TERMS AND CONDITIONS OF SALE
WINTER SEASON

These terms and conditions of sale (hereinafter the "Terms and Conditions of Sale") govern the relationship between Société d'Exploitation de la Vallée des Belleville (hereinafter "Sevabel"), which operates the ski lifts in the Les Menuires/Saint-Martin-de-Belleville ski area, and any consumers (hereinafter the "Customers") who:

- purchase a lift pass from Sevabel (hereinafter the "Lift Pass") authorising the holder to use one or more ski lifts operated by Sevabel during the winter season;
- purchase an activity pass from Sevabel (hereinafter the "Activity Pass") to be used during the winter season; or
- take out an insurance policy (hereinafter the "Insurance Policy") proposed by Sevabel for a Lift Pass or an Activity.

By purchasing a Lift Pass or an Activity Pass, or by taking out an Insurance Policy, Customers unconditionally accept the Terms and Conditions of Sale. Due to operating conditions at the ski resort, in particular weather conditions or safety constraints, the number of ski lifts in operation or their capacity may need to be reduced and long queues may be formed. However, such circumstances do not automatically constitute a suspension of the service entitling Customers to compensation (regardless of the number of lifts taken).

The Terms and Conditions of Sale do not apply to any "Trois Vallées Liberté" lift passes purchased from Sevabel. In such cases, the Trois Vallées Liberté terms and conditions apply.

ARTICLE 1. INFORMATION ABOUT SEVABEL

Sevabel is a French société par actions simplifiée (simplified company) organised and existing under the laws of France, with a share capital of €3,235,500.00, registered in the Chambéry Trade and Companies Register under number 353 065 964, and with EU VAT No: FR 02 353 065 964.

Its contact details are as follows:

- Registered office address: 1349 Avenue de la Croisette, Les Menuires, 73440 Les Belleville, France;
- Tel: +33 (0)4 79 00 62 75;
- Email: contact@skipass-lesmenuires.com

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

It is registered as an insurance intermediary representative in the Orias register (French register of insurance, banking and finance intermediaries) under number 17007391.

ARTICLE 2. LIFT PASSES, ACTIVITIES AND INSURANCE POLICIES

The list of Lift Passes, Activities and Insurance Policies, their features and the eligibility requirements are displayed at Sevabel's points of sale (hereinafter the "Points of Sale"), close to or on the vending machines operated by Sevabel (hereinafter the "Vending Machines"), on the https://www.skipass-lesmenuires.com and https://saison.skipass-lesmenuires.com websites (hereinafter the "Websites") and on the "Trois Vallées" app (hereinafter the "App"). Details of the Insurance Policies can also be found on the https://carreneige.com/fr/ website. The insurance broker is GBC Montagne, whose registered office is located at Résidence Le Grand Cœur, Bat. B, 298 Avenue Maréchal Leclerc, 73704 Bourg-Saint-Maurice, France.

Lift Passes, Activities and Insurance Policies are only valid for all or part of the winter season for which they are booked.

Unless otherwise stated, Lift Passes valid for more than one day are valid for consecutive days.

Insurance Policies may be taken out when booking a Lift Pass or certain Activities, or at any time during the period of validity of the Lift Pass or Activity. If an Insurance Policy is taken out after the Lift Pass or Activity is booked, the insurance cover only takes effect from the date and time the policy is taken out and does not apply retroactively.

ARTICLE 3. WHERE TO BUY

Lift Passes may be purchased at the Points of Sale and some of them may also be purchased on the Websites, via the App and using the Vending Machines.

Activities may be ordered as follows:

- for the "First Track" Activity, on the https://www.skipass-lesmenuires.com Website and at the Points of Sale in Saint-Martin and La Croisette in Les Menuires;
- for the "La Mine" Activity, at the Points of Sale, on the https://www.skipass-lesmenuires.com Website and via the App;
- for the "Roc'N Bob" Activity, at the "Roc'N Bob" Point of Sale located at the Roc 1 gondola lift station.

Insurance policies may be taken out at the Points of Sale, on the Websites, via the App or using the Vending Machines.

Some offers may only be available at the Points of Sale, on the Websites, via the App or using the Vending Machines.

ARTICLE 4. ORDER PROCESS

Save in the event that the Lift Pass is to be loaded onto an existing smart card as provided for in Article 10, Customers may order a Lift Pass on the https://www.skipass-lesmenuires.com Website, via the App or using the Vending Machines up until the first day of validity of the Lift Pass. As an exception, Lift Passes using the "Samedi je skie" offer must be ordered by no later than 23:59 on the day before the start of the period of validity of the Lift Pass.
Customers may order a Lift Pass on the https://saison.skipass-lesmenuires.com Website up to two days before the start of the period of validity of the Lift Pass.

Customers may order an Activity on the https://www.skipass-lesmenuires.com Website or via the App up until the day on which the Activity begins. As an exception, the "First Track" Activity must be ordered by no later than 14:00 on the day before the Activity.

