

TERMS AND CONDITIONS OF SALE

The present terms and conditions of sale (hereinafter referred to as the "Terms and Conditions of Sale") define the relationship between the Société des Téléphériques de la Grande Motte (hereinafter referred to as "STGM"), which operates the ski lifts of the Tignes ski area, and any consumer (hereinafter referred to as the "Client") who:

- Purchases a ski pass from the STGM (hereinafter referred to as the "Ski Pass"), allowing for the use of one or several ski lifts operated by the STGM, or
- Orders an activity (hereinafter referred to as the "Activity") sold by the STGM, or
- Subscribes to insurance (hereinafter referred to as the "Insurance") proposed by the STGM and associated with a Ski Pass.

By purchasing a Ski Pass, ordering an Activity or subscribing to Insurance, the Client accepts without reservation these Terms and Conditions of Sale.

ARTICLE 1. INFORMATION REGARDING THE STGM

The STGM is a public limited company under French law with a capital of €3,240,000.00, registered with the Chambéry Trade and Companies Register under the number 076 920 024, and whose intra-community VAT number is FR 91 076 920 024.

The contact details of the STGM are as follows:

- Registered office address: 665 avenue de Grande Motte, Le Val Claret, 73320 Tignes, France
- Telephone number: +33 (0)4 79 06 60 00
- E-mail address: stgm@compagniedesalpes.fr.

The STGM is insured by Allianz IARD (1 cours Michelet, CS 30051, 92076 Paris La Défense Cedex, France).

The STGM is registered as an insurance intermediary under the Orias number 17007382.

ARTICLE 2. SKI PASSES, ACTIVITIES AND INSURANCE

The list of the Ski Passes, Activities and Insurance, along with their characteristics and acquisition conditions are available at the points of sale of the STGM (hereinafter referred to as the "Points of Sale"), in the vicinity or on the kiosks operated by the STGM (hereinafter referred to as the "Kiosks"), on the website at <https://www.skipass-tignes.com/> (hereinafter referred to as the "Website"). The characteristics of the Insurance can also be found on the company's website at <https://www.carreneige.com>.

The Ski Passes, the Activities and the Insurance are only valid for all or part of the season for which they were ordered. The "opening" period, the "avant-première" period and the winter period are considered to constitute a single season. The dates of each period are indicated on the STGM price lists.

Unless otherwise stated, the Ski Passes with a validity period of longer than one day are valid for consecutive days.

The Activities can only be ordered for a specific date. If participation in an Activity requires access to a ski lift operated by the STGM, the Client must ensure that he is in possession of a Ski Pass allowing for his access and, if necessary, must purchase this Ski Pass in addition to the payment of the price of the Activity.

The Insurance is only offered as a supplement to the Ski Passes, except for "Pedestrian" passes. The Client may subscribe to Insurance at the same time as purchasing a Ski Pass or at any other moment during the period of validity of the Ski Pass. If the Ski Pass has already been bought, the Client must go to a Point of Sale to subscribe to the Insurance. It is therefore not possible to subscribe to Insurance on the Website or a Kiosk after purchasing the Ski Pass. Furthermore, the insurance coverage shall only take effect from the date of subscription and will not be applied retroactively.

ARTICLE 3. SALES LOCATIONS

The Ski Passes can be purchased at the Points of Sale and, for selected passes, on the Website and on the Kiosks.

The activities can be ordered at the Points of Sale or on the Kiosks. The "sledge" Activity can only be ordered at a Point of Sale and on the Kiosk located next to the cabin of the "sledge" Activity. If an access ticket for the "terrace" activity is purchased from one of the Kiosks located near the Grande Motte Point of Sale, this access ticket must be purchased in combination with a Ski Pass; it cannot be purchased as a stand-alone ticket.

The insurance can be subscribed to at the Points of Sale, on the Website and on the Kiosks.

Certain offers may be presented exclusively at the Points of Sale, on the Website or on the Kiosks.

ARTICLE 4. ORDERS

The Client may not purchase more than seven Ski Passes per order on the Website or on a Kiosk.

When placing an order on the Website, the Client:

1. Selects the Ski Pass(es) and, if applicable, any Insurance he wishes to order.
2. Verifies his order, modifies it if necessary, then validates it.
3. Creates a personal account if he does not already have one.
4. Enters his login details to access his personal account.
5. Provides the required information for the personalisation of the Ski Passes.
6. Chooses the method of issuance of the Ski Passes.
7. Accepts the Terms and Conditions of Sale and the terms and conditions of use of the Ski Passes.
8. Pays for his order.

