

WINTER SALES TERMS AND CONDITIONS

These sales terms and conditions (hereinafter referred to as the "Sales Terms and Conditions") govern the relationship between the company SCV Domaine Skiable (hereinafter referred to as "SCV"), operator of the ski lifts in the Serre Chevalier ski area, and any consumer (hereinafter referred to as the "Client") who:

- Purchases from SCV a transport pass (hereinafter referred to as a "Transport Pass") allowing the use of one or more ski lifts operated by SCV during the winter season; or
- Books an activity (hereinafter referred to as an "Activity") marketed by SCV and scheduled to take place during the winter season;
- Subscribes to insurance (hereinafter referred to as "Insurance") offered by SCV and associated with a Transport Pass.

By purchasing a Transport Pass, booking an Activity, or subscribing to Insurance, the Client unconditionally accepts these Sales Terms and Conditions.

By exception, the order of a Transport Pass or Insurance via the website <https://www.ouik-serrechevalier.ski> is governed by the sales terms and conditions listed on that website.

ARTICLE 1. INFORMATION ABOUT SCV

SCV is a simplified joint-stock company under French law with a share capital of €15,012,460.40, registered with the Gap Trade and Companies Register under number 348 799 529, and with the following intra-community VAT number: FR 41 348 799 529. Its contact details are as follows:

- Registered office address: 603 rue du Centre, place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France;
- Phone: +33 (0)4 92 25 55 00;
- Email: info@serrechevalier-pass.com.

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

It is registered as an insurance intermediary representative under the number Orias 20000112.

ARTICLE 2. TRANSPORT PASSES, ACTIVITIES, AND INSURANCE

The list of Transport Passes, Activities, and Insurance, along with their characteristics and the conditions for benefiting from them, are available at SCV points of sale (hereinafter "Points of Sale"), near or on SCV-operated kiosks (hereinafter "Kiosks"), on the website <https://www.serrechevalier-pass.com> (hereinafter the "Website"), and on the "Serre Chevalier" application (hereinafter the "Application"). The characteristics of Insurance can also be viewed on the website <https://serre-chevalier.monassuranceski.com>.

Transport Passes, Activities, and Insurance are only valid for all or part of the winter season for which they were purchased.

Unless otherwise stated, Transport Passes valid for more than one day are valid for consecutive days. Transport Passes valid for a specific number of trips on lifts are valid for consecutive or non-consecutive days.

The "Enjoy" option, which allows the holder of a Transport Pass to enjoy priority access to certain lifts, can be added to any Transport Pass for an additional fee. By exception, this option is included in the price of the "Pass Saison Addict."

Activities can only be reserved for specific dates and times.

To participate in an Activity, a valid Transport Pass is required. The Client must ensure that the person registered for an Activity has such a Transport Pass and, if necessary, purchase this Transport Pass.

The equipment provided as part of the Activities cannot be rented separately from the Activities.

Insurance can only be purchased when ordering a Transport Pass. Insurance cannot be purchased after a Transport Pass is bought, during the reservation of an Activity, or during the Activity itself.

ARTICLE 3. POINTS OF SALE

Transport Passes can be purchased at Points of Sale and, for a selection of Transport Passes only, on the Website, through the Application, and at Kiosks. Free Transport Passes for individuals aged 75 or older, as well as free Transport Passes for individuals with reduced mobility, can only be obtained at Points of Sale. Free Transport Passes for individuals under the age of 6 can only be obtained at Points of Sale and on the Website.

The "Enjoy" option can be purchased at Points of Sale, on the Website, through the Application, and at Kiosks.

Tickets for Activities can be purchased at Points of Sale, on the Website, through the Application, and at Kiosks.

Insurance can be subscribed to at Points of Sale, on the Website, through the Application, and at Kiosks.

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

ARTICLE 4. ORDER

The Client may not purchase more than eight Transport Passes per order on a Kiosk.

The Client can finalize the order of a Transport Pass on the Website no later than the day the Transport Pass becomes valid. However, if the Client chooses to receive the chip card

on which the Transport Pass is encoded by postal mail, the order must be confirmed and fully paid at least seven full days before the start date of the Transport Pass's validity for delivery in mainland France or Corsica, or at least ten full days in other cases. Otherwise, the order cannot be finalized.