Orders are not final and binding until an order confirmation message has been received.

If Customers choose to receive the smart card, on which the Lift Pass is loaded, by post, only smart cards for Lift Passes sold on the https://saison.skipass-lesmenuires.com website may be sent. Orders must be confirmed and paid for in full at least ten business days before the start of the period of validity of the pass for deliveries to mainland France or Corsica, and at least fifteen business days for deliveries to other destinations.
Otherwise, the order will not be processed. In order to receive a Lift Pass by post, Customers must allow a processing time of at least ten business days before the first day of use of the Lift Pass.
When placing an order on the Websites, using a Vending Machine or via the App, Customers must:

1. select the product or products they wish to order;
2. check their order, correct it if necessary, and confirm it;
3. with the exception of orders placed using a Vending Machine, for which Customers simply enter their email address, create a personal account (if they do not already have one), enter their login details to access their personal account, or choose to place an order using an express account and enter their email address (although the creation of a personal account may be compulsory for certain Lift Passes);
4. provide the information required to personalise the Lift Passes or Activity Passes;
5. decide how they wish the Lift Passes or Activity Passes to be issued;
6. agree to the Terms and Conditions of Sale and the terms of use for the Lift Passes and Activity Passes;
7. pay for their order.

Once the order has been paid for, Customers will receive an email confirming their order.

If an order placed on a Website, using a Vending Machine or via the App is not completed within thirty minutes of the product selection being displayed, the selected products will automatically be removed from the Customer's shopping cart. However, the products will continue to appear in the shopping cart, even though they have been removed, until the relevant page on the Website or in the App is refreshed. Accordingly, Sevabel cannot guarantee the availability or price of the products in the shopping cart after the time limit mentioned above.

Sales are concluded subject to the payment, when the order is placed, of the full price, or the payment of the first instalment if Customers elect to pay in instalments. Furthermore, if an offer for Lift Passes or Activity Passes is only valid until a specified date and time, the sale is concluded subject to the payment being finalised by that date and time.

ARTICLE 5. PHOTOGRAPHS ON LIFT PASSES

Customers must provide a photograph of the person using the Lift Pass before:

- purchasing a Lift Pass valid every day during the winter season;
- purchasing an "elderly" Lift Pass valid for two or more consecutive days;
- a free Lift Pass valid for a minimum of two days can be issued;
- a Lift Pass can be issued to a person with a disability.

It must be a recent passport-sized photograph, taken from the front, without tinted glasses or head coverings.

If the photograph does not meet the above requirements, the Lift Pass will not be valid.

ARTICLE 6. PRICES

The prices payable for Lift Passes, Activities and Insurance Policies are available at the Points of Sale, as well as on the Websites, the App and at Vending Machines.

Prices are stated in euros and include all taxes. They may vary over the season, to factor in any changes to these taxes.

The price of an Activity includes the cost of the Lift Pass and the hire of any equipment that may be required to take part in the Activity. As an exception, the price of the "First Track" Activity does not include the cost of the Lift Pass required for the Activity. Customers must therefore ensure that the person taking part in the Activity has the required Lift Pass and, if necessary, purchase the Lift Pass in addition to the Activity booking.

Sevabel may sell Lift Passes or Activity Passes at a reduced price or free of charge at its Points of Sale only. This applies, in particular, for Lift Passes for persons with a disability. Customers must present documents proving their eligibility for a reduced price. For persons with disabilities, the following documents are the only documents

accepted: the CMI Mobility Inclusion "Disability" and "Priority" cards. An RQTH Recognition of Disabled Worker Status or CMI Mobility Inclusion "Parking" card does not constitute valid proof entitling the holder to disability-related reduced prices on Lift Passes

Sevabel may also sell Lift Passes or Activity Passes at a reduced price on the Websites only, via the App only or at Vending Machines only.

Unless otherwise stated, any price reduction is applied to the "solo adult" or "individual adult" price.

A price reduction cannot be combined with any other price reduction.

If Customers wish to benefit from a reduced price or free pass, they must present, when ordering the Lift Pass or Activity Pass at a Point of Sale, an original document confirming that the user of the Lift Pass or the person registered for the Activity meets the eligibility requirements for the reduced price or free pass on the start date of the Lift Pass or at the start of the Activity. As an exception, when purchasing a Lift Pass valid every day during the winter season, the date taken into account to determine whether a user is eligible for a reduced price or free pass is:

- the first date on which the relevant ski lifts open, if the Lift Pass is purchased before that date;
- the date of purchase if the Lift Pass is purchased after at least one of the relevant ski lifts has opened.

The user, registered person or beneficiary must be able to present the relevant document at all times during the period of validity of the Lift Pass, Activity or Insurance Policy, regardless of the method used to purchase it (Point of Sale, Websites, App or Vending Machines).