Once the order has been paid for, the Client will receive an e-mail message confirming his order.

ARTICLE 5. PHOTOGRAPH

If the Client purchases a Ski Pass valid for every day of the season or obtains a free Ski Pass for a period of at least two days, the Client must provide a photograph of the user of the Ski Pass. The photograph must be a recent identity photograph, taken from the front, without tinted glasses or head covering.

ARTICLE 6. PRICES

The prices of the Ski Passes, the Activities and the Insurance are available at the Points of Sale, on the Website and on the Kiosks.

The prices are expressed in euros and are inclusive of all taxes. They may be modified during the season in the event of a variation in these taxes.

Unless otherwise stated, the price of an Activity does not include the price of the necessary Ski Pass, where applicable, to participate in this Activity.

The price reductions are applied based on the public price list. They cannot be combined with any other price reduction.

If the Client wishes to benefit from a reduced rate or a free pass or ticket, when purchasing the Ski Pass or ordering the Activity at the Points of Sale, he must present an original document certifying that the user of the Ski Pass or the person registered for the Activity meets the requirements to benefit from this reduced rate or free pass or ticket on the date the Ski Pass comes into force or at the beginning of the Activity. The user or registered person must be able to present this document at all times during the period of validity of the Ski Pass or during the Activity, regardless of whether the Ski Pass was purchased or the Activity was paid for at a Point of Sale, on the Website or on a Kiosk.

No price reduction or free pass or ticket shall be granted after the purchase of a Ski Pass or the payment of the price of an Activity.

Unless otherwise stated, the price of the Activities includes the use of the equipment necessary to participate in these Activities.

ARTICLE 7. PAYMENT

7.1. Currency

The payment of Ski Passes, the Activities and the Insurance must be made in euros. Any bank fees and foreign exchange charges shall be payable by the Client.

As an exception, at the Points of Sale and on the Website, the Client may pay in a currency other than euros by using the DCC (Dynamic Currency Conversion) system.

7.2. Methods of payment

The methods of payment accepted are:

- At the Points of Sale: bank cards (French Carte Bleue, Visa, Mastercard, American Express), cash within the legal limits, printed ANCV holiday vouchers, cheques drawn on a bank account opened in France and made payable to the STGM.
- On the Website: bank cards (French Carte Bleue, Visa, Mastercard, American Express), digital ANCV holiday vouchers (Connect holiday vouchers).
- On the Kiosks: bank cards (French Carte Bleue, Visa, Mastercard).

"Contactless" payment is possible at the Points of Sale and on the Kiosks.

If the Client pays by cheque, he must present an original valid identification document in his name. The STGM reserves the right to refuse the Client's payment by cheque after consulting the FNCI (Fichier National des Chèques Irréguliers - National Irregular Cheque Register) by means of the Vérifiance system.

Payment using several means of payment is only possible for purchases made at the Points of Sale or on the Website.

7.3. Payment in several instalments

All orders are payable in full as soon as the order is placed.

The Client may, however, pay for his order with the help of a credit, in three or four instalments, at no additional cost, if the following conditions are met:

- The total amount of his order is equal to or greater than €250 including all taxes.
- The total amount of his order is less than or equal to €5,000 including all taxes.
- He places his order on the Website.
- He pays for the full amount of his order using a bank card valid until the last debit date of the payment of his order and the card is issued by a banking institution established in one of the following European Union countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, Netherlands, Portugal.
- He has a mobile phone number from one of the countries listed above.

If the Client chooses to pay in three instalments, he is debited one third of the price of the order at the time of this order. The second payment of one third of the price is debited one month later using the bank card number provided by the Client at the time of his order. The remaining balance is debited one month after the second payment from this same bank card.

If the Client chooses to pay in four instalments, he is debited one quarter of the price of the order at the time of this order. The second payment of a quarter of the price is debited one month later using the bank card number provided by the Client at the time of his order. The third payment of a quarter of the price is debited one month after the second debit from the same bank card. The remaining balance is debited one month after the third payment from the same bank card.

To benefit from the payment in several instalments, the Client must choose the corresponding option during the ordering process and accept the general terms and conditions of the provision of services of the company Alma. The payment is carried out via the secure Alma platform.

