

## **GENERAL TERMS AND CONDITIONS OF USE OF SKI PASSES AND ACCESS TICKETS TO ACTIVITIES**

These General Terms and Conditions of Use (hereinafter referred to as the "Conditions of Use") define the relationship between ALTTA, operator of the ski lifts of the Tignes ski area, and any natural person (hereinafter referred to as the "User"):

- using a ski pass (hereinafter referred to as a "Ski Pass") allowing access to one or several ski lifts operated by ALTTA, or
- participating in an activity (hereinafter referred to as the "Activity") organised, operated by or sold by ALTTA or one of its agents.

Using a Ski Pass or participating in an Activity constitutes full and unconditional acceptance without reserve of these Conditions of Use.

### **ARTICLE 1. INFORMATION REGARDING ALTTA**

ALTTA is a local public company under French law, with a capital of 27,500,000.00 euros, registered in the Trade and Companies Register under number 940 025 752, and whose intra-community VAT number is FR51940025752.

ALTTA's contact details are as follows:

**Registered office address:** 238 Boucle du Rosset, 73320 Tignes, France

Telephone number: +33 (0)4 79 40 09 32

E-mail address: [contact@altta.fr](mailto:contact@altta.fr)

**Main establishment and postal address:** 665 avenue de Grande Motte, le Val Claret, 73320 Tignes, France

Telephone number: +33 (0)4 79 06 60 00

E-mail address: [info@altta.fr](mailto:info@altta.fr)

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

It is registered as an authorised insurance representative under Orias number: registration pending.

### **ARTICLE 2. TERMS AND CONDITIONS FOR ACCESS TO SKI LIFTS AND ACTIVITIES**

The use of Ski Passes grants access to the ski lifts operated by ALTTA and, for certain categories of passes, to facilities operated by other partner operators, in particular the Société des Téléphériques de Val d'Isère (hereinafter referred to as "STVI"), when expressly provided for in the relevant offer.

The User is informed that the operation of the ski lifts is not guaranteed in a permanent or complete manner. ALTTA may be required to interrupt or suspend the operation of all or part of its facilities, with or without notice, particularly

for reasons related to weather conditions, snow conditions, sanitary requirements, technical constraints, or energy conservation measures.

Access to certain ski lifts or certain Activities may be subject to specific conditions related, in particular, to the User's age, physical condition, or the equipment they use. These restrictions are posted at ALTTA points of sale, on the website [www.skipass-tignes.com](http://www.skipass-tignes.com), and at the departure points of the related facilities. It is the responsibility of each User to verify, prior to use, that no restrictions apply to them. If a User does not meet the required conditions, access to the facility or activity in question will be denied, and neither the User nor the purchaser of the used Ski Pass may claim any refund or compensation.

Ski Passes designated as "pedestrian" passes authorise access only for Users who are not carrying any snow sports gear, transportation or recreational equipment, even when such equipment is not being used but is simply carried or held in the hand. This includes, in particular, skis, snowboards, sledge boards, bicycles, scooters, and similar equipment.

Unless expressly stated otherwise, no Ski Pass constitutes a right to priority access to the ski lifts.

To ensure that the information registered at the checkpoints is read correctly, the User must wear their Ski Pass on the left side.

Certain Activities may require prior presentation of valid identification. This document will be retained for the duration of the equipment provision and returned to the User upon completion of the Activity, subject to full return of the equipment.

Minors who are not emancipated remain under the sole responsibility of the person or persons with parental authority.

### **ARTICLE 3. BEHAVIOUR AND COMPLIANCE WITH INSTRUCTIONS**

Any use of the ski lifts operated by ALTTA requires the User to comply with the rules applicable to the operation of the facilities and the safety of individuals. As such, the User is required to comply with the safety regulations posted at the ski lift departure points, all signage on site, and any instructions given by ALTTA staff in relation to the operation of the facilities.

Users are also advised to behave in accordance with the rules of caution and proper conduct applicable to mountain sports, particularly the "Ten Rules of Conduct for Skiers" published by the International Ski Federation.

The User must also comply with all sanitary regulations made mandatory either by the public authorities, or by ALTTA when it implements them in application of a decision or requirement issued by a public authority.

