

SALES CONDITIONS SUMMER

These sales conditions (hereinafter the «Sales Conditions») regulate the relationship between the *Société d'Aménagement de la station de la Plagne* (the resort of la Plagne development company) (hereinafter « SAP ») operating the ski lifts in the la Plagne ski area and any consumer (hereinafter the «Client») who:

- Purchases from SAP a ticket for travel (hereinafter a «Ticket for Travel») allowing then to use one or more ski lifts operated by SAP during the summer season; and/or
- Purchases a ticket for entry to an activity (hereinafter an «Activity») marketed by SAP which must be used during the summer season.

In purchasing a Ticket for Travel or a ticket for entry to an Activity, the Client accepts the Sales Conditions without reservation.

ARTICLE 1. INFORMATION RELATING TO SAP

SAP is a limited company under French law with a share capital of 2, 157,776.00 €, registered with the business and company register in Chambéry under number 076 220 011 and whose intra-community VAT number is: FR 05 076 220 011.

Its contact details are as follows:

- Head office address: Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France,
- Tel.: +33 (0)4 79 09 67 00,
- E-mail: info@ski-laplagne.com.

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

It is registered as an intermediary insurance agent under Orias number 18005294.

ARTICLE 2. TICKETS FOR TRAVEL AND ACTIVITIÉS

The list of Tickets for Travel and Activities, their characteristics and the conditions under which they may be used are displayed in SAP's sales points (hereinafter Sales Points»), close to or on the ticket dispensers operated by SAP (hereinafter the «Ticket Dispensers»), on the web site <https://www.skipass-laplagne.com> (hereinafter the «Web Site ») and on the Paradiski Yuge application (hereinafter the «Application»).

Tickets for Travel and entry tickets for Activities are only valid for all or part of the summer season for which they have been ordered.

Tickets for Travel are valid for seven consecutive days on the dates shown on the Proof of Purchase (as defined in [article 8](#)). By way of exception, «single journey» Tickets for Travel are valid for one journey by ski lift on any day on which the ski lifts are open during the summer season for which they have been purchased. «Daily» Travel Tickets are valid for one day on any day on which the ski lifts are open during the summer season for which they have been purchased. By way of exception, «Paradiski extension» Tickets for Travel are only valid for the day for which they have been purchased.

The «Mountain Cart» activity does not need to be reserved. Participation in the «Aérolive» activity requires reservation of a time slot

Equipment supplied with the Activities cannot be hired separately from the Activities.

ARTICLE 3. SALES LOCATIONS

Tickets for Travel may be purchased in Sales Points and, for a selection of them only, on the Web Site, in Ticket Dispensers and on the Application.

Tickets for entry to «Mountain Cart» Activity may be purchased in the Colorado Sales Point in Plagne Centre, in the Plagne Montalbert Sales Point, on the Web Site and on the Application. Access tickets to the “Aérolive” activity can be purchased at Points of Sale, on the Website, on the Ticket Dispensers located at the boarding station for the Bellecôte and Colorado lifts, and on the Application. The privatization of an “Aérolive” cabin is possible at a Point of Sale only.

The list, location and opening days of the Sales Points and Ticket Dispensers are shown on the Web Site.

Certain offers may be displayed only in Sales Points, on the Web Site, on Ticket Dispensers or on the Application.

ARTICLE 4. ORDERING

The Client may not purchase more than twenty Tickets for Travel or tickets for entry to an Activity per order on the Web Site, or more than nine Tickets for Travel from a Ticket Dispenser.

The Client who wishes to purchase an access ticket to the “Aérolive” activity must finalize their purchase no later than the day before the activity. As an exception, this purchase can be made up to the day of the activity in the event of a purchase at a Point of Sale and on the tablet at the “Aérolive” activity reception point.

As stated in [article 9](#), the Client placing an order on the Web Site may choose to receive the Ticket for Travel or the ticket for entry to an Activity by post. If they choose this option, they must order the Ticket for Travel or the ticket for entry to an Activity at least ten full days before their first use. Otherwise, the Ticket for Travel or ticket for entry to an Activity must be collected from a Sales Point or a Ticket Dispenser.

