

SALES CONDITIONS

WINTER

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

- Purchases from the SAP a ticket for travel (hereinafter a «Ticket for Travel ») allowing the use of one or more ski lifts operated by the SAP during the winter season; and/or
- Purchases a ticket for entry to an activity (hereinafter an «Activity») marketed by the SAP which must be used during the winter season;
- Takes out insurance (hereinafter the «Insurance») offered by the SAP and attached to a Ticket for Travel or a ticket for entry to a «Colorado Luge» activity.

In purchasing a Ticket for Travel, ordering an Activity or taking out an Insurance policy, the Client accepts unreservedly the Sales Conditions.

ARTICLE 1. INFORMATIONS RELATING TO THE SAP

The SAP is a public limited company under French law with a share capital of 2,157,776.00 €, registered at the business and company register in Chambéry under number 076 220 011, and the intracommunity VAT number of which is: FR 05 076 220 011.

Its contact details are as follows:

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

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

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

ARTICLE 2. TICKETS FOR TRAVEL, ACTIVITIES AND INSURANCES

The list of Tickets for Travel, Activities and Insurances, their characteristics and the conditions for benefiting from them are displayed in SAP's sales points (hereinafter the «Sales Points»), in the vicinity of or on the automatic ticket machines operated by the SAP (hereinafter the «Automats»), on the web site <https://www.skipass-laplagne.com> (hereinafter the «Web Site») and on the Paradiski Yuge application (hereinafter the «Application»). The characteristics of the Insurances may also be viewed on the web site <https://www.carreneige.com>.

The Tickets for Travel and tickets for entry to Activities are only valid for the winter season for which they were ordered.

Unless otherwise stated, the tickets for Travel which are valid for longer than one day are valid for consecutive hours and days.

Equipment provided as part of the Activities cannot be hired separately from the Activities.

An Insurance may be taken out at the same time as the purchase of a Ticket for Travel or the reservation of an Activity, at any time during the period of validity of the Ticket for Travel or the Activity, or, in the case of certain types of Insurance, at any time, including outside the period of validity of a Ticket for Travel or ticket for entry to an Activity. Where the Insurance is taken out after the purchase of the Ticket for Travel or the reservation of an Activity, the insurance cover only becomes effective from the date on which it is taken out. Cover is not retrospective.

ARTICLE 3. PLACES OF SALE

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

Tickets for entry to a «Colorado Luge» Activity may be purchased from the Colorado Sales Point in Plagne Centre, on the Web Site and on the Application. Tickets for a «First Track» Activity may only be purchased on the Web Site.

Insurances, associated or not with a Ticket for Travel or ticket for entry to an Activity, may be taken out in Sales Points. Insurances may also be taken out on the Web Site, on the Application and from Automats; they must be taken out at the same time as the purchase of a Ticket for Travel or ticket for entry to an Activity.

The list, location, opening hours and days of the Sales Points and Automats is shown on the Web Site.

Certain products may only be shown in Sales Points, on the Web Site, on the Automats or on the Application.

ARTICLE 4. ORDERING

The Client may not purchase more than twenty Tickets for Travel or tickets for entry to an Activity on the Web Site, and not more than nine Tickets for Travel from an Automat.

If ordered on the Website or on the Application, Transport Tickets can be purchased until the day their validity begins. The «Colorado Luge» Activity can be reserved until the day scheduled for this Activity. The «First Track» Activity can be booked until the day before the scheduled date for this Activity before 3 p.m. The «Aérolive» Activity can be reserved until the day before the date planned for this Activity on the Website and on the Application, and until the day planned for this Activity in the Points of Sale and on the Vending Machines.

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

When ordering on the Web Site or the Application, the Client :

1. Selects the Ticket or Tickets for Travel, the Activity or Activities and/or the Insurances they wish to order;
2. Checks their order, amends it if necessary, then confirms it;
3. Sets up a personal account (if they do not already have one) then enters their user name and password to enter their personal account. If the order is placed on the Web Site, the Client may also order without setting up a personal account;
4. Supplies the information necessary to personalise the Tickets for Travel and the tickets for entry to Activities;
5. Chooses how they would like to receive the Tickets for Travel and tickets for entry to Activities;
6. Accepts the Sales Conditions and conditions of use of the Tickets for Travel and Activities;
7. Pays for their order.

