

## **SALES CONDITIONS SUMMER**

These sales conditions (hereinafter «Sales Conditions») regulate the relationship between the company ADS (hereinafter «ADS»), operator of the ski lifts in the les Arcs-Peisey-Vallandry mountain area and any consumer (hereinafter the «Client») who:

- Purchases from ADS a ticket for travel (hereinafter a «Travel Ticket ») allowing them to use during the summer season one or more of the lifts operated by ADS; and/or
- Reserves an activity (hereinafter an «Activity») marketed by ADS or one of its representatives which must take place during the summer season
- By way of exception, the purchase of unlimited Winter Season Pass Travel Tickets shall be governed by the specific conditions attached as an appendix to these Sales Conditions, for the entire duration of application of these Sales Conditions. Upon expiry of the latter, the purchase of “unlimited” Winter Season Pass Travel Tickets shall be governed by the ADS Winter 2026/2027 Sales Conditions, under the same terms as those set out in the appendix.

In purchasing a Travel Ticket or reserving an Activity, the Client accepts the Sales Conditions without reservation. By way of exception, the marketing of the «piscine d’Arc 1800» Activity is regulated by the sales conditions of EPIC AB Tourisme.

### **ARTICLE 1. INFORMATION RELATING TO ADS**

ADS is a public limited company under French law with a share capital of 17,756,460.00 €, registered in the business and company register in Chambéry under the number 076 520 568, and the intracommunity VAT number is: FR 61 076 520 568.

Its contact details are as follows:

- Registered office address: Chalet des Villards, 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France ;
- Tel. : +33 (0)4 79 04 24 00 ;
- E-mail: [contact.ads@compagniedesalpes.fr](mailto:contact.ads@compagniedesalpes.fr).

ADS is insured by Allianz IARD Entreprises (1 cours Michelet, CS 3051, 92076 La Défense Cedex, France).

It is registered as an insurance agent under the Orias number 17007384.

### **ARTICLE 2. SUMMER TRAVEL TICKETS AND ACTIVITIES**

The list of Travel Tickets, Activities and Insurances, their characteristics and the conditions under which they may be enjoyed are displayed in ADS’s Sales Points (hereinafter the « Sales Points ») and on the website <https://www.lesarcs-peiseyvallandry.com> (hereinafter the « Website »).

A selection of Travel Tickets, Activities and Insurances is displayed near or on the ticket machines operated by ADS (hereinafter the « Ticket Machines ») and on the Paradiski Yuge mobile application (hereinafter the « App »). The characteristics of the Insurances may also be consulted on the website <https://www.carreneeige.com>.

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

Travel Tickets are valid for one or more consecutive days on the dates shown on the Travel Tickets. By way of exception, «one ascent» and «ten ascents» Travel Tickets are valid on any operating day of the ski lifts during the summer season for which they have been purchased.

The «zipline» Activity may only be reserved for a specific date and time. Equipment provided as part of the Activities cannot be rented separately from the Activities.

### **ARTICLE 3. SALES POINTS**

Travel Tickets may be purchased in Sales Points and, for a selected range, on the Website, from Ticket Machines or on the Application and at the Arc 1600 office of HERO, AB Tourisme.

Activities may be reserved in Sales Points, on the Website and on the App.

The “Carré Neige 4 Saisons” Insurance, whether or not associated with a Travel Ticket, may be taken out in Sales Points.

The list, location and opening days and hours of the Sales Points and Ticket Machines are available on the Website.

Certain offers may be available exclusively in Sales Points, on the Website, on Ticket Machines or on the App.

### **ARTICLE 4. ORDERING**

The Client may not select more than nineteen Travel Tickets per research on the Website and on the App.

Travel Tickets may be purchased up to the day on which they become valid and Activities may be purchased up to the day for which they are reserved.