No price reductions or free passes may be granted after the Lift Pass, Activity or Insurance Policy has been ordered.

ARTICLE 7. PAYMENT

7.1. Currency

Payments for Lift Passes and Activities must be made in euros.

As an exception, Customers may pay in a currency other than the euro at the Points of Sale, on the Websites, via the App and at the Vending Machines by using the DCC (Dynamic Currency Conversion) service.

In the event of a refund, it will be paid in euros, based on the amount actually received, without taking into account any fluctuations in exchange rates. Any exchange rate fluctuations between the date of the order and the date of the refund will be borne by Customers.

7.2. Payment methods

The following payment methods are accepted:

- at the Points of Sale: payment cards (Carte Bleue, Visa, Mastercard and American Express), cash up to the statutory maximum amounts, printed ANCV holiday vouchers (non-refundable), the Okay Savoie card, Google Pay, Apple Pay and valid vouchers issued by Sevabel;
- on the https://www.skipass-lesmenuires.com Website: payment cards (Carte Bleue, Visa, Mastercard and American Express) and digital ANCV holiday vouchers (Connect holiday vouchers), as well as valid vouchers issued by Sevabel;
- on the https://saison.skipass-lesmenuires.com Website: payment cards (Carte Bleue, Visa, Mastercard and American Express) and, for purchases of an "unlimited season" Lift Pass only, digital ANCV holiday vouchers (Connect holiday vouchers, minimum value €20 and non-refundable), Google Pay and Apple Pay;

- via the App: payment cards (Carte Bleue, Visa, Mastercard and American Express), Google Pay and Apple Pay;
- at Vending Machines: payment cards (Carte Bleue, Visa, Mastercard and American Express), Google Pay, Apple Pay and valid vouchers issued by Sevabel (vouchers can only be used if Customers have created a personal account).

Payment can only be split across multiple payment methods for orders placed at a Point of Sale or on the Websites.

No change is given on holiday vouchers. Customers should therefore present ANCV holiday vouchers totalling the exact value of the order or present ANCV holiday vouchers totalling an amount less than the order total and pay the difference using another payment method.

Sevabel disclaims any and all liability in the event that a payment method is temporarily unavailable due to a technical issue.

7.3. Payments in instalments

All orders must be paid in full when they are placed.

However, deferred payment arrangements may be implemented for any order totalling between €300 inclusive of all charges (before any fees are applied) and €5,000 inclusive of all charges:

- pay in three instalments, without any fees, when purchasing any Pass on the https://www.skipass-lesmenuires.com Website and "unlimited season" Lift Passes on the https://saison.skipass-lesmenuires.com Website;
- pay in four instalments, with a fee, when purchasing "unlimited season" Lift Passes on the https://saison.skipass-lesmenuires.com Website only.

Payments in instalments are available only to Customers who use their payment card to complete the transaction, provided that the payment card remains valid until the final payment instalment and is issued by a bank based in France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, the Netherlands or Portugal, and they have a mobile phone number registered in one of these countries.

The Alma payment service is offered for the settlement of purchases and the processing of payments, provided the person purchasing the goods or services via Alma (the “Purchaser”) accepts the contract for payment in instalments or deferred payment.

Alma may charge a fee for this service. The fees payable are displayed on the https://saison.skipass-lesmenuires.com Website, on the page used by Customers to select the payment method for their order.

Any refusal by Alma to authorise payment in instalments or deferred payment may result in the invalidation of the contract for the purchase of goods or services (“Terms and Conditions of Sale”), unless the Purchaser agrees to pay the full purchase price upfront.

In the event of termination of the Terms and Conditions of Sale, the contract for payment in instalments or deferred payment will be terminated as of right.

In the event that the instalment or deferred payment solution used for your payment is cancelled, the Terms and Conditions of Sale will be terminated as of right, unless you settle the full purchase price upfront via Alma. If the product has already been dispatched to you, you must return it within the maximum time limit set out in these Terms and Conditions of Sale.

If Customers choose to pay in three instalments, an amount equal to one third of the order total will be debited from their payment card when the order is placed. The second payment of one third of the order total will be debited one month later from the same payment card. The remaining balance is debited one month after the second payment has been debited, from the same payment card.

If Customers choose to pay in four instalments, an amount equal to one quarter of the order total and the full amount of the fees will be debited from their payment card when the order is placed. The second and third payments, equal to one quarter of the order total, are debited from the same payment card one month apart. The remaining balance is debited one month after the third payment has been debited, from the same payment card.

To pay in instalments, Customers must select the relevant option during the order process and accept Alma's general terms and conditions of service. Payments are made via the secure Alma platform.

Customers must ensure that the amount of each scheduled debit falls below the maximum amount authorised by their bank.

Customers may cancel the deferred payment arrangements provided for in this article in accordance with the provisions set out in Article 14. In such a case, they must pay the total amount of their order immediately in full.