When placing an order on the Web Site, the Client

1. Chooses the Ticket(s) for Travel or the Ticket(s) for entry to an Activity(ies) they wish to order,
2. Checks their order and if necessary amends it then confirms it,
3. Creates a personal account (if they do not already have one) then enters the user name and password to access their personal account or chooses to order without creating a personal account and provides their e-mail address,
4. Provides the necessary information to personalise the Tickets for Travel and the tickets for entry to an Activity,
5. Chooses the means of delivery of the Tickets for Travel and tickets for entry to the Activities,
6. Accepts the Sales Conditions and the conditions for use of the Tickets for Travel and Activities,
7. Pays for their order.

If an order placed on the Website or the Application is not finalized within thirty minutes following the display of the product offer, the selected products are automatically deleted from the Client's basket. However, the products continue to appear in the basket, even though they have been deleted, if the page of the Website or Application on which the Client is located has not been refreshed. SAP therefore does not guarantee the availability or price of the products appearing in the basket beyond the period mentioned above.

The sale is concluded subject to payment of the entire price at the time of the order. In addition, if an offer of Transport Tickets or access tickets to an Activity is valid until a specific date and time, the sale is concluded if payment is finalized at the latest on this date and at this hour.

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

ARTICLE 5. PHOTOGRAPH

When purchasing a Ticket for Travel valid for every day of the summer season, the Client must provide a photograph of the user of the Ticket for Travel. It must be a recent identity photograph, full face without glasses with tinted lenses and without headdress.

ARTICLE 6. PRICES

The price list for Tickets for Travel and Activities is available in Sales Points, on or near Ticket Dispensers, on the Web Site and on the Application.

They are shown in euros and are inclusive of all taxes. They are subject to alteration during the season should these taxes be altered.

Price reductions are not cumutable.

If the Client wishes to benefit from a reduced price or free ticket, they must present at the time of purchasing the Ticket for Travel or ticket for entry to an Activity in a Sales Point, an original document certifying that the user of the Ticket for Travel or ticket for entry to an Activity fulfils the conditions to benefit from a reduced price or free ticket on the date of validity of the Ticket for Travel or the start of the Activity. The user must be able to present this document at any moment during the period of validity of the Ticket for Travel or during the Activity, whether the Ticket for Travel or the ticket for entry to an Activity has been purchased in a Sales Point, on the Web Site, from a Ticket Dispenser or on the Application.

No price reduction or free ticket will be granted after the purchase of a Ticket for Travel or a ticket for entry to an Activity.

The prices of Activities include the provision of the equipment necessary to take part in these Activities and the necessary Ticket for Travel, where required, to reach it.

ARTICLE 7. PAYMENT

All orders must be paid in full upon placement.

Payment must be made in euros.

The means of payment accepted are:

- In Sales Points: credit / debit cards (*Carte Bleue*, Visa, Mastercard, American Express), cheques drawn on a bank account in France and issued in favour of SAP, cash up to the applicable limits, printed or digital ANCV holiday cheques (Connect holiday cheques).
- On the Web Site: credit / debit cards (*Carte Bleue*, Visa, Mastercard, American Express) and ANCV digital holiday cheques (Connect holiday cheques).
- On the Application: credit / debit cards (*Carte Bleue*, Visa, Mastercard, American Express) ;
- From Ticket Dispensers: credit / debit cards (*Carte Bleue*, Visa, Mastercard, American Express).

When paying by cheque, the Client must present original proof of identity in their name.

Splitting payment between several means of payment is only possible when ordering in a Sales Point or on the Web Site.

ARTICLE 8. PROOF OF PURCHASE

In the event of a purchase at a Point of Sale, the Client may request the provision of a printed proof of sale (hereinafter the "Proof of Sale"). He can also choose to receive a link by SMS to access his personal account, in which the Proof of Sale is made available to him.

In the event of a purchase on the Website, on the Application or on a Vending Machine, the Proof of Sale is included in the order confirmation email.

The Client is asked to retain this Proof of Purchase throughout the validity of the Ticket for Travel or ticket for entry to the corresponding Activity. The Proof of Purchase will notably be required when submitting a request for compensation.

ARTICLE 9. ISSUE OF TICKETS FOR TRAVEL AND TICKETS FOR ENTRY TO ACTIVITIES

Every Ticket for Travel and ticket for entry to an Activity is issued in the form of a card.