When ordering on the Website or on the App the Client:

1. Selects the Travel Ticket(s) or the Activity(ies) they wish to order.
2. Reviews their order, modifies it if necessary, then confirms it.
3. Creates a personal account (if they do not already have one), then enters the username and password to access their personal account, logs in to an existing account, or chooses to order without creating an account. In this case, an email address must be provided.
4. Provides the information required to personalise the Travel Tickets and Activities access pass.
5. Confirms the delivery method for the Transport Tickets and Activity access pass.
6. Accepts the Sales Conditions and conditions for use of the Travel Tickets and Activity access pass.
7. Pays for their order.

If an order placed on the Website or the App is not finalized within thirty minutes of the product offer being displayed, the selected products are automatically removed from the Client’s basket and an “Expired Basket” message is shown.

The sale is concluded subject to full payment at the time of ordering, or, if the Client has opted for payment in instalments, of the first instalment. Furthermore, if a Travel Ticket or Activity access pass offer is valid until a specific date and time, the sale is concluded only if payment is completed by that deadline.

Once the order is paid, the Client receives a confirmation email.

## **ARTICLE 5. PRICES**

The prices of Travel Ticket and Activity access pass are available in Sales Points, on or near Ticket Machines, on the Website, on the App and at the Arc 1600 office of HERO, AB Tourisme

Prices are expressed in euros and with all taxes included. They may be adjusted during the season in the event of tax changes.

Reduced prices are applied based on of the individual adult, child or senior prices. Reduced prices cannot be combined with other discounted prices.

If the Client wishes to benefit from a reduced price or free entry, at the time of purchasing the Travel Ticket or reserving the Activity in a Sales Point or from an ADS representative, they must present an original document certifying that the user of the Travel Ticket or the person for whom the Activity is being purchased fulfils the conditions for benefitting from the reduced price or free entry on the date the Travel Ticket becomes valid or the Activity begins. The user or the person for whom the activity is being purchased must be able to present this document at any time during the period of validity of the Travel Ticket or during the Activity, whether the Travel Ticket has been purchased or the Activity reserved in a Sales Point, on the Website, from a Ticket Machine or on the App. Printed or digital copies are not accepted.

No price reduction or free entry will be granted after the Travel Ticket has been purchased or the Activity reserved.

Unless otherwise stated, the price of Activities includes the provision of the equipment necessary to take part in the Activities.

The price of the «Zipline» Activity also includes the Travel Ticket required to access the Activity.

## **ARTICLE 6. PAYMENT**

### **6.1. Currency**

Payment for Travel Tickets and Activities must be made in Euros.

### **6.2. Means of payment**

The means of payment accepted are:

- In Sales Points : bank cards (*Carte Bleue*, Visa, Mastercard, American Express), cheques drawn on a bank account in France and made out in favour of ADS, cash within the applicable legal limits, printed holiday vouchers (ANCV "Classic" holiday vouchers) or digital vouchers (ANCV "Connect" holiday vouchers) ;
- On the Website : bank cards (*Carte Bleue*, Visa, Mastercard, American Express), digital vouchers (ANCV "Connect" holiday vouchers) ;
- On the App: bank cards (*Carte Bleue*, Visa, Mastercard, American Express);
- On Ticket Machines: bank cards (*Carte Bleue*, Visa, Mastercard, American Express).

When payment is made by cheque, the Client must present an original identity document in their name.

No change is given on ANCV holiday vouchers.

Dividing payment between several means of payment is only possible for orders in Sales Points or on the Website (in this case, payment may be made partly by bank card and partly by digital ANCV holiday vouchers).

ADS accepts no liability in the event of temporary unavailability of a payment method due to a technical issue.

### **6.3. Payment in Instalments**

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

However, when placing an order on the Website, the Client may opt to pay using credit in three or four instalments with fees, provided the following conditions are met:

- The total amount of the order is equal to or greater than €180 including VAT for three instalments (before fees), or €400 including VAT for four instalments (before fees);
- The total amount of the order is less than or equal to €5,000 including VAT;
- The Client pays the full amount using a valid bank card (valid until the final instalment) issued by a banking institution located in one of the following EU countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, Netherlands;
- The Customer has a mobile phone number from one of the above countries.