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

The sale is concluded subject to payment, at the time of the order, of the entire price or, if the Customer has opted for payment in several installments, of the first installment. In addition, if an offer of Transport Tickets or access tickets to an Activity is valid until a specific date and time, the sale is concluded provided that payment is finalized at the latest on this date and at this time.

As soon as the order has been paid for, the Client will receive a message confirming their order.

ARTICLE 5. PHOTOGRAPH

When purchasing a Ticket for Travel valid for every day of the winter season, the Client must supply a photograph of the user of the Ticket for Travel. This must be a recent identity photograph, full face, without tinted glasses or headdress.

ARTICLE 6. PRICES

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

Prices are shown in Euros and include all taxes. They may be subject to alteration during the season in the event of these taxes being altered.

Price reductions are not cumutable.

If the Client wishes to benefit from a reduced price or free ticket, they must show at the time of purchase of a Ticket for Travel or ticket for entry to an Activity in a Sales Point, an original document proving that the user of the Ticket for Travel or ticket for entry to the Activity meets the conditions for benefiting from the reduced price or free Ticket on the date the Ticket for Travel becomes valid or the beginning of the Activity. The user must be able to present this document at any time during the validity of the Ticket for Travel or during the Activity, whether the Ticket for Travel or ticket for entry to the Activity was purchased in a Sales Point, on the Web Site, from an Automat or on the Application. No printed or digital copy will be accepted.

Disabled people and their accompanist aged under 75 benefit from a reduced rate for the simultaneous purchase of two Transport Tickets (excluding "1 day a week", "2 days a week", "20 non-consecutive days optional", "extension", "Villages", "Pedestrian" and "Coolski" Transport Tickets) of the same duration, valid on the same validity dates and for the same ski area (La Plagne or Paradiski). To benefit from this reduced rate, the Customer must present at a Point of Sale a "Mobility Inclusion" card (marked "priority" or "disability" only) in their name and valid, or an equivalent foreign card. Being a disabled worker does not entitle you to this reduced rate.

Price reductions and free Tickets will not be issued retrospectively to the purchase of a Ticket for Travel or a ticket for entry to an Activity.

The price of Activities includes the supply of the equipment necessary to take part in the Activity and Ticket for Travel to reach it where applicable.

ARTICLE 7. PAYMENT

7.1. Currency

Payment for Tickets for Travel and Activities must be made in Euros. Exceptionally, the Client may pay in Sales Points in a currency other than the Euro by using the DCC (Dynamic Currency Conversion) service.

7.2. Means of payment

The means of payment accepted are:

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

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

Change is not given on holiday cheques.

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

7.3. Payment in several instalments

All orders are payable in full when passed.

When placing their order on the Web Site however, the Client may pay for their order on credit in three or for instalments with fees if the following conditions are met:

- The total amount of the order is equal to or greater than 150 € inclusive of all taxes (before fees) in the case of payment in three instalments, and 250 € inclusive of all taxes (before fees) in the case of payment in four instalments;
- The total amount of the order is less than or equal to 5,000 € inclusive of all taxes;
- They place their order on the Web Site;
- They pay the full cost of their order by credit/debit card valid at least until the last instalment of their order is paid by the bank in one of the following European Union countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, the Netherlands, Portugal;
- They have a mobile telephone number from one of the above-mentioned countries.

The amount of the costs appears on the Website, on the page on which the Customer chooses the means of payment for his order.

If the Customer chooses payment in three installments, a sum is taken from his bank card at the time of the order, equal to one third of the price of this order and all costs. The second debit of one third of the order price is made one month later on the same bank card. The balance is withdrawn one month after the second withdrawal.

If the Customer chooses payment in four installments, a sum is taken from his bank card at the time of the order, equal to a quarter of the price of this order and all costs. The second deduction of a quarter of the order price is made one month later on the same bank card. The third withdrawal of a quarter of the order price is made one month after the second withdrawal. The balance is withdrawn one month after the third withdrawal.

To benefit from payment in instalments, the Client must choose the corresponding option when placing the order and accept the general service conditions of the company Alma. Payment is made through the Alma secure platform.

The Client must ensure that the amount of each planned instalment is less than the limit authorised by their bank.

The Client may refuse the payment facility described in this article under the conditions imposed in [article 13](#). They must then pay for their order when placing it.

If an order is cancelled in accordance with the Sales Conditions, recourse to the payment facility described in this article will be cancelled and the sums paid by the Client will be refunded to them.