The Client can finalize the order of a Transport Pass on a Kiosk or via the Application no later than the day the Transport Pass becomes valid.

An Activity can be reserved up to the day the Activity begins, subject to availability.

When placing an order on the Website or the Application, the Client must:

1. Select the Transport Pass(es) and, if applicable, the "Enjoy" option, or the Activity(ies) they wish to order, and, if applicable, an Insurance policy;
2. Verify the order, modify it if necessary, then validate it;
3. Create a personal account (if they do not already have one), enter their login details to access their personal account, or, if ordering on the Website, choose to order without creating a personal account and provide their email address;
4. Provide the necessary information for the personalization of the Transport Passes and Activity tickets;
5. Choose the delivery method for the Transport Passes and Activity tickets;
6. Accept the Conditions of Sale and the usage terms of the Transport Passes and Activities;
7. Pay for the order.

If an order placed on the Website or the Application is not finalized within thirty minutes after the product offer is displayed, the selected products are automatically removed from the Client's cart. However, the products will still appear in the cart, even though they have been removed, as long as the Website or Application page the Client is on is not refreshed. SCV therefore does not guarantee the availability or the price of the products appearing in the cart beyond the time limit mentioned above.

The sale is concluded upon full payment of the price at the time of order. Furthermore, if an offer for Transport Passes or Activity tickets is valid until a specific date and time, the sale is concluded only if payment is finalized by that date and time.

Once the order is paid, the Client will receive an order confirmation message via email.

ARTICLE 5. PHOTOGRAPHY

If purchasing a Transport Pass valid for all days of the winter season or a free or "veteran" Transport Pass with a duration of three days or more, the Client must provide a photograph of the user of the Transport Pass. This photograph must be a recent ID-style photo, showing the user's face, without tinted glasses or head coverings.

ARTICLE 6. PRICING

The pricing for Transport Passes, the "Enjoy" option, and access passes for Activities is available at Points of Sale, on or near Ticket Machines, on the Website, in the App, and in the tourism offices of Serre Chevalier.

Prices are stated in euros, inclusive of all taxes, and are subject to change during the season in the event of tax variations.

SCV may offer discounted Transport Passes exclusively at Points of Sale, particularly in the event of adverse weather or snow conditions significantly affecting the operation of the ski lifts.

A discount cannot be combined with another discount.

If the Client wishes to benefit from a reduced rate or free pass, they must present, at the time of purchase at a Point of Sale, an original document proving that the user of the Transport Pass or the person registered for the Activity meets the conditions to receive the discount or free pass as of the effective date of the Transport Pass or the start of the Activity. The user or registered participant must be able to present this document at any time during the validity period of the Transport Pass or Activity, regardless of whether the Transport Pass was purchased or the Activity was booked at a Point of Sale, on the Website, in the App, or at a Ticket Machine. Printed or digital copies are not accepted.

No discounts or free passes will be granted after the purchase of a Transport Pass or booking of an Activity.

Unless otherwise specified, the price of Activities includes the provision of necessary equipment for participation in those Activities. However, it does not include the price of the Transport Pass required for the Activity. The Client must ensure that the participant has a valid Transport Pass and, if necessary, purchase it in addition to the Activity.

ARTICLE 7. PAYMENT

7.1. Currency

Payment for Transport Passes and Activities must be made in euros.

As an exception, Clients may pay in currencies other than euros at Points of Sale by using the Dynamic Currency Conversion (DCC) service.

Accepted Payment Methods

Accepted payment methods are as follows:

- **At Points of Sale:** Credit cards (Carte Bleue, Visa, Mastercard, American Express), checks drawn on a French bank account and made payable to SCV, cash within legal limits, printed ANCV holiday vouchers, and valid SCV vouchers.
- **On the Website:** Credit cards (Carte Bleue, Visa, Mastercard, American Express) and valid SCV vouchers.
- **In the App:** Credit cards (Carte Bleue, Visa, Mastercard, American Express).
- **At Ticket Machines:** Credit cards (Carte Bleue, Visa, Mastercard, American Express—though American Express is not accepted at the Ticket Machine near the zip line) and valid SCV vouchers.

For check payments, Clients must present an original photo ID matching the name on the check.

Change is not provided for payments made with holiday vouchers.

Splitting payments across multiple payment methods is allowed only for orders placed at

Points of Sale or on the Website.