The applicable fees are displayed on the Website at the payment method selection stage.

If the Client chooses three instalments, one third of the order amount plus all fees is charged at the time of the order. The second third is charged one month later, and the final third one month after that.

If the Client chooses four instalments, one quarter of the order amount plus all fees is charged at the time of the order. The second quarter is charged one month later, the third quarter one month after that, and the final quarter one month after the third.

To benefit from instalment payment, the Client must select the relevant option during the order process and, in the case of an order on the Website, accept the general terms and conditions of the service provider Alma.

The Client must ensure that each scheduled payment does not exceed the authorised limit set by their bank.

The Client may withdraw from the instalment payment arrangement under the conditions set out in Article 13, in which case the order must be paid in full immediately.

If an order is cancelled in accordance with the Sales Conditions, the instalment payment arrangement is also cancelled and any amounts already paid are refunded.

The company Alma reserves the right to refuse the Client access to the instalment payment facility. In such cases, the order must be paid in full immediately.

### **ARTICLE 7. ORDER CONFIRMATION**

An order confirmation (hereinafter the «Order Confirmation») is sent to the Client by email, when they purchase a Travel Ticket or pay for an Activity.

For purchases made on the Website, the Order Confirmation is also available in the Client's personal account under "My Orders".

For purchases made via the App, it is available under "Pass/My Purchases".

For purchases made at a Sales Point, the Client may decline to receive the Order Confirmation by email; in such cases, a printed Order Confirmation will be provided. The Client is also offered the option to receive a text message containing a link to create their account and thereby retrieve the Order Confirmation.

The Client is advised to retain the Order Confirmation for the entire validity period of the Travel Ticket or Activity. This document may be required for compensation claims, ticket replacement, or proof of insurance subscription.

### **ARTICLE 8. DELIVERY OF TRAVEL TICKETS AND ENTRY TICKETS TO ACTIVITIES**

Every Travel Ticket or Activity access pass is issued in the form of a QR code or smart card on which it is encoded.

QR codes and smart cards are provided free of charge when purchasing a Travel Ticket or reserving an Activity.

If the Client has purchased a Travel Ticket or reserved an Activity in a Sales Point, the QR code or smart card will be issued to them immediately at the Sales Point.

If the Client has purchased a Travel Ticket or reserved an Activity on the Website or on the App, the Travel Ticket or the Activity access pass will be issued:

- As a smart card. If the Client already has such a card, the Travel Ticket or Activity access pass is associated with this card when the order is placed. If the Client does not have such a card, they may collect from Sales Points or Ticket Machines by presenting the order number.
- Or a QR code, sent immediately by email to the address provided during the order;

If the Client has purchased a Travel Ticket from a Ticket Machine, the Travel Ticket or the Activity access pass will be issued:

- Either as a QR code, sent immediately by email to the address provided during the order;
- Or as a smart card. If the Client already has such a card, the Travel Ticket or Activity access pass is associated with this card when the order is placed. If the Client does not have such a card it is issued directly by the Ticket Machine.

The client is advised to check the conformity of the ticket or pass with their order upon delivery.

## **ARTICLE 9. RELOADING TRAVEL AND ACTIVITIES ACCESS PASS**

Some smart cards on which a Travel Ticket or an Activity access pass are associated can be reloaded several times. A new Travel Ticket or new Activity access pass may be added to these cards. However, if a card is associated with a Travel Ticket valid for every day of the summer season, no other Travel Ticket may be added to that card during the same season. However, an Activity access pass may be added on this card during the summer season.

Reloading is only possible via the Website, the App or on Ticket Machines, and only for Travel Tickets and Activity access passes available on those channels.

A Travel Ticket or an Activity access pass may be added to a reloadable card up to a few minutes before its validity begins.

If a new Travel Ticket or a new Activity access pass is added to a card while a valid one is still active, the original Travel Ticket or Activity access pass is cancelled and may no longer be used. No compensation will be provided. Clients are therefore advised to wait until the Travel Ticket or Activity access pass encoded on their card expires before reloading a new one.