The cards are provided free of charge on the purchase of a Ticket for Travel or a ticket for entry to an Activity.

If the Client purchases a Ticket for Travel or a ticket for entry to an Activity in a Sales Point, the card is issued to them immediately in the Sales Point.

If the Client purchases a Ticket for Travel in a Ticket Dispenser, the card is issued to them immediately by the Ticket Dispenser.

If the Client purchases a Ticket for Travel or a ticket for entry to an Activity on the Web Site or on the Application, and except in the case of a recharge as described in [article 10](#), the Client may:

- Request that the card is sent to them by post,
- Collect it from a Sales Point. In this case they must bring the Proof of Purchase and proof of identity,
- Collect it from a Ticket Dispenser except for SEASON tickets. They must bring the Proof of Purchase.

ARTICLE 10. RECHARGING TICKETS FOR TRAVEL AND TICKETS FOR ENTRY TO ACTIVITIES

The card on which a Ticket for Travel or a ticket for entry to an Activity is loaded can be recharged one or more times. Accordingly, a new Ticket for Travel or ticket for entry to an Activity may be loaded onto this card.

ARTICLE 11. ALTERATION AND CANCELLATION OF AN ORDER

The order for a Ticket for Travel or a ticket for entry to an Activity cannot be altered.

However, the Client may cancel all or part of their order, without cost, if the following conditions are fulfilled:

- The order was placed on the Web Site or on the Application,

- The Ticket for Travel or ticket for entry to an Activity has not been used, even partially, including after the cancellation request has been sent.

As an exception, the reservation for the “Aérolive” Activity cannot be modified or canceled.

To request the cancellation of the order, the Client must send an electronic message to SAP at the following address: ventes@ski-laplagne.com. Their message must show:

- The reference number of the order,
- Their surname and forename,
- Bank details if the order had been paid for at least in part by ANCV digital holiday cheques.

The corresponding price of the cancelled Ticket for Travel or ticket for entry to an Activity will be credited to the credit / debit card used to pay for the Ticket for Travel or ticket for entry to an Activity, unless the Client requests otherwise. By way of exception, if the order was paid in full or in part by ANCV digital holiday cheques, the full price will be refunded by bank transfer.

The refund being based on the price of the order in euros, any variations in the exchange rate between the date of the order and the date of the refund will be borne by the Client.

ARTICLE 12. COMPENSATION

The Client, user of the Ticket for Travel or ticket for entry to an Activity may not benefit from any refund or exchange of the Ticket for Travel or the Activity, nor from any extension or postponement of their validity even if the Ticket for Travel has not been used or has only been partially used or if the person has not taken part in the Activity or has only partially taken part in it.

By way of exception, the Client may obtain the refund of a Ticket for Travel of a ticket for entry to an Activity under the conditions described in [article 11](#), and benefit from compensation in the cases detailed below.

12.1. Interruption to the operation of the ski lifts for health reasons on the decision of the authorities

In the event of the closure of all the ski lifts operated by SAP for one or more full days on the decision of the authorities for health reasons, the Client may request the refund of the Ticket for Travel or ticket for entry to an Activity which they have purchased from SAP (subject to the Activity requiring access to the ski lifts).

The amount of the refund is calculated pro rata to the number of days of closure imposed by the authorities' decision during the period of validity of the Ticket for Travel or ticket for entry to an Activity.

To obtain compensation, the Client must submit a request to SAP at the contact details shown in [article 18](#). This request must be accompanied by a Proof of Purchase.

12.2. Cancellation of an Activity by SAP

If an Activity for which they have purchased a ticket for entry from SAP is cancelled by SAP, the Client may obtain the refund of the ticket for entry to the Activity.

To obtain the refund of the ticket for entry to the Activity, the Client must submit a request to SAP at the contact details shown in [article 18](#). This request must be accompanied by the Proof of Purchase and bank details.

ARTICLE 13. RIGHT OF WITHDRAWAL AND RIGHT OF RENUNCIATION

The Client will not benefit from the right of withdrawal provided for by the French consumer code in the case of the purchase of a Ticket for Travel or ticket for entry to an Activity on the Web Site, on the Application or from a Ticket Dispenser.