7.3. Installment Payments

All orders must be paid in full at the time of purchase.

However, Clients may opt to pay for their order in three installments, interest-free, if the following conditions are met:

- The order includes a Transport Pass valid every day of the winter season.
- The order is placed no later than December 15.
- The total order amount is at least €698.50, including tax.
- The total order amount is less than €5,000, including tax.
- The order is placed via the Website.
- The Client pays the full amount using a valid credit card issued by a bank located in one of the following EU countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, or the Netherlands.
- The Client has a mobile phone number from one of the above countries.

If the Client chooses the installment payment option, one-third of the total amount is charged at the time of purchase. The second installment, equal to one-third of the total amount, is charged one month later. The final installment is charged one month after the second.

To use the installment payment option, the Client must select this option during the checkout process and accept the general terms of service of Alma, the service provider. Payments are processed through Alma's secure platform.

The Client must ensure their credit card remains valid until the final installment and that the amount of each scheduled payment does not exceed their bank's authorized limit.

The Client may waive the installment payment option as outlined in Article 14. In such cases, the order must be paid in full upfront.

If an order is canceled in accordance with the Conditions of Sale, the installment payment option is voided, and any amounts paid by the Client will be refunded.

Alma reserves the right to refuse the Client's use of the installment payment option. In such cases, the order must be paid in full upfront.

ARTICLE 8. ORDER CONFIRMATION

An order confirmation (hereinafter referred to as the "Order Confirmation") is sent to the Client via email following the purchase of a Transport Pass or an Activity pass. For purchases made on the Website or through the Application, the Order Confirmation serves as the email confirming the order. For purchases made at a Point of Sale, the Client may decline the email Order Confirmation, in which case a printed Order Confirmation will be provided.

The Client is advised to retain the Order Confirmation for the entire validity period of the corresponding Transport Pass or Activity. This Order Confirmation will be required, particularly when submitting a claim for compensation.

ARTICLE 9. ISSUANCE OF TRANSPORT PASSES AND ACTIVITY PASSES

Each Transport Pass is issued, at the Client's discretion, either as a smart card on which the pass is encoded or in a dematerialized form. Each Activity pass is issued as a smart card.

9.1. Issuance as a Smart Card

If the Client chooses issuance as a smart card, the card is provided free of charge at the time of purchase of the Transport Pass or Activity pass.

- If the Client has purchased a Transport Pass or Activity pass at a Point of Sale, the smart card on which the Transport Pass or Activity pass is encoded is immediately issued at the Point of Sale.
- If the Client has purchased a Transport Pass or Activity pass on the Website or through the Application, they may:
 - **Collect the card at a Point of Sale:** The Client must present identification and their order number, which is included in the order confirmation message.
 - **Collect the card at an Automate:** The Client must provide the email address used during the order and the order number.
 - **Collect a blank card from one of the collection points listed on the Website:** This must be done before the first day of validity of the Transport Pass or Activity pass. The Client must then log into their personal account on the Website to encode the Transport Pass onto the card.
 - **Request delivery of the card by post:** The card, with the Transport Pass or Activity pass encoded, will be sent to the address provided during the order. Shipping costs are covered. However, this option is not available for orders placed through the Application.
- If the Client has purchased a Transport Pass or Activity pass via an Automate, the smart card with the encoded Transport Pass or Activity pass is immediately issued by the Automate.

The Client is encouraged to verify, upon issuance, that the Transport Pass or Activity pass conforms to their order.

9.2. Issuance in Dematerialized Form

The Client may access the purchased Transport Pass on their mobile phone. This option is available for all Transport Passes but not for Activity passes. To access the Transport Pass in a dematerialized form, the Client must download the Application on their mobile phone and follow the procedure outlined in the Application's terms of use.

ARTICLE 10. RELOADING TRANSPORT PASSES AND ACTIVITY PASSES

The smart card on which a Transport Pass or Activity pass is encoded can be reloaded one or more times. A new Transport Pass or a new Activity pass, whether or not it includes the "Enjoy" option, can be encoded onto this card.

Exception: If the card already contains a Transport Pass valid for all days of the winter

season or a Transport Pass valid for a specific number of lift rides, only a new Activity pass can be encoded onto the card. This must be done no later than 30 minutes before the start of the validity of the Transport Pass.