## **ARTICLE 10. MODIFICATION OF AN ORDER**

The Client may amend their order if the following conditions are met:

- The Travel Ticket or Activity access pass was not purchased as part of a promotional offer;
- The amendment concerns only a change of date for the Travel Ticket or Activity, and the new validity date must be in the same summer season as the one originally purchased.
- The amendment does not affect the price of the Travel Ticket or the Activity originally purchased.
- The request is received by ADS at the latest on the day of the start of the validity period of the Travel Ticket, or at the latest forty-eight hours before the start of the Activity.
- The Travel Ticket or Activity access pass has not been used, even partially, including after the cancellation request was submitted.

Amending an order is not possible after the start of validity of the Travel Ticket or less than forty-eight hours before the start of the Activity.

The Client must send their amendment request to the address provided in [article 18](#) or make their request in a Sales Point.

The Client's request must include:

- The order reference number;
- Their surname, forename, email address;
- The number of the smart card on which the Travel Ticket or the Activity access pass is encoded.

## **ARTICLE 11. CANCELLATION OF AN ORDER**

The Client may completely or partially cancel an order if the following conditions are met:

- The cancellation relates to a Travel Ticket or an Activity access pass that was not purchased as part of a promotional offer.
- The request is received by ADS at the latest on the day of the start of the validity period of the Travel Ticket, or at the latest forty-eight hours before the start of the Activity.
- The Travel Ticket or Activity access pass has not been used, even partially, including after the cancellation request was submitted.

Cancelling an order is not possible after the start of validity of the Travel Ticket or less than forty-eight hours before the start of the Activity.

The Client must notify ADS of the cancellation of their order by contacting them using the contact details provided in [article 18](#) or notify a Sales Point of the cancellation.

The Client's request must include:

- The reference order number;
- Their surname, forename, email address;
- The number of the smart card on which the Travel Ticket or the Activity access pass is encoded;
- A bank account identification document (RIB) if the validity period of the bank card used for payment has expired.

The amount corresponding to the cancelled Travel Ticket or the Activity access pass will be refunded to the bank card used for payment. Exceptionally, if the order was paid in whole or in part by cheque or by cash, the portion paid by this method will be refunded via bank transfer. Exceptionally, if the order was paid in whole or in part by holiday vouchers, the portion paid by this method will be refunded in the form of a credit note. This credit note is non-transferable, non-refundable, and valid until the date indicated on the credit note.

Refunds are based on the euro amount of the order. Any exchange rate fluctuations between the order date and the refund date are borne by the Client. Any postal costs incurred by the Client to notify ADS of the cancellation are non-refundable.

Credit notes are non-transferable and valid until the date indicated on them.

## **ARTICLE 12. COMPENSATION**

The Client, the user of the Travel Ticket or the person registered for an Activity is not entitled to any refund, exchange, extension or postponement of the validity, of the Travel Ticket or Activity, even if the Travel Ticket has not been used or has only partially been used or the person has not taken part in the Activity, including in cases where the inability to use the ticket or participate in the Activity is due to weather or snow conditions..

If an Activity reserved by the Client with ADS is cancelled by ADS, the Client shall be refunded up to:

**Refund procedures for the Client, if the Client has paid for the Activity:**

- **By bank card:** the refund will be issued to the bank card used for the original payment.
- **By ANCV vouchers (paper or digital):** a credit note valid for 1 year from its issuance will be created and automatically made available in your account associated with the email address used during the booking. If you did not create an account, it will be sent to you by email.
- **By cheque or cash:** the refund will be made by bank transfer after you provide a bank account identification document (RIB) to [contact.ads@compagniedesalpes.fr](mailto:contact.ads@compagniedesalpes.fr) along with proof of purchase for the cancelled Activity. The transfer will be made within 3 weeks following receipt of the required information.

No compensation will be granted to a Client who purchased a Travel Ticket or booked an Activity through any party other than ADS. In such cases, the Client must contact the person or entity from whom they purchased the Travel Ticket or booked the Activity.