In general, Users must refrain from any behaviour likely to compromise the safety, health, tranquillity or well-being of other users, of the ALTTA staff or its subcontractors. In particular, the following behaviours are prohibited in the departure and arrival areas of the ski lifts and whilst on board them: drunkenness, verbal or physical violence, the consumption of tobacco, alcohol or illicit substances, vaping, possession of weapons, shouting, the use of devices that cause noise disturbance, pushing and shoving, or failing to queue in an orderly manner. Users must also refrain from causing any damage to the facilities, equipment or fittings operated by ALTTA.

In the event of a failure to comply with these obligations, ALTTA reserves the right to refuse or prohibit the User's access to its ski lifts, to notify the territorial authorities with jurisdiction, and, if necessary, to take any appropriate action against the person concerned.

### **ARTICLE 4. PASS INSPECTION, JUSTIFYING DOCUMENTS AND SITUATIONS OF INFRINGEMENT**

Access to the ski lift facilities and participation in the activities offered by ALTTA are contingent upon the User holding a valid Ski Pass or a reserved ticket to an Activity.

The User must be prepared to present, at any time, upon request by ALTTA staff or a duly authorised inspector:

- an original, valid Ski Pass, allowing access to the ski lift used, in their name in the case of a nominative Ski Pass
- the proof of purchase, or failing this, the proof of booking the Activity in question
- all original documents proving eligibility for a reduced rate or free admission.

If these items are not presented, access to the facility or the Activity will be denied. The User must then pay the price of the corresponding Ski Pass or Activity.

#### 4.1 Fixed penalty fee for violations

When a duly authorised inspector observes a violation consisting of the absence of a valid Ski Pass or failure to comply with the rules posted at ski lift departure points, the User shall be required to pay:

- the price of the requested Ski Pass
- and a fixed penalty fee equivalent to five (5) times the daily value of the Ski Pass granting access to the facility used or the facility that the User attempted to use.

The rate category applied for the calculation is:

- Users aged 19–64: adult rate
- Users under 19: child rate
- Users aged 65–74: senior rate

The amount is rounded up to the next euro.

#### 4.2 Procedure in the event of failure to immediately pay the fixed penalty fee and the ski pass, or in the event of refusal to pay

If the User refuses or is unable to immediately pay, the duly authorised inspector shall issue a citation for the violation, in accordance with Articles 529-3 and the following articles of the French Code of Criminal Procedure and is authorised to determine the User's identity and address.

If the User refuses to provide proof of identity, the inspector shall immediately notify a judicial police officer, who may order the immediate appearance of the person concerned.

The User has three months from the date the violation is recorded to:

- pay the amounts due (Ski Pass, fixed penalty fee, administrative fees), or
- submit a reasoned objection to ALTTA.

In the absence of payment or an objection within this period, the citation is forwarded to the public prosecutor's office and results in an increased fixed fine, collected by the Public Treasury (Articles 529-4 and 529-5 of the French Code of Criminal Procedure).

#### 4.3 Fraudulent use of a Ski Pass

If a User uses a nominative Ski Pass belonging to a third party, the duly authorised inspector may immediately confiscate it so that it can be returned to its rightful owner.

### **ARTICLE 5. PERSONAL NATURE OF PASSES**

Ski passes and access tickets for Activities are, as a general rule, strictly personal. They may not be transferred, resold, lent, or given to a third party, whether such transfer is made for payment or free of charge. Any use of a pass in violation of this rule will render it invalid. ALTTA cannot be held liable for any failure to fulfil or improper fulfilment of offers by partner companies.

As an exception to this rule, only a non-personalised Ski Pass with the shortest validity period and purchased at the highest rate may be transferred. However, this option is subject to compliance with the conditions established by ALTTA for the use of the pass in question. The new holder must therefore meet all applicable criteria, particularly in terms of age.

#### **ARTICLE 6. LOSS OF A SKI PASS OR ACCESS TICKET FOR AN ACTIVITY**

In the event of a loss of the physical medium on which a Ski Pass purchased from ALTTA is encoded, the User must report the loss as soon as possible at an ALTTA point of sale and be able to present the corresponding proof of purchase.

Subject to this declaration and the presentation of the necessary supporting documents, a new card can be issued immediately. The User will be charged **€10 (including all taxes)** for this replacement. This amount shall be retained by ALTTA and is non-refundable, even in the event that the originally lost medium is later found.

