

TERMS AND CONDITIONS FOR THE SALE AND USE OF SKI LIFT TICKETS

► GENERAL

These terms and conditions of sale apply to all ski lift tickets providing access to the skiing areas of Les Arcs and Peisey-Vallandry (hereafter called The Skiing Area).

If one provision of these terms and conditions was to fail, it would be considered as being governed by practices in force in the ski lift sector and for companies with their registered office in France.

The acquisition of a ski lift ticket (**hereafter called the Ticket**) implies the understanding and acceptance of all these terms and conditions of sale and use, without prejudicing the standard avenues of redress.

Any **Ticket** issued shows the following printed information:

- its "validity domain"; it may only be used on the corresponding ski lift network.
- its "category" which must correspond to its holder.
- **Its number, called "Ski-pass number" or "WTP" number for on-line sales.**

ATTENTION:

-The holder of a Ticket is advised to make a note of this number, which is MANDATORY when reporting its loss or theft to the operator.

- Any **Ticket** purchased at a special price (children, senior citizens, etc.) or showing the holder's photograph is strictly personal and non-transferable.

► HOLDER'S PHOTOGRAPH

Any **Ticket** in the "Season" and "Seniors 72 and above" categories valid for more than three days is issued with a recent identity photo, full face without sunglasses and headgear, of its holder. The future **Ticket** holder is obliged to provide the operator with this item and will make known to the operator what he wishes done with it (see below CNIL (National Data Protection Authority)).

► TICKET VALIDITY

A **Ticket** gives its holder the right to circulate freely on the ski lifts in the skiing area for which it has been issued and during its period of validity, without any sort of priority. The **Ticket** validity sectors are specified on the winter season slopes plan in question and during ski lift opening hours as displayed at the operator ticket offices, subject to weather conditions and snow coverage.

The holder should keep his **Ticket** throughout the journey on each ski lift, from its departure point to its arrival point, in order to present it to any agent authorised by the operator who has the right to ask him for it.

► FRAUD - ABSENCE OR NON-CONFORMITY OF TICKET - COMPLIANCE WITH POLICE REGULATIONS

Any person using a ski lift providing access to the skiing area concerned by these terms and conditions who has no **Ticket**, or whose **Ticket** is irregular, will be liable to prosecution and compensation as set out below. The same will apply should the holder of a **Ticket** fail to comply with the police regulations displayed at ski lift departure points.

The operator's authorised agents will note these breaches which, depending on circumstances, will give rise to:

- payment of a lump sum compensation putting an end to public prosecution. This lump sum compensation is equal to FIVE times the value of a public price, One-day **Ticket** offered by the operator of the ski lifts in question (Art. 80-4, para. 5 of Decree no. 730 of 22 March 1942 and Law no. 85-1407 of 30 December 1985).
- Legal prosecution

In addition to the lump sum compensation or prosecution stated above, the operator's authorised agents will immediately withdraw any named or personalised **Ticket** (name, photo, specific price reduction, etc.) that does not correspond to its user with a view to returning it to the authorised holder.

► TICKET PRICES

All public selling prices for **Tickets** are displayed at the operator's points of sale. They also figure in the leaflets on the resorts in question. The prices are given in euros and include VAT.
In all circumstances, the age of the holder will be determined as his age on the day the **Ticket** being issued becomes valid.

► PAYMENT METHODS

All **Tickets** are issued against payment of the corresponding price. Payment may be made by cheque drawn on a French bank account made out to the operator, in cash (euros), using a credit card accepted by the operator or by holiday vouchers issued by the National Agency for Holiday Vouchers (ANCV).

► TICKET LOSS OR THEFT

Should the **Ticket** be lost or stolen for longer than ONE DAY, the holder should submit a claim to the operator's ticket offices on the special form provided, setting out the required information - ski pass or WTP number, date of acquisition, payment method and validity period.

Subject to usage checks, a duplicate ticket will be handed to the holder at the ticket office that issued the original **Ticket** on the day after the statement of loss or theft.

Note: Any **Ticket** declared lost or stolen to the operator by its holder will be deactivated by the operator and will no longer provide access to the skiing area.

However, no duplicate will be issued for a declared lost or stolen **Ticket** of less than or equal to One Day or Non-consecutive Days. The same will apply to other **Tickets** where the holder is unable to produce the information required to issue a duplicate.

► REIMBURSEMENT

Any **Ticket** issued which has not been used or only partially used will not be reimbursed nor exchanged regardless of the reason - the holder's illness, accident or any other personal reason - and regardless of the validity period of the said **Ticket**.

Ticket holders should be aware that several specialised insurance companies offer policies covering this risk. Any information on this subject should be requested at the operator's ticket offices.

► INTERRUPTION IN SKI LIFT OPERATION

A total stoppage of more than half a day of over 50% of the ski lifts in the skiing area (calculated from ski lift power coefficients) is the only circumstance giving rise to compensation for the loss suffered by a **Ticket** holder upon presentation of the said **Ticket** and the completion of a compensation request form issued by the operator's ticket offices.

Only those **Tickets** acquired and paid directly by their holder to the operator's ticket offices are eligible for compensation.

This compensation may take the following formats, as selected by the **Ticket** holder:

- A** immediate extension of the validity period of his **Ticket**.
- B** a credit note in day(s) for the **Ticket**. to be used before the end of the winter season following the current seasons (n+2). In this case the **Ticket** issued must be personalised and show clearly the name of the holder.
- C** Pricing compensation fixed by the operator

For compensation conditions B and C above to be granted, supporting documents attached to the request for compensation must be deposited at the operator's tickets offices by the **Ticket** holder within one month of the ski lift interruption.

► COMPLIANCE WITH SAFETY RULES

All **Ticket** holders are required to comply with safety rules pertaining to transport by ski lift, especially police regulations displayed at ski lift departure points, the pictograms illustrating them and any instructions given by the operator's staff, on pain of penalty. The same applies to compliance with the municipal order on the safety of the ski slopes and the

holder is advised to take account of the "10 Rules of Conduct for Slope Users" published by the International Ski Federation (ISF).

► INTELLECTUAL PROPERTY

Brands, models and graphics shown on the various **Tickets**, posters and prices are registered and all reproduction is strictly forbidden.

► PERSONAL DATA PROTECTION

All information requested by the operator to issue a **Ticket** is mandatory. Failure to provide an item of mandatory information may result in non-issuance of the **Ticket**.

In accordance with the French Data Protection Act, a **Ticket** holder (or his legal representative) has the right to access or rectify his data held by the operator in question at the following address:

- S.M.A. – Ticketing Department – Chalet des Villards – Arc 1800 – 73700 BOURG SAINT MAURICE
- STAG – Ticketing Department – Les Soldanelles – Vallandry T9 – 73210 PEISEY NANCROIX.

Processing managers: SMA or STAG.

Processing purposes: ticketing system and access control.