The Alma company reserves the option to refuse to grant the Client the payment facility described in this article. In this case, the Client must pay for their order when placing it.

ARTICLE 8. PROOF OF PURCHASE

A proof of purchase (hereinafter the «Proof of Purchase») will be issued to the Client, at their request, at the time of purchasing a Ticket for Travel or of payment for an Activity. For purchases made on the Web Site or the Application, the Proof of Purchase is the e-mail confirming the order.

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

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

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

1 € including all taxes is charged for the microchip cards on which the Ticket for Travel or ticket for entry to an Activity is encrypted.

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

If the Client has purchased a Ticket for Travel from an Automat, the card is issued to them immediately by the Automat.

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

- Request that the card be sent by post;
- Collect it from a Sales Point. To this end, they must produce the Proof of Purchase and proof of identity;
- Collect it from an Automat. To this end, they must produce the Proof of Purchase.

The Customer is invited to check, upon delivery of the Transport Ticket or the access ticket to an Activity, the conformity of this ticket with his order.

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

The card on which the Ticket for Travel or ticket for entry to an Activity is loaded is rechargeable one or more times during the five years following its issue to the Client. A new Ticket for Travel or ticket for entry to an Activity may be recharged onto this card.

Since reloading is carried out on the Website, on the Application or on the Machines, only Transport Tickets and access tickets to an Activity offered on the Website, on the Application and on the Machines can be encoded on a rechargeable card. Access tickets to the "Colorado Luge" Activity can also be recharged at the ATM located near the Colorado Point of Sale.

A Transport Ticket may be registered on a card on which a first Transport Ticket is already registered, provided that the validity periods of the two Transport Tickets do not overlap. If the validity periods overlap, the first Transport Pass is terminated when the second Transport Pass is registered on the card. The first Transport Ticket can then no longer be used, without the Customer being able to claim any compensation whatsoever. The Customer is therefore invited to wait for the end of validity of the first Transport Ticket encoded on their card to register a second Transport Ticket on this card.

ARTICLE 11. ALTERATION OF AN ORDER

The Client may alter an order free of charge if the following conditions are met:

- The order was placed on the Web Site or the Application ;
- The alteration only involves a change to the date of validity of the Ticket for Travel or the Activity reserved, the new validity date being a day in the same winter season for which the Ticket for Travel was originally purchased or the Activity reserved;
- The modification concerns a Transport Ticket or an Access Ticket to an Activity that has not been purchased as part of a promotional offer;
- The alteration does not affect the price of the Ticket for Travel purchased or the Activity reserved;
- The alteration request is received by the SAP no later than forty-eight hours before the Ticket for Travel becomes valid or the Activity begins;
- The Ticket for Travel has not been used, even partially, and the person entered for the Activity has not taken part in the Activity, even partially, including after the alteration request was sent.

The Client must send their alteration request to the address shown in [article 19](#) or make the request in a Sales Point.

The Client must show in their request:

- The reference number of their order;
- Their surname, forename, postal address and mobile telephone number;
- The number of the microchip card associated with the Ticket for Travel or ticket for entry to the Activity.

ARTICLE 12. CANCELLING AN ORDER

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

- The order was placed on the Web Site or the Application;
- The cancellation concerns a Ticket for Travel not purchased as part of a promotional offer;
- The SAP is informed of the cancellation no later than forty-eight hours before the Ticket for Travel becomes valid;
- The Ticket for Travel has not been used, even partially, including after the cancellation request has been sent.

The Client must inform the SAP of the cancellation of their order by contacting them at the address shown in [article 19](#). If the Ticket for Travel was purchased in a Sales Point, the Client may also inform the SAP of the cancellation in a Sales Point.

To ensure that the cancellation is valid, the Client must provide:

- The reference number of their order;
- Their surname, forename, postal address and mobile telephone number;
- The number of the microchip card associate with the Ticket for Travel;

The price corresponding to the canceled Transport Ticket is credited to the bank card used to pay for the Transport Ticket, unless otherwise indicated by the Customer. As an exception, if the order was paid in whole or in part by digital ANCV holiday vouchers, the portion of the price paid by this means is the subject of a credit note. This credit is valid for one year from its issue. Furthermore, if the order was paid in whole or in part using a credit note, the portion of the price paid by this means is not refunded.

The refund being based on the price of the order in Euros, any variations in the exchange rate between the date of the order and the date of the refund will be at the Client's expense. The Client's postal costs for informing the SAP of the cancellation will not be refunded.