Reloading of Transport Passes and Activity passes can be performed at Points of Sale, on the Website, via the Application, or at Automates. However, when reloading a Transport Pass at an Automate, the "Enjoy" option cannot be added.

If a new Transport Pass is recorded on a card while the current Transport Pass on the card is still valid, the second Transport Pass cannot be used. In such cases, the Client is not entitled to any compensation. Therefore, the Client is advised to wait until the current Transport Pass has expired before encoding a new Transport Pass onto the card.

ARTICLE 11. ORDER MODIFICATION

The Client may request a free modification of an order if the following conditions are met:

- The modification pertains exclusively to a change in the validity date of the purchased Transport Pass or Activity pass, with the new validity date falling within the same winter season as the originally purchased Transport Pass or Activity pass;
- The modification does not affect the price of the purchased Transport Pass or Activity pass;
- The modification request is received by SCV no later than the first day of validity of the Transport Pass or the Activity pass;
- The Transport Pass has not been used, even partially, or the person registered for the Activity has not participated in the Activity, even partially, including after the modification request has been submitted.

The Client must submit the modification request:

- By email to: **contact@serrechevalier-pass.com**;
- Via the website: <https://www.ticketoski.fr/fr/serre-chevalier>;
- At a Point of Sale;
- By postal mail to:
**SCV Domaine Skiable, Service Relation Client,
603 rue du Centre, place du Téléphérique,
Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France.**

The Client must include the following information in the request:

- The reference number of the order;
- Their first and last name;
- The number of the smart card on which the Transport Pass or Activity pass is encoded (unless the card has not yet been obtained).

Since the availability of spots for Activities is limited, modifications to an Activity pass will only be processed subject to availability.

ARTICLE 12. ORDER CANCELLATION

The Client may fully cancel an order placed on the Website from their account up to the day before the first validity date of the Transport Pass or the day before the start of the Activity.

Additionally, the Client may request full or partial cancellation of an order if the following conditions are met:

- The order was placed via the Website, at a Point of Sale, on an Automate, or through the Application;
- SCV is notified of the cancellation no later than the first validity date of the Transport Pass or the start date of the Activity;
- The Transport Pass has not been used, even partially, or the person registered for the Activity has not participated in the Activity, even partially, including after submitting the cancellation request.

The Client must submit their cancellation request:

- By email to: **contact@serrechevalier-pass.com**;
- Via the website: <https://www.ticketoski.fr/fr/serre-chevalier>;
- At a Point of Sale;
- By postal mail to:
**SCV Domaine Skiable, Service Relation Client,
603 rue du Centre, place du Téléphérique,
Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France.**

To validate the cancellation, the Client must include the following information in their request:

- The reference number of their order;
- Their first and last name;
- The smart card number on which the Transport Pass or Activity pass is encoded (unless the card has not yet been obtained).

The amount corresponding to the canceled Transport Pass, the "Enjoy" option (if purchased), the Activity pass, or the Insurance will then be refunded to the Client. By exception, if the canceled Transport Pass or Activity pass is part of a "Family Pack" and the cancellation voids the "Family Pack" benefits (due to a reduction in the number of beneficiaries), the refunded amount equals the price paid for the canceled Transport Pass or Activity pass minus the difference between the discounted "Family Pack" price of the remaining items and their full public prices.

Refunds are processed as follows:

- For payments made by credit card, the amount is credited back to the same card;
- For cash payments, the amount is refunded in cash;
- For payments made by check, the amount is refunded via bank transfer;
- If the order was paid wholly or partially with ANCV holiday vouchers, the portion paid with vouchers is refunded as a credit note valid until September 30 following its issuance;

- If the order was paid wholly or partially with a credit note, the portion paid with the credit note is non-refundable.

Refunds are based on the euro amount of the order. Any exchange rate fluctuations between the order date and the refund date are the Client's responsibility.

ARTICLE 13. COMPENSATION

The Client, the user of a Transport Pass, or the person registered for an Activity is not entitled to any refund, exchange, extension, or postponement of the validity of a Transport Pass, the "Enjoy" option (if purchased), or an Activity pass, even if the Transport Pass or the "Enjoy" option has not been used or has only been partially used, if the person has not participated in the Activity, or if the price of the Transport Pass or Activity pass has decreased since the date of purchase.