The physical medium declared lost is deactivated as soon as the declaration is recorded. It therefore becomes unusable, even if it is subsequently found. The new medium issued to the User only includes the remaining validity period of the initial Ski Pass.

For Ski Passes billed on the basis of days actually used, the days skied will continue to be charged to the purchaser until the loss has been officially reported to ALTTA, including in cases where the pass has been used by a third party.

However, no duplicate or replacement will be issued in the event of the loss of an access ticket for an Activity. The User who no longer has their ticket must make a new purchase if they wish to take part in the Activity in question. They are nevertheless advised to report this loss without delay to an ALTTA point of sale, so that, if necessary, the lost ticket can be deactivated.

#### **ARTICLE 7. ALTERATION OR MALFUNCTION OF PHYSICAL MEDIUM**

The physical medium on which a Ski Pass is encoded, as well as any access ticket for an Activity, must be kept in conditions that ensure its proper functioning. As such, it must in particular not be folded, punctured, broken, or exposed to a heat source likely to damage it.

If a physical medium or access ticket provided by ALTTA is and/or becomes defective, the User may present it at an ALTTA point of sale to request a replacement.

Provided that the ticket or physical medium in question was indeed issued by ALTTA, it will be replaced at no cost to the User.

#### **ARTICLE 8. IMAGING DEVICES IN THE SKI AREA AND DURING CERTAIN ACTIVITIES**

ALTTA may use, at certain facilities or in connection with certain Activities, imaging devices intended either to meet operational and security needs or to offer Users a photography service.

Some ski lifts are equipped with cameras designed to count the number of Users using these facilities, particularly to facilitate evacuation operations if necessary.

Photo terminals may also be made available to Users within the ski area. When using this service, Users may receive their photograph free of charge via e-mail after entering the requested e-mail address at the associated terminal.

During the winter season, certain Activities may result in automatic photography of participants. This is particularly the case for sledging, for which the User may, after selecting a photograph, entering an e-mail address, and paying by

bank card at the designated terminal, obtain a printed copy. A digital copy of the photograph is also sent to the provided e-mail address after the payment is confirmed.

Similarly, during the winter season, certain rides on specific ski lifts—notably the Aiguille Rouge chairlift—may be automatically photographed. Users can then receive the corresponding photograph free of charge via e-mail after selecting it at the terminal provided for this purpose at the lift’s arrival station and entering their e-mail address.

#### **ARTICLE 9. PROCESSING OF PERSONAL DATA**

In the context of the use of Ski Passes and access tickets for Activities, personal data processing can be carried out by ALTTA, alone or, where applicable, jointly with the relevant entities or service providers, depending on the operational structure in place

The purposes, methods and conditions for carrying out such processing are specified in ALTTA’s privacy policy, which is available on the Website and at Points of Sale.

Any person concerned by the processing of personal data, under the conditions set forth in applicable regulations, has the right to access data concerning themselves, the right to rectification, the right to deletion, the right to restrict processing, and the right to object to processing.

These rights can be exercised directly with ALTTA, using the contact information provided in article 10.

#### **ARTICLE 10. CONTACT DETAILS AND COMPLAINTS PROCEDURES**

Requests and complaints submitted by the User must be addressed to the appropriate contact person based on their subject matter.

For questions regarding the processing of personal data, the Client may contact ALTTA either by sending the request to the following postal address: 665 avenue de Grande Motte, le Val Claret, 73320 Tignes, France, or by sending an e-mail to the following address: [privacy@alтта.fr](mailto:privacy@alтта.fr).

For any other request or complaint related to the use of ski lifts, Ski Passes, or Activities, the User must submit a complaint to ALTTA within two (2) months of the occurrence of the event that prompted the request. This complaint may be submitted either via the website <https://www.ticketoski.fr/en/tignes-alтта>, or, alternatively, by postal mail sent to the following address: 665 Avenue de Grande Motte, le Val Claret, 73320 Tignes, France.

Special procedures apply when the claim concerns damage to equipment, such as stained clothing or damaged material.

The incident must be reported on the same day to the attendant at the relevant ski lift. The claim must be submitted to ALTTA within 48 hours. The User must include with their request a copy of their Ski Pass as well as the incident report issued by the sector manager or an ALTTA staff member at the time the incident was documented. The User must also be able to provide, upon ALTTA’s request, the purchase receipt for the equipment in question.

