
<b>Description:</b>	Calculation of the carbon footprint based on the tons of greenhouse gases (GHG) saved with the incorporation of new equipment. The energy consumed by the replaced equipment is calculated in kWh and converted into tonnes of CO <sub>2</sub> saved, according to the data published by the Climate Change Office
<b>Service to which it is linked:</b>	All
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	tCO <sub>2</sub> eq
<b>Quality objective:</b>	NET ZERO (horizon 2050)
<b>Compliance threshold:</b>	tCO <sub>2</sub> eq lower than the previous measurement
<b>Source of information:</b>	Study of the CO <sub>2</sub> footprint and internal monitoring
<b>Frequency:</b>	Annual
<b>Evaluation instrument:</b>	Analysis by means of a verified study generated by external consultancy

<b>Commitment 8</b>	To reduce direct emissions of CO <sub>2</sub>
<b>Name of indicator 2:</b>	KWh of renewable energy supplied with the incorporation of new equipment
<b>Description:</b>	Proportion of kWh of renewable energy used with respect to the total amount of energy consumed. The different energy supplies are converted into kWh in order to make the comparison
<b>Service to which it is linked:</b>	All
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	KWh of renewable energy
<b>Quality objective:</b>	Equal to or greater than 80% kWh of renewable energy
<b>Compliance threshold:</b>	60% kWh of renewable energy
<b>Source of information:</b>	FGC Turisme consumption indicator platform
<b>Frequency:</b>	Annual
<b>Evaluation instrument:</b>	Annual summary and evaluation by means of annual management review reports

## 7. Monitoring and evaluation of the list

## 7. Monitoring and evaluation of the list

<b>Commitment 9</b>	To reduce direct emissions of CO <sub>2</sub>
<b>Name of indicator 3:</b>	Tonnes of waste generated that can be recovered
<b>Description:</b>	Proportion of tonnes of regenerated waste that is recoverable with respect to non-recoverable waste (destined for landfill or incineration), based on the annual waste declarations to the Catalan Waste Agency
<b>Service to which it is linked:</b>	All
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	Tonnes of waste recovered
<b>Quality objective:</b>	Equal to or greater than 50% of tonnes
<b>Compliance threshold:</b>	45% of tonnes
<b>Source of information:</b>	Annual waste declaration
<b>Frequency:</b>	Annual
<b>Evaluation instrument:</b>	Annual summary and evaluation by means of annual management review reports

## 7.2. Evaluation of the list and degree of fulfilment of the commitments

We have a Multi-Site Environmental Management System in accordance with the ISO 14001 Standard and another on Quality in accordance with the UNE 188001 Standard on mountain resorts.

These two multi-site systems allow for FGC Turisme's integrated management of all its locations with similar activities, facilitate their management and include the specific requirements and criteria at each site indicated in the regulations in the area of the environment, in the case of ISO 14001, and those in the area of quality, in the case of the UNE for mountain resorts.

Annual third-party audits are conducted upon the basis of a sampling process in accordance with the certified websites, which concludes with certificate renewals at the end of each three-year cycle.

## 7.3. Help us to improve

We provide users with different channels to enable them to cooperate and participate:

**Satisfaction survey. Average satisfaction with the service received.**

**Tourist Trains**

<https://survey.reviewpro.com/feedback/survey/YPE0Tk5z9wwHJ0nJ>

**Summer Mountain Resorts**

<https://survey.reviewpro.com/feedback/survey/YO2UJlph5XHPE6O1>

**Winter Mountain Resorts**

<https://survey.reviewpro.com/feedback/survey/X-IDgMFK31G7JTk2>

**Montsec Astronomical Park**

[https://survey.reviewpro.com/feedback/survey/ZLlaKVT5GREINd\\_g](https://survey.reviewpro.com/feedback/survey/ZLlaKVT5GREINd_g)

## 7. Monitoring and evaluation of the list



## 7. Monitoring and evaluation of the list

- Queries, information and suggestions form  
<https://www.turismefgc.cat/en/communications/contact/?web=1>
- Participatory budgets  
<https://participa.gencat.cat/processes/pressupostosparticipatiusFG-C2025?locale=en>
- Social media  
[X Corporatiu](#), [X La Molina](#), [X Vall de Núria](#), [X Port Ainé](#), [X Vallter](#), [X Boí Taüll](#), [Turistren](#), [Parc Astronòmic del Montsec](#).

The results of the surveys and interviews shall be analysed and all the improvement proposals shall be assessed in keeping with the available resources. The results of the surveys and interviews and other methods of collecting opinions shall be published on the website.





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