By exception, the Client may obtain a refund or postponement of a Transport Pass, the "Enjoy" option (if purchased), or an Activity under the conditions outlined in Articles 11 and 12, and may be eligible for compensation in the cases detailed below.

No compensation is granted to a Client who purchased a Transport Pass or booked an Activity through any entity other than SCV. In such cases, the Client must contact the entity from which they purchased the Transport Pass or booked the Activity.

13.1. Interruption of Lift Operations Due to Public Health Decisions

In the event of a complete closure of all lifts operated by SCV for one or more full days due to public health decisions by authorities, the Client may request a refund for the Transport Pass, the purchased "Enjoy" option, or the Activity booked through SCV (provided that the Activity requires access to the lifts).

The refund amount is calculated proportionally based on the number of closure days, as per the administrative decision, during the validity period of the Transport Pass or the Activity.

The price of any Insurance purchased by the Client is not refundable.

To receive this compensation, the Client must submit a request to SCV using the contact information provided in Article 19. The request must include the Proof of Purchase and, in the case of a Transport Pass, a copy of the Pass.

13.2. Interruption of Lift Operations for Other Reasons

The Client may be eligible for compensation if the following conditions are met:

- The Transport Pass was purchased directly from SCV and is not valid for less than a day, one day, multiple non-consecutive days, a set number of lift rides, or for every day of the winter season;
- During the validity period of the Pass, more than 75% of the lifts accessible with the Pass were non-operational for an entire day;

- The interruption is not due to force majeure events nor part of the lift opening schedule published at SCV Points of Sale or on the SCV website.

Compensation options include, at the Client's choice:

1. **A New Transport Pass:** Valid for the same season during which the interruption occurred. This new Pass will be valid for a duration equal to the number of days of lift interruption during the initial Pass's validity. If the initial Pass included the "Enjoy" option, the new Pass will also include it.
2. **A Refund:** Equal to a proportional fraction of the Transport Pass price, including the "Enjoy" option if purchased and excluding Insurance. This is calculated based on the number of days of interruption relative to the validity period of the initial Pass (e.g., if a six-day Pass is interrupted for three days, the Client receives a refund of 50% of the Pass price).

To receive compensation, the Client must submit a request to SCV using the contact information provided in Article 19. This request must include the Proof of Purchase, a copy of the Transport Pass, and bank account details.

13.3. Activity Cancellation by SCV

If an Activity booked with SCV is canceled by SCV, the Client may request either a rescheduling of the Activity or a refund. If the Client purchased an "Activity Pack" that includes multiple Activities, the refund amount is limited to the price of the canceled Activity(ies).

- **For Rescheduling:** The Client must present the Proof of Purchase at a Point of Sale.
- **For Refunds:** The Client must submit a request to SCV using the contact information provided in Article 19. The request must include the Proof of Purchase.

ARTICLE 14. RIGHT OF WITHDRAWAL AND CANCELLATION RIGHTS

The Client is not entitled to the right of withdrawal provided under the French Consumer Code when purchasing a Transport Pass, the "Enjoy" option, or an Activity pass on the Website, Application, or an Automated Terminal.

When subscribing to Insurance, the Client is entitled to:

- **The right to cancellation** as per Article L. 112-2-1, II, of the French Insurance Code, within fourteen days of subscribing to the insurance, if it was subscribed to remotely and for purposes unrelated to the Client's professional activity, provided the insurance coverage period is at least one month and the insurance contract has not been fully executed at the Client's express request;
- **The right to cancellation** as per Article L. 112-10 of the French Insurance Code, within thirty days of subscribing to the insurance, if it was subscribed to for purposes unrelated to the Client's professional activity, provided the insurance contract has not been fully executed or the Client has not made any claims under the coverage.

The methods for exercising these cancellation rights and their consequences are detailed on the website <https://serre-chevalier.monassuranceski.com>.

The Client has a period of fourteen calendar days from the date of the order to cancel the installment payment option described in Article 7.3 by directly notifying their decision via email to: contact@serrechevalier-pass.com.

ARTICLE 15. LIABILITY

It is the Client's responsibility to choose the Transport Pass, Activity pass, or Insurance that best suits their needs and constraints. SCV shall not be held liable for any mismatch between the selected Transport Pass, Activity, or Insurance and the needs or constraints of the Client, the Transport Pass user, the person registered for the Activity, or the Insurance beneficiary.