Tickets for entry to an Activity may not be cancelled.

ARTICLE 13. COMPENSATION

The Client, the user of the Ticket for Travel, the person entered for an Activity or the beneficiary of an Insurance policy may not benefit from any refund or exchange of the Ticket for Travel, the Activity or the Insurance, or any extension or postponement of their validity, even if the Ticket for Travel has not been used or has only been partially used, if the person has not used all the tickets for entry to the Activity they possess or has not claimed on the Insurance.

By way of exception, the Client may obtain the refund or postponement of a Ticket for Travel or an Activity under the conditions imposed in [articles 11 and 12](#), and benefit from compensation in the cases itemised below.

No compensation will be granted before the Ticket for Travel or the Activity has expired. Compensation will be paid within the four months following receipt of the Client's request and all the items necessary to the processing of the request.

No compensation will be granted to the Client if they have purchased a Ticket for Travel or reserved an Activity through any person or organisation other than the SAP. In this case, the Client must contact the person or organisation from whom they purchased the Ticket for Travel or reserved the Activity.

When a refund is granted, it will be based on the price in Euros of the order and any variations in the exchange rate between the date of the order and the date of the refund will be at the Client's expense. The cost of the microchip card on which the Ticket for Travel or ticket for entry to an Activity is encrypted will not be refunded.

The price of the smart card on which a Transport Ticket or an Activity access ticket is encoded is not refunded.

13.1. Interruption to the operation of the lift system for health reasons on the decision of the public authority

Should all the lifts operated by the SAP be closed as a result of a decision by the public authority for one or more whole days for health reasons, the Client may request the refund of the Ticket for Travel which they have purchased from the SAP or the Activity which they have reserved with the SAP (subject to the Activity requiring access by ski lift).

The amount refunded will be calculated pro rata to the number of days of closure in compliance with the administrative decision during the period of validity of the Ticket for Travel or the Activity.

To obtain compensation, the Client must forward a request to the SAP at the address shown in [article 19](#). This request must be accompanied by the Proof of Purchase and, in the case of the purchase of a Ticket for Travel, a copy of the Ticket for Travel.

13.2. Interruption to the operation of the lift system for any cause other than a decision by the public authority for health reasons

13.2.1. If the Client purchased a Ticket for Travel valid for one day or less than one day

The Client may obtain the partial refund of the Ticket for Travel valid for one day or less than one day which they purchased if the following conditions are met:

- They purchased the Ticket for Travel on the Web Site, the Application or from an Automat without having benefited from any promotional offer;
- The SAP offers for the day for which the Ticket for Travel is valid a reduced price due to unfavourable weather or snow.

The amount of the refund will be equal to the difference between the price of the Ticket for Travel paid by the Client and the reduced price, excluding any Insurance.

To obtain the partial refund of the Ticket for Travel, the Client must forward a request to the SAP at the address shown in [article 19](#). This request must be accompanied by a copy of the Ticket for Travel and of the corresponding Proof of Purchase.

13.2.2. If the Client purchased a Ticket for Travel other than a Ticket for Travel valid for one day, for every day of the winter season or for non-consecutive days

The Client may obtain compensation if the following conditions are met:

- They purchased from the SAP a Ticket for Travel other than a Ticket for Travel valid for one day, for every day of the winter season or for non-consecutive days;
- The operation of more than 50 % of the ski lifts operated by the SAP to which the Ticket for Travel grants access is interrupted for more than four consecutive hours during the course of one day.

A Client having purchased a «1/7» or «2/7» Ticket for Travel for example, cannot obtain compensation under the terms of this article.

The Client will have the choice between the following forms of compensation:

- Either the benefit of a new Ticket for Travel of the same type as the Ticket for Travel which they purchased valid for a duration equal to the number of days during which the operation of the lifts was interrupted during the period of validity of the initial Ticket for Travel. This extension will come into effect the day after the expiry date of the initial Ticket for Travel or the first day on which the lifts become operational again if this is the later date;
- Or a refund of a sum equal to a fraction of the price of the Ticket for Travel, excluding any Insurance. This sum is calculated pro rata to the number of days of the interruption to the operation of the lifts during the period of validity of the Ticket for Travel relative to the number of days for which the Ticket for Travel is valid (e.g.: the Client who purchased a Ticket for Travel valid for six days will be refunded a sum equal to 50 % of the price of this Ticket for Travel if the operation of the lifts is interrupted for three days during the period of validity of this Ticket for Travel) ;
- Or a credit note the value of which is calculated as described above. This credit note cannot be sold or transferred and is valid until the end of the winter season of the operation of the ski lifts by the SAP following that during which the operation of the lifts was interrupted.