If an order is cancelled in accordance with the Terms and Conditions of Sale, the deferred payment arrangements provided for in this article will be cancelled and any sums paid by Customers will be refunded to them.

Alma reserves the right to refuse to grant Customers the deferred payment arrangements provided for in this article. In such a case, Customers must pay the total amount of their order immediately in full.

ARTICLE 8. PROOF OF PURCHASE

A proof of purchase (hereinafter the "Proof of Purchase") is emailed to Customers once an order for a Lift Pass or an Activity Pass has been placed. When making a purchase on the Website, via the App or using a Vending Machine, the Proof of Purchase is the order confirmation email. When making a purchase at a Point of Sale, Customers may opt out of receiving the Proof of Purchase by email. In such a case, they will receive a printed Proof of Purchase.

Customers should keep the Proof of Purchase for the entire period of validity of the Lift Pass or Activity Pass. They will need to provide the Proof of Purchase, in particular, to make a claim for compensation or if they are controlled by authorised inspectors.

ARTICLE 9. ISSUING OF LIFT PASSES AND ACTIVITY PASSES

Each Lift Pass and each Activity Pass is issued in the form of a smart card, provided free of charge, on which the pass is loaded.

Smart cards are reusable. New passes may therefore be loaded on to an existing smart card in accordance with the procedures set out in Article 10.

If Customers purchase a Lift Pass or an Activity Pass (with the exception of the "First Track" Activity) at a Point of Sale, the smart card is issued to them immediately at the Point of Sale.

If Customers purchase a Lift Pass or an Activity Pass (with the exception of the "First Track" Activity) on the https://www.skipass-lesmenuires.com Website or via the App, they may:

- pick up the smart card no later than the first day of validity of the Lift Pass or Activity Pass, from the Vending Machines provided for this purpose. They will need to provide their Proof of Purchase (QR code or order number and the email address used to make the purchase), or
- pick up a smart card from a Point of Sale (if they do not already have one) and provide the card number when placing the order.

If Customers purchase a Lift Pass on the https://saison.skipass-lesmenuires.com Website, they may:

- pick up the smart card at a Point of Sale. They will need to provide the Proof of Purchase and a form of identification; or
- ask to have the smart card sent by post to the address provided when placing the order, provided that the timing requirements set out in Article 4 are met. No postage charges apply.

If Customers purchase a Lift Pass or an Activity Pass from a Vending Machine, the smart card is issued to them immediately by the Vending Machine.

If Customers purchase a "First Track" Activity Pass at a Point of Sale or on a Website, no smart card will be issued. Customers are informed that a routine check is carried out at the start of the activity by an authorised employee. Accordingly, they must be able to produce the proof of purchase, in either a printed or digital format.

Customers are advised to check, when the Lift Pass or Activity Pass is issued, that it matches their booking.

ARTICLE 10. LOADING NEW LIFT PASSES OR ACTIVITY PASSES ONTO AN EXISTING SMART CARD

The smart card referred to in Article 9 can be reused one or more times. This means that a new Lift Pass or a new Activity Pass can be loaded onto the smart card, no later than fifteen minutes before the start of the period of validity of the Lift Pass or Activity Pass.

This can be done at the Points of Sale, on the Websites, via the App or using the Vending Machines.

No new Lift Pass or Activity Pass may be loaded onto a smart card while an already loaded Lift Pass or Activity Pass remains valid, over the same period of validity.

ARTICLE 11. CHANGING AN ORDER

Customers may request changes to an order placed on a Website, via the App or using a Vending Machine if the following requirements are met:

- the changes relate only to the first day of validity of a Lift Pass or Activity Pass for a specific date;
- the changes do not affect the period of validity of the Lift Pass or the Activity Pass;
- the changes do not modify the price paid by the Customer;
- the request for changes is received by Sevabel no later than the day before the first day of validity of the Lift Pass or the start of the Activity;
- the Lift Pass or Activity Pass has not been used, even in part, including after the request for changes was submitted.

Customers may request changes to a purchase made at a Point of Sale if the following requirements are met:

- if a Lift Pass was purchased and the Lift Pass has not been used, even in part, including after the request for changes was submitted:
    - the request for changes is received by Sevabel no later than the day before the first day of validity of the Lift Pass;

  - the changes do not extend the validity of the Lift Pass to another season (other than the one for which it was purchased);
  - if the changes increase the price of the Lift Pass, the Customer must pay the difference;

- if the Lift Pass has been partially used at the time of the request for changes:
  - the changes may only relate to an extension of the geographical area covered by the Lift Pass;
  - the request must be made on the first day of validity of the Lift Pass;
  - if the changes increase the price, the Customer must pay the difference;

- if a "First Track" Activity Pass was purchased:
  - the request for changes is received by Sevabel by no later than 14:00 on the day before the Activity;
  - the changes must not extend the validity of the Activity Pass to another season (other than the one for which it was purchased).

