

## FREQUENTLY ASKED QUESTIONS

- What are the ticket office hours?**  
The ticket office open half hour before the cable car first run and close half hour before the cable car last run (click [here](#) to check the cable car time table).
- Can I purchase tickets online?**  
Yes, you can purchase tickets online via the cablecars's [website](#).  
Purchasing online tickets you can go directly to the cablecar boarding area.
- Can I reserve a cable car seat in a specific time?**  
Yes, you can reserve a cable car ticket to go on a specific time. You can do it with a on line reservation before the midnight of the previous day, entering date and time.
- In case of booking for a specific hour, can I still use my ticket before or after the hour chosen?**  
Yes, you lose your seat on the cable car that you reserved. The ticket loses his seat reserved and works as normal ticket bought online without any reservation.
- Can I buy a family package, Spa package... online?**  
Currently it is only possible to buy online the family package. If you wish to buy another package you have to buy it directly from one of the facility onsite.
- If I can't print the PDF tickets purchased online, how can I do?**  
It's enough to have the PDF tickets in your smartphone without printing it.
- Can I make the trip from Pontal to Aiguille du Midi or from Pontal to Chamonix?**  
Yes, but Funivie Monte Bianco manage only the trip from Pontal to Punta Helbronner. For going from Punta Helbronner to Chamonix you have to get in touch and buy tickets from the french society.
- May I give a ticket as present? How can I do? Is it might be used from everyone else even if it has been bought by me?**  
You have to buy the ticket from our [website](#) or directly at the ticket office. Once you have bought it is allowed to give it to someone else due to the fact that tickets are not named ticket.
- Where can I pay the parking ticket?**  
The parking ticket might be paid at the automatic cash machines. The first one is located on the way between the bar and the ticket office and the second one next to the parking access and the information point.
- Are there parking spaces reserved for the disabled? How they work?**  
There are several parking places reserved for the disabled. Once you finished your tour you have to go to the ticket office with the parking ticket and the disabled pass.
- Where is the botanic garden?**  
The botanic garden is in Pavillon. Once you reached the station from Pontal, you'll find an exit on the right so you direct access to the botanic garden. The entrance is included in the return ticket for Punta Helbronner of Pavillon. The botanic garden is open from June to September. Dogs are not allowed.

- **Where is the playground?**

The playground Skyway for kids is in Pavillon next to the botanic garden. The entrance is included in the return ticket for Punta Helbronner of Pavillon. Dogs are not allowed.

- **How long does the cable car take to reach Punta Helbronner?**

About 20 minutes, through two consecutive cable cars.

- **What I have to do to reach the glacier?**

The col du Geant glacier is a high mountain area where there could be potential risks. therefore mountaineering knowledge and equipment are required. You have to pass through Punta Helbronner station and going to Rifugio Torino and from there you can go on the glacier.

- **The link between Punta Helbronner and Aiguille du Midi/Chamonix is always open?**

No, the link is open only in summer season. In addition to be open there must be good weather conditions.

- **During the winter season does exist some slopes?**

No, there are only some off-piste itineraries that require suitable preparation and equipment.

- **What should I wear??**

In Punta Helbronner temperature can drop below 0°, so we suggest to have a pair of long trousers, a jacket, a pair of sunglasses and a sun cream. In addition a pair of gloves, an hat etc. etc. must be evaluate depending on the sensitivity of each person.

- **Where is the restaurant?**

The restaurant is in Pavillon station. In addition, always in Pavillon there is a bar and in Punta Helbronner you find a Bistrot where you can eat.

- **Are there specific instructions for kids, elderly, pregnant women...?**

There aren't specific instructions, but we suggest you to ask for every doubt to your family doctor. In addition, it's a good idea to take a rest to Pavillon and keep going to Punta Helbronner when you're acclimatized.

- **Are there some special tickets for disabled people?**

We grant a 50% discount to all disabled people with a disability of more than 70%. The person helper will have 20% discount. To get the discount a certificate confirming the disability must be presented at the ticket office.

- **Can I take a dog? How much does it cost its ticket?**

Yes, you can take a dog with you in every place with the exception of the botanic garden where an employed will keep an eye on it. Are required muzzle and leash. The dog ticket price is 5 euros.

- **If I purchase a Punta Helbronner ticket can I stop to Pavillon and then take the cable car to Punta Helbronner?**

Yes, you can stop in Pavillon.

- **If I purchase a roundtrip ticket can I repeat a segment that I've already made?**

No, because a roundtrip ticket allowed to do every segment only once.

- **Are there architectural boundaries in the stations?**

No, the whole stations are accessible to disabled, with the exception of the botanic garden and the second terrace of Punta Helbronner.

- **Is it better to book during holidays period and period with lots of people?**

Yes, the tickets online purchase and reservation are suggested because they allow you to go directly to the cable car area without pass from the ticket office.

- **How can I get to the cable car departure?**

If you come from the highway you can take the first exit for Courmayeur and continue along the main road for 3 km. On the right you'll find our station. If you are on the Courmayeur center you can take the main road and you go straight for 3 km on north. On the right you'll find our station. If you come from Mont Blanc tunnel, follow the main road for 1 km and you'll find our station on the left. Our address is Strada Statale n.26 dir, n. 48 – Entrèves.

- **We're a group and we would like to request a quotation for tickets and/or for the lunch**

Soon will be implementing the possibility to buy tickets for groups online. If you wish to have a quotation for the lunch too, you can write to [info@montebianco.com](mailto:info@montebianco.com).

- **Who can access to the glacier? Are there suggested itineraries?**

From Rifugio Torino start itineraries of high mountain with crevasses on the glacier. Those itineraries require suitable preparation and equipment, without those they are dangerous.

- **Do you have some agreement with other structures?**

Yes, during the summer with the purchasing of every ticket we give one carnet with coupons usable in many different structures.

- **Can we use the cable car with a stroller?**

Yes, but we'll ask you to close it to occupy as little space as possible.