The Client is responsible for ensuring that the amount of each scheduled debit is lower than the maximum amount authorised by his banking institution.

The Client may revoke the payment option provided for in this article under the conditions stipulated in [Article 13](#). In this case, he must pay for his order in full.

If an order is cancelled in compliance with the Terms and Conditions of Sale, use of the payment option provided for in the present article will be cancelled and the amount paid by the Client will be refunded.

The company Alma reserves the right to refuse to grant the Client the payment option provided for in the present article. In this case, the Client must pay for his order in full.

ARTICLE 8. PROOF OF SALE

A proof of sale (hereinafter referred to as the "Proof of Sale") is sent to the Client by e-mail when purchasing one or several Ski Pass(es) or upon paying the price for one Activity or several Activities. In case of a purchase on the Website, the Proof of Sale is the e-mail of confirmation of the order. In the event of a purchase at a Point of Sale, the Client can refuse to have the Proof of Sale sent by e-mail. In this case, a printed Proof of Sale will be given to him.

This Proof of Sale will be necessary for the Client in the event of an inspection, in order to make a request for compensation or replacement, for example. The Client is therefore asked to retain this Proof of Sale throughout the entire period of validity of the corresponding Ski Pass or Activity, or, if a claim for compensation is addressed to the STGM, the Client must retain the Proof of Sale until the end of the processing of his request.

ARTICLE 9. ISSUING SKI PASSES

Each Ski Pass is issued in the form of a smart card.

This card is provided free of charge upon the purchase of a Ski Pass.

If the Client has purchased a Ski Pass or a ticket to access the Activity at a Point of Sale, the card is issued immediately at the Point of Sale.

For a Ski Pass purchased on the Website (except in the case of recharging as stipulated in [Article 10](#)):

- If the Ski Pass is valid for part of the summer, the Client must pick up the card at a Kiosk. To do so, he must bring the QR code he received when placing the order.
- If the Ski Pass is valid for all or part of the “opening” period, the “avant-première” period or the winter period, the Client may:
 - o Pick up the card at a Point of Sale at least seventy-two hours after the confirmation of his order if the Ski Pass is valid every day of the season. To do so, he must bring the confirmation of his order and an identification document, or
 - o Pick up the card at a Kiosk if the Ski Pass is valid for part of the season. To do so, he must provide the QR code he received when placing the order.

If the Client has purchased a Ski Pass on a Kiosk, the card will be issued to him immediately by this Kiosk.

ARTICLE 10. RECHARGING SKI PASSES

The smart card on which a Ski Pass is encoded can be recharged once or several times. A new Ski Pass can thus be encoded on this card.

Recharging can be carried out at the Points of Sale, on the Website or on the Kiosks.

ARTICLE 11. MODIFICATION OR CANCELLATION OF AN ORDER

The Client may obtain the modification or cancellation of an order free of charge if the following conditions are met:

- The order was placed on the Website.
- In the event of a request for modification, the modification relates exclusively to a change in the date of validity of the Ski Pass purchased, or a modification of the card on which the Ski Pass is encoded. The change of validity date must not lead to a modification of the duration of validity of the Ski Pass, or to the deferment of the validity of the Ski Pass to another season other than that for which the initial Ski Pass was purchased.
- The request for modification or cancellation is received by the STGM, at the latest, the day before the first day of the validity of the Ski Pass.
- The Ski Pass has not been used, even partially, including after sending the request for modification or cancellation.

For a modification, the Client must send his request by e-mail to the following address: vad.tignes@compagniedesalpes.fr. In his e-mail, the Client must mention the reference number of his order, which was indicated in the message of confirmation of his order he received by e-mail.

For a cancellation, the Client must make the request via his personal account on the Website, provided that the order to be cancelled has been paid for in full by bank card. In all other cases, the Client must send his request to the STGM through the website <https://www.ticketoski.fr/fr/tignes>.

If the requested modification concerns a change of validity date without affecting the duration or price of the Ski Pass, this change takes effect the first time the user of the Ski Pass passes through the ski lift access terminals. Any other modification is treated as a cancellation of the order.