If changes are to be made to a pack (a product comprising several Lift Passes, such as a "Family Flex pack"), the request will only be processed if the changes apply to all the persons covered by the pack.

Customers should visit a Point of Sale, or call the customer service department on +33 (0)4 79 00 62 75, or email their request for changes to: contact@skipass-lesmenuires.com.

In their request, they must state the reference number of their order, the full name of the holder of the Lift Pass or Activity Pass, the email address provided by them when placing the order and the number of the smart card on which the Lift Pass or Activity Pass is loaded.

ARTICLE 12. CANCELLING AN ORDER

Customers may cancel all or part of an order if the following requirements are met:

- the order has not been paid for in full using printed or digital holiday vouchers;
- for the "First Track" Activity, it must not be possible to reschedule the Activity to another date during the relevant winter season;
- Sevabel must be informed of the cancellation:
  - for a Lift Pass or an Activity for a specific date, no later than the day before the first day of validity of the Lift Pass or the start of the Activity;
  - for a Lift Pass or Activity without a date, no later than the last day on which the ski lifts operated by Sevabel are open during the winter season for which the Lift Pass or Activity was booked;
- the Lift Pass or Activity Pass has not been used, even in part, including after the request for cancellation was submitted.

Customers must inform Sevabel of the cancellation of their order using the contact details set out in Article 18. They must state their order reference number and the number of the smart card on which the Lift Pass or Activity Pass is loaded. In the event of cancellation of a "First Track" Activity Pass, Customers must also provide the full name of the person taking part in the Activity.

In the event of a purchase paid for by payment card, whether on a Website, via the App, at a Point of Sale or using a Vending Machine, the amount corresponding to the price of the cancelled Lift Pass or Activity will be credited to the payment card used to pay for the Lift Pass or Activity. If the purchase was paid for by a different method, the amount will be transferred to the bank account details provided. As the refund is based on the order price in euros, any exchange rate fluctuations between the date of the order and the date of the refund will be borne by Customers. Furthermore, any Insurance Policy taken out for the Lift Pass or the Activity will not be refunded.

If the order was paid for partly by printed or digital holiday vouchers and partly by payment card, the order will be refunded to the payment card for the amount paid by payment card. For the portion of the payment made using holiday vouchers, a voucher will be issued for an equivalent amount, valid until the end of the winter season following the season in which the cancellation of the Lift Pass or Activity was requested. At the end of that period, the voucher will automatically lapse and may not be used or refunded.

ARTICLE 13. COMPENSATION

General principle:
Customers, users of a Lift Pass and persons taking part in an Activity will not be entitled to any refund or exchange of the Lift Pass, Activity or Insurance Policy, or an extension or postponement of their validity, even if the Lift Pass has not been used or has only been partially used, or the person does not take part in the Activity or make a claim under the Insurance Policy, and even if the inability to use the Lift Pass or take part in the Activity is caused by the weather or snow conditions, or a warning regarding access to the connecting lifts within the Trois Vallées ski area advises Users that ski lifts could close early due to weather conditions.

In exceptional circumstances, Customers may be entitled to compensation in accordance with the provisions set out below and in the cases described in Articles 13.1 and 13.2.

Deadline for submitting a claim for compensation:
No compensation will be paid before the end of the period of validity of the Lift Pass or the end of the Activity. However, the claim for compensation must be received by Sevabel within two months of the occurrence of the event triggering the complaint.

Basis for compensation:
In the event that compensation is awarded, it will be paid on the basis of the price of the order in euros. The compensation will be paid using the same payment method as for the purchase. Payments made by payment card will therefore be refunded to the card used for the payment.

If the payment was made by cheque or in cash, the refund will be made by bank transfer to the account specified by the Customer. Any exchange rate fluctuations between the date of the order and the date of the refund will be borne by Customers.
If payment was made using holiday vouchers, the compensation will be provided in the form of a voucher remaining valid until the end of the winter season following the season in which the voucher was issued.
If the order was paid for, in whole or in part, using holiday vouchers in either a printed or digital format, a voucher will be issued for the corresponding portion.

Exclusions:
No compensation will be awarded to Customers who ordered a Lift Pass, an Activity or an Insurance Policy from any operator other than Sevabel. In such a case, Customers should contact the operator used to order the Lift Pass, Activity or Insurance Policy.

13.1. Complete suspension of ski lift operations for health-related reasons, following a decision issued by the public authorities

In the event of a closure for health-related reasons, following a decision issued by the public authorities, of all the ski lifts operated by Sevabel for one or more full days, Customers may request a refund for the Lift Pass, the Activity or the Insurance Policy they ordered from Sevabel (provided that the Activity requires access to the ski lifts or the Insurance Policy was taken out for the said Activity).

The amount of compensation is calculated on a pro rata basis according to the number of days of closure pursuant to the administrative decision over the period of validity of the Lift Pass or the Activity.