Refunds are based on the euro amount of the order. Any exchange rate fluctuations between the order date and the refund date are borne by the Client.

This credit note is non-transferable, non-refundable, and valid until the date indicated on the credit note.

**ARTICLE 13. RIGHT OF WITHDRAWAL AND RIGHT OF RENUNCIATION**

The Client does not benefit from the right of withdrawal provided under the French Consumer Code when purchasing a Travel Ticket or an Activity access pass on the Website, on the App or from a Ticket Machine.

However, the Customer has a period of fourteen (14) calendar days from the date of the order on the Website to waive the instalment payment option described in Article 6.3, by notifying their decision directly via email to: [support@getalma.eu](mailto:support@getalma.eu).

**ARTICLE 14. RESPONSIBILITY**

It is the Client's responsibility to select the Travel Ticket or Activity that best suits their needs and constraints. ADS shall not be held liable for any mismatch between the selected Travel Ticket or Activity and the Client's needs or constraints, or those of the user of the ticket or the person registered for the Activity.

ADS declines all responsibility in the event that the Client is unable to finalize an order on the Website, on the App or on a Ticket Machine before a given deadline, due to, for example, inaccessibility or malfunctioning of the Website, the App or Ticket Machine, payment system failure, or lack of payment authorisation from the Customer's bank.

**ARTICLE 15. PERSONAL DATA**

Compagnie des Alpes (Paris Trade and Companies Register No. 349 577 908) and ADS, a subsidiary of this company, implement, as joint controllers, personal data processing in connection with the purchase and use of Travel Tickets and access tickets to Activities.

These processing activities are described in the personal data protection policy available on the Website and in Sales Points.

In accordance with the applicable regulations on personal data protection, the data subject has the right to access the data concerning them, the right to rectify and erase such data, the right to restrict its processing and the right to object to such processing. These rights may be exercised by contacting our Data Protection Officer via the following form: [https://datalegaldrive.com/ed/exercer/formulaire\\_exercice/ads/fr/1](https://datalegaldrive.com/ed/exercer/formulaire_exercice/ads/fr/1), by email at: [ads.privacy@compagniedesalpes.fr](mailto:ads.privacy@compagniedesalpes.fr), France, or by post at the following address: ADS, Personal Data Protection Department, 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.

## **ARTICLE 16. INFORMATION ON SALES CONDITIONS AND DETAILS OF THE ORDER**

The Client may obtain a copy of the Sales Conditions.

Furthermore, if the order was placed electronically, the client may request a copy of the order details and the Sales Conditions applicable at the time of the order, for a period of five (5) years after the order if its amount is less than 120 € including all taxes, ten (10) years if the amount is equal to or greater than 120 € including all taxes.

To do so, the Client must submit a request to ADS to the contact details provided in [article 18](#).

## **ARTICLE 17. MONITORING AN ORDER**

The Client may obtain information about an order placed on the Website or on the App:

- By post to the following address: ADS, Service relation clients, Chalet des Villards, 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.
- By phone on the following number: +33 (0)4 79 04 25 03.
- By email to the following address: [contact.ads@compagniedesalpes.fr](mailto:contact.ads@compagniedesalpes.fr).

Furthermore, the client may consult their order history in his personal account on the Website under the "My orders" section, whether these orders were placed at a Point of Sale, on the Website, on the App or on Ticket Machines, provided that the customer used the same email address for all such orders.

## **ARTICLE 18. REQUESTS AND COMPLAINTS**

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

- By post to the following address: ADS, Protection des données personnelles, Chalet des Villards, 22 rue Porte des Villards Arc 1800, 73700 Bourg-Saint-Maurice, France.
- By email to: [ads.privacy@compagniedesalpes.fr](mailto:ads.privacy@compagniedesalpes.fr).

Any request or complaint regarding instalment payments must be addressed to the company Alma, via the following link: <https://support.getalma.eu>.

Unless otherwise stated in the Sales Conditions, all other requests or complaints may be submitted:

- By post to the following address: ADS, Service relations clients, Chalet des Villards, 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.
- Via the website <https://www.ticketoski.fr/fr/clientads>.