If an order is cancelled, the Ski Pass and, if applicable, any associated Insurance, are cancelled. The total price of the order is credited to the bank card used when placing the order. This credit is made within fifteen days following the receipt of the Client's request. Because the refund is based on the price of the order in euros, any fluctuations in exchange rates between the date of the order and the date of the refund shall be borne by the Client. If the Client wishes to obtain a new Ski Pass, he must make a purchase in accordance with the modalities detailed in the Terms and Conditions of Sale. He may use the same smart card on which the cancelled Ski Pass was encoded.

ARTICLE 12. COMPENSATION

The Client, the user of a Ski Pass, the person registered for an Activity or the person benefitting from Insurance may not benefit from any total or partial refund or exchange of this Ski Pass, Activity or Insurance, nor have their validity extended or deferred.

As an exception, the Client may obtain a refund or deferment of a Ski Pass or Activity under the conditions stipulated in [Article 11](#) and receive compensation in the cases detailed below.

No compensation shall be granted before the end of the period of validity of the Ski Pass or the end of the Activity. The compensation is paid within four months following the receipt of the Client's request and the totality of the elements required to process this request.

No compensation shall be granted to the Client who has purchased a Ski Pass or ordered an Activity from any person or entity other than the STGM. In this case, the Client must contact the person or entity from whom he purchased the Ski Pass or ordered the Activity.

In the event of a refund of an order, as the refund is based on the price of the order in euros, any fluctuations in exchange rates between the date of the order and the date of the refund shall be borne by the Client.

12.1. Interruption of ski lift operations by decision of public authorities due to sanitary concerns

If for sanitary reasons the public authorities decide on the closure of all the ski lifts operated by the STGM for one or several full days, the Client may request a refund of the Ski Pass purchased from the STGM or the Activity ordered from the STGM (on the condition that the Activity requires access to the ski lifts).

The amount refunded is calculated on a pro rata basis of the days of closure in application of the administrative decision during the period of validity of the Ski Pass or the Activity.

To obtain this compensation, the Client must send a request to the STGM via the address indicated in [Article 19](#). This request must be accompanied by the Proof of Sale.

12.2. Interruption of ski lift operations for any reason other than by decision of public authorities due to sanitary concerns

The Client may obtain compensation if he has purchased a Ski Pass from the STGM valid for at least two consecutive days, except for a Ski Pass valid every day of the season, and if all the following conditions, depending on the period, are met for at least one day:

- During the winter (except for the period between 27 April 2024 and 5 May 2024 included):
 - o The link connecting Tignes-Val d'Isère is closed.
 - o At least two of the following ski lifts are closed: the Brévières gondola, the Tovière gondola, the Tichot chairlift and the Paquis chairlift (hereinafter referred to collectively as the "Essential Ski Lifts").
 - o The closure of the Tignes-Val d'Isère link and of each Essential Lift lasts for a duration of more than four consecutive hours.

Or

- During the summer, the "opening" period, the "avant-première" period and the period between 27 April 2024 and 5 May 2024 included:
 - o The ski lifts representing at least 75% of the "moment of power" (VTMH - Vertical Transport Metres per Hour) of all the ski lifts operated by the STGM are closed (the "moment of power" of each ski lift is displayed at the Points of Sale).
 - o Each ski lift to which the Ski Pass provides access is closed for a cumulative duration of more than four hours during a same day.

The Client may make a choice among these forms of compensation:

- Either being issued a new Ski Pass: It is valid for a duration equal to the number of days during which the operation of the ski lifts and the Tignes-Val d'Isère link were interrupted under the conditions detailed above, during the period of validity of the initial Ski Pass. In the event of an interruption during the winter (inclusive of the period between 27 April 2024 and 5 May 2024 included) or the "avant-première" period, the new Ski Pass will come into effect as soon as the initial Ski Pass expires or as soon as the ski lifts resume operation, should this date be later than the expiration of the initial Ski Pass. In the event of an interruption during the summer or during the "opening" period, the new Ski Pass may be used at any time until the end of the summer or the "opening" period during which the ski lift operation was interrupted.
- Or a refund equivalent to the following amounts:
 - o During the summer, the "opening" period, the "avant-première" period and the period between 27 April 2024 and 5 May 2024 included, the daily value of the Ski Pass multiplied by the number of days of interruption of the operation of the ski lifts under the conditions detailed above during the period of validity of the Ski Pass.
 - o During the winter (excluding the period between 27 April 2024 and 5 May 2024 included), 40% of the daily value of the Ski Pass in the event of the closure of two Essential Ski Lifts under the conditions detailed above, 60% of this daily value in the event of the closure of three Essential Ski Lifts under the conditions detailed above, 100% of this daily value in the event of the closure of four Essential Ski Lifts under the conditions detailed above. The amount refunded is equal to the sum of the compensation defined for each day of closure during the period of validity of the Ski Pass.