As an exception, for Lift Passes valid every day during the winter season, the amount of compensation is calculated using the following formula:

Amount of compensation = Price paid for the Lift Pass × (Guaranteed number of days on which the ski lifts are in operation - Actual number of days on which the ski lifts are in operation) / Guaranteed number of days on which the ski lifts are in operation

The guaranteed number of days on which the ski lifts are in operation is 65% of the total number of days in the winter operating season for the ski lifts operated by Sevabel. A day is treated as a day on which the ski lifts are in operation if the following requirements are met:

- at least 20% of the ski lifts operated by Sevabel are open;
- if the operation of the open ski lifts is suspended during the day, the suspension does not exceed five consecutive hours.

To claim this compensation, Customers must submit a claim to Sevabel via the https://www.ticketoski.fr/fr/les-menuires website. The claim must be submitted with the Proof of Purchase, a copy of the Lift Pass or Activity Pass, and the relevant bank account details.

13.2. Suspension of ski lift and/or connecting lift operations for any reason other than a decision issued by the public authorities for health-related reasons

13.2.1. Customers who have purchased a Lift Pass valid for one single day or less than one day for the Les Menuires/Saint-Martin-de-Belleville ski area only

Customers may claim compensation for the Lift Pass they purchased from Sevabel if the following requirements are met:

- the Lift Pass is valid for one single day or less than one day;
- the Lift Pass is valid for the Les Menuires/Saint-Martin-de-Belleville ski area only;
- they purchased the Lift Pass on a Website, via the App or using a Vending Machine without using any special offer whatsoever;
- Sevabel applies a reduced price for a Lift Pass for the day in question due to adverse weather or snow conditions.

If Sevabel applies a reduced price for a Lift Pass for the day in question due to adverse weather or snow conditions, no compensation may be claimed for the reduced price, regardless of the number of lifts taken.

The amount of compensation is equal to the difference between the price of the Lift Pass paid by Customers and the reduced price, regardless of the number of lifts taken.

To claim compensation for the Lift Pass, Customers must submit a claim to Sevabel using the contact details set out in Article 18 within the times set out above. The claim must be submitted with a copy of the Lift Pass and the corresponding Proof of Purchase.

13.2.2. Customers who have purchased a Lift Pass valid for more than one day, other than a Lift Pass valid every day during the winter season

13.2.2.1 Closure of the ski lifts in the Les Menuires/Saint-Martin-de-Belleville ski area and, where applicable, the connecting lifts to the Trois Vallées ski area

Customers may claim compensation if the following requirements are met:

- they purchased a Lift Pass from Sevabel;

- the Lift Pass is valid for more than one day;
- it is not valid every day during the winter season or is not one of the Lift Passes that can be purchased on the https://saison.skipass-lesmenuires.com Website;
- during the period of validity of the Lift Pass, the operation of at least 80% of the ski lifts in the Les Menuires/Saint-Martin-de-Belleville ski area (regardless of the location of the ski lifts and whether they serve as connecting lifts or provide access to specific sectors) is suspended for more than five consecutive hours on any one day;
- if the Lift Pass is valid for the Trois Vallées ski area, all the following connecting lifts are closed for more than five consecutive hours on the same day: Saint-Martin Express, Becca, Granges, Teppes, Roc 2, Bruyères 2 and Mont de la Chambre;
- the suspension of the operation of the ski lifts and, where applicable, the connecting lifts, is not caused by a force majeure event or the application of the timetable and opening hours for the ski lifts and connecting lifts displayed at the Points of Sale or on the Websites.

Compensation will take the form of one of the following, at the Customer's discretion and regardless of the number of lifts taken:

- a voucher for an amount equal to a fraction of the price of the Lift Pass. The amount is calculated on a pro rata basis, taking into account the number of days on which the operation of the ski lifts is suspended during the period of validity of the Lift Pass compared to the number of days of validity of the Lift Pass (for example, Customers who purchased a Lift Pass valid for seven days are entitled to a voucher equal to 2/7^{ths} of the price of the Lift Pass if the operation of the ski lifts is suspended for two days during the period of validity of the Lift Pass). The voucher is valid until the end of the winter operating season for the ski lifts operated by Sevabel following the season in which the operation of the ski lifts is suspended; or
- a refund of a sum calculated as set out above. Refunds will only be available in the form of a voucher in cases where the Lift Pass was paid for using holiday vouchers, whether in a printed or digital format. The voucher is valid until the end of the winter operating season for the ski lifts operated by Sevabel following the season in which the operation of the ski lifts is suspended.

To claim compensation for a Lift Pass, Customers must submit a claim to Sevabel within the time set out above, using the contact details set out in Article 18. The claim must be submitted with the Proof of Purchase, a copy of the Lift Pass and the relevant bank account details.

The compensation cannot be combined with the compensation referred to in Article 13.2.2.2.