Failing to provide these elements, ALTTA will not be able to process the request favourably. If compensation is granted, its amount is assessed considering the circumstances of the case and the condition of the damaged equipment, particularly with regard to the state of its wear and tear, its deterioration, and its general condition. The criteria used for evaluating this compensation may be communicated to the User upon simple request.

Finally, if the alleged damage occurred in connection with the use of a ski lift operated by an operator other than ALTTA, it is the User’s responsibility to submit their claim directly to that operator.

## **ARTICLE 11. GOVERNING LAW AND DISPUTE RESOLUTION**

In the event that these Conditions of Use are provided in several languages, it is expressly understood that the French version of these Conditions of Use is the only legally binding version.

These Conditions of Use are governed by French law with respect to both their interpretation and enforcement.

Any claim must first be addressed to ALTTA within two (2) months of the occurrence of the event giving rise to said claim, without prejudice to the legal remedies and time limits for bringing legal action, sent to the following address: 665 Avenue de Grande Motte, le Val Claret, 73320 Tignes, France.

If you do not receive a satisfactory response within the aforementioned time limit, you may resort to a contractual mediation procedure or any other alternative dispute resolution method, including, free of charge:

- If the dispute concerns the possibility of paying in instalments, the Client may refer the matter to the AFEPAME Consumer Ombudsman, in accordance with the conditions and procedures specified on the website [www.mediateur-consommation-afepame.fr](http://www.mediateur-consommation-afepame.fr).
- Within one year of filing your complaint, you may refer the matter to the Tourism and Travel Ombudsman via its website <http://www.mtv.travel> or by postal mail sent to the following address: MTV Médiation Tourisme Voyage – Service dépôt des saisines, CS 30958, 75383 Paris cedex 08, France.

## **ARTICLE 12. INFORMATION REGARDING GREENHOUSE GAS EMISSIONS**

In accordance with applicable reporting requirements, ALTTA provides Users with data on greenhouse gas emissions associated with the use of ski lifts during the winter season.

For informational purposes, emissions are evaluated as follows:

- 32.086 g CO<sup>2</sup>e for a one-day Ski Pass providing access to the ski lifts in the Tignes and Val d'Isère ski areas, equivalent to a 0.229 km car journey
- 27.894 g CO<sup>2</sup>e for a one-day Ski Pass providing access to the ski lifts in the Tignes ski area only, equivalent to a 0.199 km car journey
- 192.518 g CO<sup>2</sup>e for a six-day Ski Pass providing access to the ski lifts in the Tignes and Val d'Isère ski areas, equivalent to a 1.375 km car journey
- 167.363 g CO<sup>2</sup>e for a six-day Ski Pass providing access to the ski lifts in the Tignes ski area alone, equivalent to a 1.195 km car journey .

The automotive equivalent used for these calculations is based on the following parameters: diesel vehicle, 140 g/km, Class C, current average.

It should also be noted that the energy used to operate the ski lifts managed by ALTTA comes 100% from a renewable source, based on an estimated emission rate of 6 g CO<sup>2</sup>e/kWh. The same applies to the energy used by the ski lifts operated by STVI, which is also considered 100% renewable, based on the same emissions rate of 6 g CO<sup>2</sup>e/kWh.

For any additional information regarding these data, the User can write to 665 Avenue de Grande Motte, le Val Claret, 73320 Tignes, France.

## **ARTICLE 13. ENTRY INTO FORCE OF THE GENERAL TERMS AND CONDITIONS OF USE**

These General Terms and Conditions of Use enter into force on June 19, 2026.

#### **ARTICLE 14. AMENDMENTS TO THE GENERAL TERMS AND CONDITIONS OF USE**

ALTTA reserves the right to supplement, amend or modify these General Terms and Conditions of Use at any time.

#### **ARTICLE 15. VALIDITY OF THE FRENCH VERSION**

In the event that these General Terms of Use are available in several languages, the French version shall prevail in the event of any discrepancy, inconsistency, or question regarding interpretation.

#### **ARTICLE 16. GOVERNING LAW**

These General Terms and Conditions of Use are governed by French law.