Regardless of the period, the daily value of the Ski Pass will correspond to the public rate for one day of the Ski Pass valid on the day of the interruption, for the area to which the Ski Pass provided access

and for the age category of the holder of the Ski Pass (child, adult or senior). The daily value of the Ski Pass is indicated on the price list of the STGM. As an example, the amounts refunded for the 2023-2024 winter season are as follows:

Ski Passes	Purchase price for an adult	Daily value for an adult	1 Day of Interruption of 4 Essential Ski Lifts and the Tignes-Val d'Isère link	1 Day of Interruption of 3 Essential Ski Lifts and the Tignes-Val d'Isère link	1 Day of Interruption of 2 Essential Ski Lifts and the Tignes-Val d'Isère link
2 days	€132.00	€66.00	100 % = €66.00	60 % = €40.00	40 % = €26.50
6 = 7 days	€396.00	€66.00	100 % = €66.00	60 % = €40.00	40 % = €26.50
12 = 14 days	€792.00	€66.00	100 % = €66.00	60 % = €40.00	40 % = €26.50

- Or a credit voucher, whose amount is calculated according to the same methods as for a refund, defined according to the period (please see above). This credit is non-transferable and valid for one year from its date of issue.

In order to obtain this compensation, the Client must present the original Ski Pass and the corresponding Proof of Sale at a Point of Sale if he wishes to defer the validity of the Ski Pass. In all other cases, the Client must send a request to the STGM via the contact information indicated in [Article 19](#). This request must be accompanied by the Proof of Sale.

12.3. Non-usage of a Ski Pass

If a Ski Pass purchased from the STGM has not been used for any reason other than those mentioned in [Articles 12.1](#) and [12.2](#), the Client may obtain:

- The deferment of the Ski Pass, provided that this deferment does not lead to a variation in the price of the Ski Pass, or
- A refund of the Ski Pass.

A Ski Pass that has passed through the control point at least once is considered used and is therefore ineligible for a deferment or refund in application of this article.

In order to have the Ski Pass deferred, the Client must present the Ski Pass and the corresponding Proof of Sale at a Point of Sale. To obtain a refund for the Ski Pass, the Client must send a request to the STGM via the contact information indicated in [Article 19](#). This request must be accompanied by the Proof of Sale.

12.4. Cancellation of an Activity by the STGM

If an Activity ordered by the Client from the STGM is cancelled, the Client may obtain a deferment of the Activity or a refund of his order.

To obtain a deferment of the Activity, the Client must present the Proof of Sale at a Point of Sale.

To obtain a refund of the order, the Client must send a request to the STGM via the contact information indicated in [Article 19](#). This request must be accompanied by the Proof of Sale.

ARTICLE 13. RIGHT OF WITHDRAWAL AND RIGHT OF RENUNCIATION

The Client does not benefit from the right of withdrawal provided for in the French Consumer Code in the case of a purchase of a Ski Pass or a ticket to access an Activity on the Website or on a Kiosk.

If the Client has subscribed to Insurance, he benefits from:

- The right of renunciation provided for in article L. 112-2-1, II, of the French Insurance Code, for a period of fourteen days from the date on which the insurance was subscribed, if the insurance was subscribed remotely and for purposes that do not fall within the scope of the Client's professional activity, if the duration of the insurance coverage is for at least one month and if the insurance contract has not been fully executed at the Client's express request.
- The right of renunciation provided for in article L. 112-10 of the French Insurance Code, for a period of thirty days from the date when the Client subscribed to the insurance, if the insurance was subscribed to for purposes that do not fall within the scope of the Client's professional activity, and if the insurance contract has not been fully executed or if the Client has not invoked or implemented any guarantee.

The procedures for exercising these rights of renunciation and their consequences are detailed on the website: <https://www.carreneige.com>.

The Client has a period of fourteen calendar days from the date of the order to renounce the payment facility provided for in [Article 7.3](#), by sending his decision directly by e-mail to the following address: support@getalma.eu.