If the complaint relates to the non-conformity of a Travel Ticket or an Activity access pass issued by ADS with the Client's order, it must be made to ADS before the first use of this ticket. For all other complaints, they must reach ADS within two months of the occurrence of the event giving rise to the complaint.

## **ARTICLE 19. SETTLEMENT OF DISAGREEMENTS**

In the event of a disagreement between the Client and ADS relating to the validity, interpretation or application of the Sales Conditions, the Client may resort to a conventional mediation procedure or any other alternative dispute resolution method free of charge

The Client may have initiate mediation with:

- AFEPAME Consumers' Mediator, in accordance with the terms established on the website <https://mediateur-consommation-afepame.fr>, in the case of a dispute concerning payment in several instalments.
- *Médiateur du Tourisme et du Voyage* (tourist and travel mediator) (MTV Médiation Tourisme Voyage, BP 80 303, 75 823 Paris Cedex 17, France – Tel. : +33 (0)1 42 67 96 68 – Email: [info@mtv.travel](mailto:info@mtv.travel)) in accordance with the terms on the web site <https://www.mtv.travel> within a maximum of one year from the written complaint to ADS.

Should an amicable settlement not be reached, the Client may take legal action in one of the territorially appropriate jurisdictions by virtue of the French civil action code or in their place of residence at the time the contract or the subject of the action was concluded.

#### **ARTICLE 20. ENTRY INTO FORCE OF THE SALES CONDITIONS**

The Sales Conditions enter into force on 2<sup>nd</sup> June 2026.

#### **ARTICLE 21. ALTERATION OF THE SALES CONDITIONS**

ADS reserves the right to amend the Sales Conditions at any time.

#### **ARTICLE 22. TRANSLATION OF THE SALES CONDITIONS**

In the event of any inconsistency between the Sales Conditions in French and the Sales Conditions in another language, the Sales Conditions in French shall prevail.

#### **ARTICLE 23. APPLICABLE LAW**

The Sales Conditions are governed by French law.

## **APPENDIX: SPECIFIC SALES CONDITIONS APPLICABLE TO THE SALE OF UNLIMITED WINTER SEASON PASSES 2026/2027**

These specific conditions derogate from the Sales Conditions only with regard to the provisions set out in this appendix. The provisions of the Sales Conditions not expressly amended herein shall remain applicable to any purchase of an Unlimited Season Pass.

### **ARTICLE 24. TRAVEL TICKET**

Under these Sales Conditions, the Client may purchase Travel Tickets valid every day during the Winter 2026/2027 season, referred to as “Unlimited Season Pass” (or “Travel Ticket”).

### **ARTICLE 25. ORDER**

The Client may not select more than nineteen Travel Tickets per research on the Website or on the App.

When placing an order on the Website, the Client shall:

1. Select the Travel Ticket(s) and any Insurance(s) they wish to order;
2. Verify their order, amend it if necessary, and validate it;
3. Create a personal account (if they do not already have one) and provide their login details to access it, log in to an existing account, or choose to order without creating a personal account, in which case they must provide an email address;
4. Provide the information required for the personalisation of the Travel Ticket;
5. Choose the method of delivery of the Travel Ticket;
6. Accept the Sales Conditions and the conditions of use of the Travel Tickets;
7. Pay for their order.

If an order placed on the Website or on the App is not completed within thirty minutes following the display of the product offer, the selected products shall be automatically removed from the Client’s basket and a “Basket expired” window shall be displayed.

The sale shall be concluded subject to payment, at the time of the order, of the full price or, if the Client has opted for payment in instalments, of the first instalment. Furthermore, where an offer for Travel Tickets is valid until a specified date and time, the sale shall be concluded subject to payment being completed no later than such date and time.

Once the order has been paid, the Client shall receive an order confirmation email.