SCV disclaims all liability for the Client's inability to finalize an order on the Website, Application, or an Automated Terminal by a specific deadline, for reasons such as the inaccessibility or malfunction of the Website, Application, or Automated Terminal, the inaccessibility or malfunction of the payment system, or the lack of payment authorization from the Client's bank.

ARTICLE 16. PERSONAL DATA

The company Compagnie des Alpes (RCS Paris 349 577 908) and SCV, a subsidiary of this company, act as joint controllers in the processing of personal data related to the sale of Transport Passes and Activity passes. These processes are described in the personal data protection policy available on the Website and at the Points of Sale.

Individuals whose data is processed have the right to access, rectify, and delete their personal data, as well as the right to limit or oppose its processing. They can exercise these rights by contacting SCV using the contact details provided in Article 19.

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

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

Additionally, if the Client placed the order electronically, they may request the details of the order and the Terms of Sale applicable at the date of the order for a period of 5 years following the order if the total amount is less than €120 (inclusive of all taxes), or for 10 years if the total amount is equal to or greater than €120 (inclusive of all taxes).

To do so, the Client must send a request to SCV using the contact details provided in Article 19.

ARTICLE 18. ORDER TRACKING

If a Transport Ticket is purchased on the Website or via the Application, the Client can obtain information about their order:

- By postal mail at the following address: SCV Domaine Skiable, Service billetterie internet, 603 rue du Centre, place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France;
- By phone at the following number: +33 (0)4 92 25 55 00;
- By email at the following address: contact@serrechevalier-pass.com.

ARTICLE 19. REQUESTS AND COMPLAINTS

The Client may submit any request or complaint regarding the processing of their personal data:

- By postal mail to the following address: SCV Domaine Skiable, Protection des données personnelles, 603 rue du Centre, place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France;
- By email to the following address: scv.dpo@compagniedesalpes.fr.

The Client may submit any other request or complaint:

- By postal mail to the following address: SCV Domaine Skiable, 603 rue du Centre, place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France;
- Via the website: <https://www.ticketoski.fr/fr/serre-chevalier>;
- By email to the following address: contact@serrechevalier-pass.com.

If the complaint concerns the non-compliance of a Transport Ticket or an Activity access ticket delivered by SCV with the Client's order, it must be made to SCV before the first use of the ticket. For other complaints, they must be submitted to SCV within two months following the occurrence of the event giving rise to the complaint.

If the Client wishes to activate the Insurance they have subscribed to, they must contact Marsh directly. SCV is not authorized to handle such requests.

ARTICLE 20. DISPUTE RESOLUTION

In the event of a dispute between the Client and SCV concerning the validity, interpretation, or execution of the Terms of Sale, the Client may resort free of charge to a conventional mediation procedure or any other alternative dispute resolution method.

The Client may resort to mediation:

- Through the **Consumer Mediator of AFEPAME**, according to the procedures set out on the website <https://mediateur-consommation-afepame.fr>, for disputes concerning payment in installments;
- For other matters, through the **Tourism and Travel Mediator (MTV – Médiation Tourisme Voyage)**, Service dépôt des saisines, CS 30958, 75383 Paris Cedex 08, France – Phone: +33 (0)1 42 67 96 68 – Email: info@mtv.travel, according to the procedures set out on the website <https://www.mtv.travel> and within a maximum period of one year from the written complaint submitted to SCV.

The Client may also use the **European Commission's online dispute resolution platform**, accessible at <https://webgate.ec.europa.eu/odr/>.

If an amicable resolution cannot be reached, the Client may bring the matter before one of the courts territorially competent under the French Code of Civil Procedure or the court of the place where the Client resided at the time of contract conclusion or occurrence of the damage-causing event.

ARTICLE 21. ENTRY INTO FORCE OF THE TERMS OF SALE

The Terms of Sale come into effect on December 11, 2024.

ARTICLE 22. MODIFICATION OF THE TERMS OF SALE

SCV reserves the right to modify the Terms of Sale at any time.

ARTICLE 23. TRANSLATION OF THE TERMS OF SALE

In case of contradiction between the Terms of Sale in French and the Terms of Sale in another language, the French version shall prevail.

ARTICLE 24. APPLICABLE LAW

The Terms of Sale are governed by French law.