



Andorra.

My first time here.

Ski Grandvalira

Full day pass €52

Caldea Spa

Thermal experience €39

Vallnord Pal-Arinsal

Ski resort · 63 slopes

Naturlandia

Family adventure park

Ice Palace Canillo

Open daily · €8

Shopping Escaldes

Tax-free shopping

Romanesque Route

Medieval churches

Casa de la Vall

Historic parliament

Tristaina Lakes

Hiking · 2hr trail

Ordino Valley

Best Tourism Village

Where do you even start?

Snowshoeing

Guided tours €25

Gastronomic Tour

Local cuisine · 3 stops

Engolasters Lake

Nature walk · Easy

Tobotronc Alpine

5.3km toboggan!

Museu del Tabac

Tobacco museum

Canyoning Llorts

Adventure sports

Iron Route

Heritage trail

Meritxell Sanctuary

Patron saint shrine

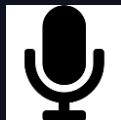
Pas de la Casa

Border town

Via Ferrata

Climbing · All levels

things to do in Andorra...



Meet Remy.

AI concierge for Visit Andorra



Connected

Guest calls hotel → asks about skiing → connected to resort conditions & booking



Multilingual

Visitor calls in French → AI responds in French → switches to Spanish seamlessly



Emergency

Crisis update → AI delivers real-time safety info → routes to local authorities

Built yesterday. Ready now.

SESSION 3

From Snow to Cloud

The Hyperconnected Mountains

Jessie Fischer

Founder & CEO, GuestOS · Yosemite Tourism Board

13th World Congress on Snow, Mountain and Wellness Tourism · Andorra · 26 March 2026

Hospitality in our DNA.

50 years welcoming guests near Yosemite.



Yosemite View Lodge - 1970s



Yosemite View Lodge - today

From 12 rooms to just under 1,000 accommodations.



The mountain does not wait.

2017 — Atlas Fire. Lost my family home.
2024 — French Fire. Lost another home.

I witnessed how communication systems failed.

When crisis hits, your front desk is onsite with guests.
The phones go unanswered.
People who need information get voicemail
— or nothing at all.





CBS NEWS



SACRAMENTO | News Weather Sports V  75°



ONLY ON CBS13



FIRST ALERT
ACTION DAY

FRUSTRATION AFTER THE FLAMES
MARIPOSA COUNTY

10:32 PM SONORA THU 110° FRI 107° SAT 103° SUN 98° MON 95° TUE 94°

Woman who lost property in French Fire aims to help others avoid same fate

Jessie Fischer's Airbnb rental off Highway 140 was one of those homes flattened by the fire on the Fourth of July.

8H AGO

The systems we depend on fail when we need them most.

We cannot prevent disasters.

But we can change how people survive them.

January 2025. Los Angeles.

37

sq mi burned

6,837

structures destroyed

82K+

evacuation orders

48 hrs

to deploy 3 hotlines

The Palisades and Eaton fires burned simultaneously across Los Angeles. Traditional hotlines went to voicemail or crashed under load.

In 48 hours, we deployed 3 AI-powered voice hotlines across Los Angeles with local partners.

No app. No internet required. Just a phone call.

Real people. Real impact.

1,000+

displaced residents reached



Displaced families seeking housing and resources



Elderly residents who can't navigate websites or apps



Animal rescue teams coordinating pet reunification



Non-English speakers in 10+ languages, same line

No app required. No smartphone needed. No internet on the caller's end.

The phone is the most inclusive technology we have.

Communication breaks at scale.

Remote areas make it harder for those in need to get help.



Crisis surge

Hundreds of callers at once.
One front desk.
No scalable answer.



Language barriers

Multilingual visitors in
remote locations with no
translation resources.



Connectivity gaps

Limited broadband,
seasonal surges, infrastructure
built for off-season.

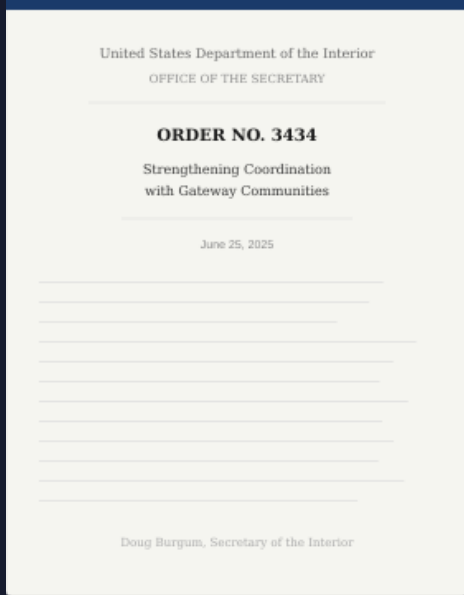
Whether it's Yosemite, the Pyrenees, or the Alps — the people who need information most are the ones least likely to get it.

The mountain destination ecosystem.

Six stakeholders. One visitor. Zero shared infrastructure.



A guest wants to ski. The resort has conditions. Public safety has a weather advisory. None of these systems talk to each other.



Secretarial Order 3434

U.S. Department of the Interior · June 2025

"Despite their central role, engagement with these communities has been inconsistent and often lacks a formal structure for input or participation."

Gateway communities are now key stakeholders.

Transparent, ongoing communication is mandated.

Every park gets a dedicated community coordinator.

Every mountain destination in this room faces the same coordination challenge.



What if the phone line became the lifeline?

AI voice infrastructure that answers every call, in any language, with real-time information — and connects people to the right resource.



Every language



Every call answered



No app required



Connected to the right resource



AI Voice Infrastructure

Guest calls the hotel.
AI answers in their language.
Connects to ski resort, trail info,
or emergency updates.

One number. Every answer.

How it works.

From phone call to real-time information in seconds.



Caller dials

Any phone. Any location.
No app needed.



AI voice responds

Answers in the caller's
language. 24/7.



Real-time info

Synced live. Updated by
staff in minutes.



Human transfer

Routes to the right person
when needed.



Tracks action items at scale

What 1–2 people do manually, the system handles across
thousands of callers.



10+ languages, same phone line

Caller speaks in their language. The system responds. No
separate number.

Beyond crisis. **The everyday.**

Mountain destinations need communication infrastructure that works 365 days a year, in every season, every language.



Crisis mode

Evacuation updates in real time

Multilingual emergency information

Surge capacity — no calls missed

Updated by staff in minutes



Concierge mode

Guest information 24/7

Local recommendations & bookings

Trail conditions, weather, events

Connected to local businesses

Same infrastructure. Same phone number. Two modes — always ready.

When you call, we answer.



Connect on LinkedIn

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