ARTICLE 14. LIABILITY

It is the Client's responsibility to choose the Ski Pass, the Activity or the Insurance best suited to his needs and limitations.

Restrictions of access, such as the age or physical condition of the user, may apply to certain ski lifts and certain Activities. These restrictions can be found at the Points of Sale, on the Website and at the departure point of each ski lift.

The STGM shall not be held liable for any chosen Ski Pass, Activity or Insurance deemed unsuitable to the needs and limitations of the Client by the user of the Ski Pass, the person registered for the Activity or the person benefitting from the Insurance.

ARTICLE 15. REFUSAL OF SALE

The STGM reserves the right to refuse the sale of a Ski Pass to any Client if all the following conditions are met:

- The Client's behaviour (a state of drunkenness or suspected drunkenness, violent behaviour, etc.) presents a danger to himself, to other users of the ski lifts operated by the STGM, to the personnel of the STGM or to the latter's equipment.
- The Ski Pass is immediately usable.
- The Client wishes to use the Ski Pass himself.

ARTICLE 16. PERSONAL DATA

16.1. Purpose and basis of the processing of personal data

The personal data collected when purchasing a Ski Pass, ordering an Activity or subscribing to Insurance is processed in order to:

- Process the order. This processing is necessary for the execution of the contract concluded between the STGM and the Client.
- Send the Client promotional offers, newsletters, invitations to participate in games or contests or satisfaction surveys. This processing is based, in the case of messages sent by the STGM, on the latter's legitimate interest to develop its activities if the e-mail address is collected during a purchase on the Website or on a Kiosk; it is based on the Client's consent if the e-mail address is collected during a purchase at a Point of Sale or via the Application. This processing is based, in the case of messages sent by the partners of the STGM (Tignes Tourist Office, commercial partners, companies affiliated with the STGM), on the Client's consent.
- Respond to requests for information, comments and complaints from the Client. This processing is based on the execution of the contract concluded between the STGM and the Client.

16.2. Data controller

The above-mentioned processing operations are carried out under the responsibility of the STGM, represented by its Managing Director, whose contact details are indicated in [Article 1](#).

16.3. Recipients of personal data

The data collected are intended for:

- The STGM.
- In the case of payment by cheque: the Banque de France as the manager of the FNCI (Fichier National des Chèques Irréguliers - National Irregular Cheque Register) and the company Mantis, appointed by the Banque de France to assure the Vérifiance system.
- In the case of payment for an order in several instalments: the company Alma.
- Service providers whose participation is necessary to carry out the above-mentioned processing.
- If the Client has granted consent, partners of the STGM (Tignes Tourist Office, commercial partners, companies affiliated with the STGM).

These data may be transferred to a non-member country of the European Union. The Client may obtain information on this transfer and any applicable guarantees from the STGM.

16.4. Duration of retaining personal data

The collected data are kept for the following durations:

- Data used to process an order:
 - o If the order is not placed electronically, for five years from the date of their collection.
 - o If the order is placed electronically, for five years from the date of their collection if the amount of the order is less than €120; for ten years from the date of their collection if the amount of the order is equal to or greater than €120.

As an exception, the number and expiration date of the bank card are retained for fifteen months from the last debit date as Proof in the event of a dispute over the transaction. The cryptogram is not retained after the transaction.

Additionally, as an exception, the photograph is retained until the end of the validity of the Ski Pass to which it is associated.

- Data used to send the Client promotional offers, newsletters, invitations to participate in games or contests or satisfaction surveys: for three years from their date of collection. This period is renewed

for each significant interaction between the Client and the STGM (new order, request for information, etc.)

- Data used to respond to the requests by the Client for information, comments and complaints: for the time necessary to process these requests, comments and complaints.

16.5. Rights of persons whose data are processed

The person whose data are processed may have access to the data concerning himself, have them corrected or deleted, transfer them or have them transferred to a third party, obtain a restriction on their processing or object to such processing. The person may also withdraw his consent regarding the processing of his data, but the withdrawal of such consent does not affect the lawfulness of the processing carried out prior to this withdrawal. To exercise these rights, the person must send a request to the Data Protection Officer of the STGM, using the contact information indicated in [Article 19](#).

The STGM shall abide by this request, subject to compliance with the obligations incumbent upon it. In the interest of protecting personal data, the STGM reserves the right to ask the person concerned for proof of identification before responding to this request.