When placing an order on the Website, the Client may choose to receive by post the smart card to which the Unlimited Season Pass is associated. Should the Client select this option, the Travel Ticket must be ordered at least seven clear days prior to its first use in the case of delivery to an address in France or Corsica, and at least fifteen clear days prior to its first use in other cases. Failing this, the order cannot be completed.

### **ARTICLE 26. PHOTOGRAPH**

For the purchase of a Travel Ticket, the Client must provide a photograph of the user of such Travel Ticket. This must be a recent identity photograph, taken from the front, without tinted glasses or head covering.

### **ARTICLE 27. CANCELLATION OF AN ORDER**

The Client may cancel all or part of an order, free of charge, provided that the following conditions are met:

- The cancellation concerns a Travel Ticket not purchased as part of a promotional offer;

- ADS is informed of the cancellation no later than seven days before the start of validity of the Travel Ticket in the case of a “Classic Season Pass”, or no later than the day of the start of validity of the Travel Ticket in the case of an “Essential Season Pass”;
- The Travel Ticket has not been used, even partially, including after the request for cancellation has been sent.

The Client may cancel all or part of an order subject to a fee, provided that the following conditions are met:

- The cancellation concerns a “Classic Season Pass”;
- The Travel Ticket was not purchased as part of a promotional offer;
- ADS is informed of the cancellation no later than the day of the start of validity of the Travel Ticket;
- The Travel Ticket has not been used, even partially, including after the request for cancellation has been sent.

The cancellation fee for a “Classic Season Pass” Travel Ticket shall be €80 per cancelled Travel Ticket. The cancellation shall only be taken into account subject to payment of this fee.

Cancellation of an order shall not be possible after the start of the validity of the Travel Ticket.

The Client must inform ADS of the cancellation of their order by contacting it using the contact details set out in Article 18 above. If the Travel Ticket was purchased at a Point of Sale, the Client may also inform ADS of the cancellation at a Point of Sale.

For the cancellation to be valid, the Client must provide:

- The reference number of their order;
- Their surname, first name and email address;
- If the Client holds the smart card to which the Travel Ticket is associated, the number of this card;
- Bank account details if the validity period of the bank card used for payment has expired.

The amount corresponding to the cancelled Travel Ticket shall be credited to the bank card used for payment. By way of exception, where the order was paid in whole or in part by cheque or in cash, the corresponding amount shall be refunded by bank transfer. By further exception, where the order was paid in whole or in part using holiday vouchers, the corresponding amount shall be refunded in the form of a credit note. This credit note is non-transferable, non-refundable and valid until the date indicated thereon.

As the refund is based on the price of the order in euros, any exchange rate fluctuations between the date of the order and the date of the refund shall be borne by the Client. Any postal costs incurred by the Client to inform ADS of the cancellation shall not be reimbursed.

## **ARTICLE 28. COMPENSATION**

The Client, the user of a Travel Ticket, or the beneficiary of an Insurance shall not be entitled to any refund or exchange of such Travel Ticket or such Insurance, nor to any extension or deferral of their validity, even if the Travel Ticket has not been used or has only been partially used, or if the Insurance has not been used, and even where the inability to use the Travel Ticket results from weather or snow conditions.

No compensation shall be granted before the end of the validity period of the Travel Ticket.

No compensation shall be granted to a Client who purchased a Travel Ticket from any person other than ADS. In such case, the Client must contact the person from whom the Travel Ticket was purchased.

However, in the event of a closure, by decision of the public authorities, of all ski lifts operated by ADS for one or more full days **for health-related reasons**, the Client may request a refund of the Travel Ticket purchased from ADS.

The refunded amount shall be calculated on a pro rata basis according to the number of days of closure resulting from the administrative decision during the validity period of the Travel Ticket.

To obtain such compensation, the Client must submit a request to ADS using the contact details set out in Article 18 above. Such request must be accompanied by the Order Confirmation.

Compensation shall be processed within four months following receipt of the Client's request and of all documents required to process such request. In the event of a refund, as the refund is based on the price of the order in euros, any exchange rate fluctuations between the date of the order and the date of the refund shall be borne by the Client.