13.2.2.2 Closure of the connecting lifts to the Trois Vallées ski area only

Customers may claim compensation if the following requirements are met:

- they purchased a Lift Pass from Sevabel;
- the Lift Pass is valid for more than one day;
- it is not valid every day during the winter season or is not one of the Lift Passes that can be purchased on the https://saison.skipass-lesmenuires.com Website;
- it is valid for the Trois Vallées ski area;
- all the following connecting lifts are closed for more than five consecutive hours on the same day: Saint-Martin Express, Becca, Granges, Teppes, Roc 2, Bruyères 2 and Mont de la Chambre;
- the suspension of the operation of the connecting lifts is not caused by a force majeure event or the application of the timetable and opening hours for the connecting lifts displayed at the Points of Sale or on the Websites.

Compensation will take the form of one of the following, at the Customer's discretion and regardless of the number of lifts taken:

- a refund of:

- €14.20 (including tax) per day of closure of the connecting lifts during the period of validity of the Lift Pass, if the Lift Pass is valid for a person aged between 18 and 74 years;
- €11.60 (including tax) per day of closure of the connecting lifts during the period of validity of the Lift Pass, if the Lift Pass is valid for a person aged between 5 and 17 years, or if it was purchased as part of a family pack;
- €3.50 (including tax) per day of closure of the connecting lifts during the period of validity of the Lift Pass, if the Lift Pass is valid for a person aged 75 or over.
- €10.20 (including tax) per day for a 3 Vallées pedestrian pass. The amounts are halved if the Lift Pass is valid for a person with a disability. No payment will be made if the Lift Pass is valid for a person under the age of 5 years;

The compensation will only be available in the form of a voucher in cases where the Lift Pass was paid for using holiday vouchers, whether in a printed or digital format.

- a voucher, the amount of which is calculated as above. The voucher is non-transferable and valid until the end of the winter operating season for the ski lifts operated by Sevabel following the season in which the connecting lifts are closed.

To claim compensation for the Lift Pass, Customers must submit a claim to Sevabel using the contact details set out in Article 18. The claim must be submitted with the Proof of Purchase, a copy of the Lift Pass and the relevant bank account details.

The compensation cannot be combined with the compensation referred to in Article 13.2.2.1.

13.3.Cancellation of an Activity by Sevabel

If an Activity booked by Customers with Sevabel is cancelled by Sevabel, Customers may reschedule the Activity or receive compensation for their booking.

If they wish to reschedule the Activity, they must present the Proof of Purchase at a Point of Sale.

To claim compensation for their booking, Customers must submit a claim to Sevabel, within the time specified above, using the contact details set out in Article 18. The claim must be submitted with the Proof of Purchase, a copy of the Activity Pass and the relevant bank account details.

If the Activity Pass has been partially used when the Activity is cancelled, the refunded amount is calculated on a pro rata basis according to the use made of the pass (for example, a Customer who has purchased a pass valid for ten runs on the "La Mine" toboggan run Activity will be refunded an amount equal to 8/10^{ths} of the price of the pass if the "La Mine" Activity is closed before the end of the season and the pass has been used twice by the date of closure).

ARTICLE 14. RIGHT OF WITHDRAWAL AND RIGHT TO CANCEL

Customers are not entitled to exercise the right of withdrawal provided for in the French Consumer Code (code de la consommation) when purchasing a Lift Pass or an Activity Pass on a Website, via the App or using a Vending Machine.

If Customers take out an Insurance Policy, they may exercise:

- the right to cancel provided for in Article L. 112-2-1(II) of the French Insurance Code (code des assurances), for a period of fourteen days from the date the insurance is taken out, provided that it is taken out remotely and for purposes that do not fall within the scope of the Customer's business activity, the insurance cover lasts for at least one month and the insurance policy has not been fully performed at the Customer's express request;

- the right to cancel provided for in Article L. 112-10 of the French Insurance Code, for thirty days from the date the insurance is taken out, provided that the policy is taken out for purposes that do not fall within the scope of the Customer's business activity, the insurance policy has not been fully performed and the Customer has not made any claim under the policy.

Details of how to exercise these rights to cancel and their consequences can be found on the https://carreneige.com/fr/ website.

Customers have a period of fourteen calendar days from the date of the order to cancel the deferred payment arrangements provided for in Article 7.3, by notifying their decision directly by email to: support@getalma.eu

ARTICLE 15. LIABILITY

Customers are responsible for selecting the Lift Pass, Activity or Insurance Policy that best suits their needs and circumstances.

Access restrictions, relating for example to a user's age, height or physical condition, may apply to certain ski lifts and certain Activities. These restrictions can be viewed at the Points of Sale, on the Websites and at each ski lift station.

Sevabel may not be held liable in the event that the Lift Pass, Activity or Insurance Policy chosen is not suitable for the needs and circumstances of the Customer, the user of the Lift Pass, the person registered for the Activity or the beneficiary of the Insurance Policy.