Finally, the person whose data are processed may submit a complaint to the Commission Nationale de l'Informatique et des Libertés (CNIL) if he believes that his rights have been breached. The contact details of the CNIL are as follows: CNIL, 3 place de Fontenoy, TSA 80715, 75334 Paris Cedex 07, France – Telephone number: +33 (0)1 53 73 22 22 - Fax: +33 (0)1 53 73 22 00 - Website: <https://www.cnil.fr/fr/plaintes>.

Furthermore, the person whose data is being processed can register free of charge on the telephone anti-solicitation list on the website <https://www.bloctel.gouv.fr>.

ARTICLE 17. COMMUNICATION OF THE TERMS AND CONDITIONS OF SALE AND DETAILS OF THE ORDER

The Client may obtain a copy of the Terms and Conditions of Sale.

In addition, if the Client placed an order by electronic means, he may have access to the details of this order, as well as the Terms and Conditions of Sale applicable on the date of this order, for a period of 5 years following this order if the amount is less than €120 including all taxes, 10 years if the amount is equal to or greater than €120 including all taxes.

To do so, the Client must send a request to the STGM via the contact information indicated in [Article 19](#).

ARTICLE 18. TRACKING AN ORDER

When purchasing a Ski Pass on the Website, the Client may obtain information on his order by sending an e-mail to the following address: vad.tignes@compagniedesalpes.fr.

ARTICLE 19. REQUESTS AND COMPLAINTS

The Client may send any request or complaint relating to the processing of his personal data:

- By postal mail to the following address: STGM, Protection of Personal Data, BP 53, 73321 Tignes, France, or
- By sending an e-mail to the following address: stgm.privacy@compagniedesalpes.fr.

The Client may obtain information concerning the FNCI (Fichier National des Chèques Irréguliers - National Irregular Cheque Register) and access the data concerning himself in the FNCI by contacting the Banque de France.

The Client may send any request or complaint concerning the payment in several instalments to Alma, by sending an e-mail to the following address: <https://support.getalma.eu>.

The Client may send any other request or complaint, within two months following the occurrence of the event resulting in the claim:

- Via the website: <https://www.ticketoski.fr/fr/tignes>
- Or by postal mail to the following address: STGM, Client Services, 665 avenue de Grande Motte, Le Val Claret, BP 53, 73321 Tignes Cedex, France.

ARTICLE 20. SETTLEMENT OF DISPUTES

Should a dispute arise between the Client and the STGM relating to the validity, interpretation or execution of the Terms and Conditions of Sale, the Client may have recourse, free of charge, to a conventional mediation procedure or any other alternative dispute-resolution method.

He may have recourse to a mediation procedure:

- By contacting the Consumer Ombudsman of the AFEPAME, in accordance with the procedures specified on the website <https://mediateur-consommation-afepame.fr>, in the event of a dispute concerning the payment in several instalments.
- For all other matters, by contacting the Tourism and Travel Ombudsman (MTV Médiation Tourisme Voyage, BP 80 303, 75 823 Paris Cedex 17, France – Telephone number: +33 (0)1 42 67 96 68 - E-mail: info@mtv.travel) in accordance with the procedures defined on the website <https://www.mtv.travel> and within a maximum period of one year from the date of the written complaint submitted to the STGM.

He may also have recourse to the online dispute resolution platform established by the European Commission, accessible at the website <https://webgate.ec.europa.eu/odr/>.

In the absence of an amicable settlement, the User may bring the matter either before one of the courts having territorial jurisdiction under the French Code of Civil Procedure, or before the court of the place where he resided when the contract was concluded or when the injurious event occurred.

ARTICLE 21. ENTRY INTO FORCE OF THE TERMS AND CONDITIONS OF SALE

The Terms and Conditions of Sale shall enter into force on 6 November 2023.

ARTICLE 22. MODIFICATION OF THE TERMS AND CONDITIONS OF SALE

The STGM reserves the right to modify these Terms and Conditions of Sale at any time.

ARTICLE 23. TRANSLATION OF THE TERMS AND CONDITIONS OF SALE

Should there arise any contradiction between the Terms and Conditions of Sale in French and the Terms and Conditions of Sale in another language, the Terms and Conditions of Sale in French shall prevail.

ARTICLE 24. APPLICABLE LAW

The Terms and Conditions of Sale are governed by French law.