ARTICLE 14. RESPONSIBILITY

It is the Client's responsibility to choose the Ticket for Travel or the Activity best suited to their needs and limitations. SAP will not accept responsibility if the Ticket for Travel or Activity chosen does not meet the needs or limitations of the Client, the user of the Ticket for Travel or the person entered for the Activity.

SAP declines all responsibility if it is impossible for the Client to finalize an order on the Website, on the Application or on an Automat before a specific deadline, due for example to the inaccessibility or malfunction of the Website, of the Application or the Machine, the inaccessibility or malfunction of the payment system, or the lack of payment authorization by the Client's bank.

ARTICLE 15. PERSONAL DATA

Compagnie des Alpes (RCS Paris 349 577 908) and SAP, a subsidiary of this company, implement, as joint controllers, the processing of personal data during the marketing of Transport Tickets and access tickets to the Activities.

These treatments are described in the policy relating to the protection of personal data available on the Website and at the Points of Sale. (<https://www.skipass-laplagne.com/fr/donnees-personnelles>)

The person whose data is processed has a right of access to the data concerning them, a right to rectify and delete this data, a right to limit their processing and to oppose this processing. You can exercise these rights by contacting the SAP using the contact details indicated in article 18.

ARTICLE 16. PUBLICATION OF THE SALES CONDITIONS AND OF THE DETAILS OF THE ORDER

The Client may obtain a copy of the Sales Conditions.

Furthermore, if they have placed the order by electronic means, they may have access to the details of their order as well as to the Sales Conditions applicable on the date of the order, for 5 years following the order if the amount is less than 120 € inclusive of all taxes and, 10 years if the amount is 120 € or more inclusive of all taxes.

In this case, the Client must submit a request to SAP at the address shown in [article 18](#).

ARTICLE 17. FOLLOW-UP OF AN ORDER

The Client may obtain information about an order placed on the Web Site or on the Application:

- Either by e-mail to the following address: ventes@ski-laplagne.com ;
- By post to the following address: SAP, Service clientèle, Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France ;
- Or by telephone to the following number: +33 (0)4 79 09 68 18.

ARTICLE 18. REQUESTS AND COMPLAINTS

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

- Either by e-mail to the following address: privacy@ski-laplagne.com ;
- Or by post to the following address: SAP, Protection des données personnelles, Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France.

Unless stated otherwise in the Sales Conditions, the Client may submit any other request or complaint within the two months following the event giving rise to the complaint:

- Either through the web site <https://www.ticketoski.fr/fr/la-plagne> ;
- Or by post to the following address: SAP, Service clientèle, Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France.

If the complaint relates to the non-compliance of a Transport Ticket or an Activity access ticket issued by SAP to the Client's order, it must be made to SAP before the first use of this title. If the complaint has another subject, it must reach the SAP within two months following the occurrence of the event giving rise to the complaint.

ARTICLE 19. SETTLEMENT OF DISPUTES

In the event of a dispute between the Client and SAP relating to the validity, interpretation or execution of the Sales Conditions, the Client may have recourse, free of charge, to a conventional mediation process or any alternative settlement of disputes.

He can resort to a mediation procedure with the Tourism and Travel Mediator (MTV Médiation Tourisme Voyage, BP 80 303, 75823 Paris Cedex 17, France – Tel.: +33 (0)1 42 67 96 68 – Email: info@mtv.travel) according to the terms set out on the website <https://www.mtv.travel> and within a maximum period of one year from the written complaint made to the SAP.

They may also have recourse to the on-line platform for the settlement of disputes set up by the European Commission, accessible on the web site <https://webgate.ec.europa.eu/odr/>.

If an amicable settlement is not reached, the Client may submit the case to one of the courts the location of which gives them jurisdiction in accordance with the French code of civil action, or the courts in their place of residence at the time of the conclusion of the contract or where the event giving rise to the complaint took place.

ARTICLE 20. COMING INTO FORCE OF THE SALES CONDITIONS

The Sales Conditions come into force on 1st June 2024.

ARTICLE 21. AMENDMENT OF THE SALES CONDITIONS

SAP reserves the option to amend the Sales Conditions at any time.

ARTICLE 22. TRANSLATION OF THE SALES CONDITIONS

In the event of a contradiction between the Sales Conditions in French and the Sales Conditions in another language, the Sales Conditions in French will prevail.

ARTICLE 23. APPLICABLE LAW

The Sales Conditions are regulated by French law.