Sevabel disclaims any and all liability in the event that Customers are unable to complete an order on a Website, via the App or using a Vending Machine before a specified deadline due, for example, to the Website or Vending Machine being unavailable or malfunctioning, the payment system being unavailable or malfunctioning or a Customer's bank failing to authorise payment.

ARTICLE 16. PERSONAL DATA

Compagnie des Alpes (Paris Trade and Companies Register No. 349 577 908) and Sevabel, a subsidiary of that company, process personal data, as joint data controllers, in connection with the sale of Lift Passes and Activity Passes.

These processing operations are described in the privacy policy, which is available on the Websites, in the App and at the Points of Sale.

Data subjects have the right to access their personal data, the right to have that data rectified or erased, the right to restrict the processing of their data and the right to object to such processing. They may exercise these rights by contacting Sevabel using the contact details set out in Article 18.

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

Customers may obtain a copy of the Terms and Conditions of Sale.

Furthermore, Customers who have placed an order electronically may request a copy of the order details, together with the Terms and Conditions of Sale applicable on the date of the order, for a period of 5 years following the order if the order value is less than €120 (including tax), or 10 years if the order value is €120 (including tax) or more.

To obtain this, Customers should submit a request to Sevabel using the contact details set out in Article 18.

ARTICLE 18. ENQUIRIES AND COMPLAINTS

When ordering a Lift Pass or an Activity, Customers can obtain information about their order:

- by calling +33 (0)4 79 00 62 75;
- by post to the following address: Sevabel, Service accueil-relations client, 1349 Avenue de la Croisette, Les Menuires, 73440 Les Belleville, France; or
- by email to: contact@skipass-lesmenuires.com.

Customers may submit any enquiry or complaint regarding the processing of their personal data:

- by post to the following address: Sevabel, Protection des données personnelles, 1349 Avenue de la Croisette, Les Menuires, 73440 Les Belleville, France; or
- by email to: sevabel.privacy@compagniedesalpes.fr.

Customers may email any enquiry or complaint regarding payments in instalments to Alma (https://support.getalma.eu).

Unless otherwise stated in the Terms and Conditions of Sale, Customers may email any other enquiries or complaints to: sos@skipass-lesmenuires.com

If their enquiry or complaint relates to an order placed at a Point of Sale or using a Vending Machine, Customers may also submit the enquiry or complaint:

- by post to the following address: Sevabel, Service accueil-relations client, 1349 Avenue de la Croisette, Les Menuires, 73440 Les Belleville, France; or
- via the https://www.ticketoski.fr/fr/les-menuires website.

If the complaint relates to a Lift Pass or an Activity Pass issued by Sevabel that does not match the order placed by a Customer, it must be lodged with Sevabel before the pass is used for the very first time. If the complaint relates to a different matter, it must be received by Sevabel within two months of the occurrence of the event triggering the complaint.

If Customers wish to make a claim under the Insurance Policy they have taken out, they should contact Carré Neige. Sevabel is not authorised to process their claim.

ARTICLE 19. DISPUTE RESOLUTION

In the event of a dispute between Customers and Sevabel concerning the validity, interpretation or performance of the Terms and Conditions of Sale, Customers may use a free contractual mediation procedure or any other alternative dispute resolution method.

They may use a mediation procedure:

- run by the AFEPAME Consumer Ombudsman, in accordance with the procedures set out on the mediateur-consommation-afepame.fr website, in the event of a dispute concerning payments in instalments;
- run by the Tourism and Travel Ombudsman (MTV - Médiation Tourisme Voyage, Service dépôt des saisines, CS 30958, 75383 Paris cedex 08, France - Tel: +33 (0)1 42 67 96 68 - Email: info@mtv.travel) for other matters, in accordance with the procedures set out on the mtv.travel website and within a maximum of one year from the date of the written complaint submitted to Sevabel.

They may also use the online dispute resolution platform set up by the European Commission, available at https://webgate.ec.europa.eu/odr/.

If no out-of-court settlement can be reached, Customers may issue proceedings before one of the courts with territorial jurisdiction under the French Code of Civil Procedure (code de procédure civile), or before the court for the place where the Customer was resident when the contract was concluded or the loss-causing event occurred.

ARTICLE 20. EFFECTIVE DATE OF THE TERMS AND CONDITIONS OF SALE

The Terms and Conditions of Sale take effect on 20 November 2026.

ARTICLE 21. AMENDMENTS TO THE TERMS AND CONDITIONS OF SALE

Sevabel reserves the right to amend the Terms and Conditions of Sale at any time.

ARTICLE 22. TRANSLATION OF THE TERMS AND CONDITIONS OF SALE

If the Terms and Conditions of Sale in French conflict with a version in another language, the Terms and Conditions of Sale in French will prevail.

ARTICLE 23. GOVERNING LAW

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