To obtain this compensation, the Client must go to a Sales Point or forward a request to the address shown in [article 19](#). This request must be accompanied by the Proof of Purchase and a copy of the Ticket for Travel.

13.3. Cancellation of an Activity by the SAP

If an Activity which they have reserved with the SAP is cancelled by the latter, the Client may obtain the postponement of the Activity or the refund of their reservation.

To obtain the postponement of the Activity, the Client must go to a Sales Point with the Proof of Purchase or contact the SAP's Customer Service Department by e-mail at the following address: ventes@ski-laplagne.com.

To obtain the refund of their reservation, the Client must forward a request to the SAP at the address shown in [article 19](#). This request must be accompanied by the Proof of Purchase and the Client's bank details.

ARTICLE 14. RIGHT OF WITHDRAWAL AND RIGHT OF RENUNCIATION

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

If they take out Insurance, the Client will benefit from:

- The right of renunciation provided for in article L. 112-2-1, II, of the French insurance code, for a period of fourteen days from the date on which the insurance is taken out, if the insurance was taken out for purposes which do not form part of the Client's professional activity, if the insurance cover is for a period of at least one month and if the policy has not been fully executed at the Client's express request;
- The right of renunciation provided for in article L. 112-10 of the French insurance code, for a period of thirty days from the date when the insurance is taken out, if the policy has not been fully executed or if the Client has not claimed under any element of the cover provided.

The means of exercising the rights of renunciation and their consequences are outlined on the web site <https://www.carreneige.com>.

The Client has a period of fourteen calendar days from the date of the order to renounce the payment facility provided for in [article 7.3](#), by announcing their decision directly by e-mail to the following address: support@getalma.eu.

ARTICLE 15. RESPONSABILITY

It is the Client's responsibility to choose the Ticket for Travel or Activity which is best suited to their needs and limitations. The SAP cannot be held responsible if the Ticket for Travel or Activity chosen does not match the needs or limitations of the Client, the user of the Ticket for Travel or the person entered for the Activity.

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

ARTICLE 16. PERSONAL DATA

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

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

The person whose data is processed has a right of access to the data concerning him or her, a right to rectify and delete this data, a right to limit their processing and to oppose this processing. You can exercise these rights by contacting the SAP using the contact details indicated in article 19.

ARTICLE 17. COMMUNICATION OF THE SALES CONDITIONS AND DETAILS OF THE ORDER

The Client may obtain a copy of the Sales Conditions.

Furthermore, if they placed the order by electronic means, they may be provided with the details of the order as well as the Sales Conditions applicable on the date of the order for 5 years following the order if the amount is less than 120 € inclusive of all taxes, 10 years if the amount is equal to or greater than 120 € inclusive of all taxes.

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

ARTICLE 18. FOLLOW-UP OF AN ORDER

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

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

ARTICLE 19. REQUEST AND COMPLAINTS

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

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

The Client may submit any request or complaint concerning payment in instalments to the company Alma, by e-mail to the following address: <https://support.getalma.eu>.

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

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

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

If the Customer wishes to implement the Insurance he has taken out, he must contact Carré Neige. The SAP is not authorized to process his request.

ARTICLE 20. SETTLEMENT OF DISPUTES

In the event of a dispute between the Client and the SAP relating to the validity, interpretation or application of the Sales Conditions, the Client may have recourse free of charge to a conventional mediation procedure or any other means of settling disputes.

They may also have recourse to a mediation procedure:

- With the *Médiateur de la Consommation* (Consumer Mediator) at the AFEPAME, in accordance with the terms stated on the web site <https://mediateur-consommation-afepame.fr>, in the case of differences concerning payment in instalments;
- For other matters, with the *Médiateur du Tourisme et du Voyage* (Tourism and Travel Mediator) MTV Médiation Tourisme Voyage, Service dépôt des saisines, CS 30958, 75383 Paris cedex 08, France – Tel. : +33 (0)1 42 67 96 68 – E-mail: info@mtv.travel in accordance with the terms established on the web site: <https://www.mtv.travel> within a maximum of one year from the written complaint being submitted to the SAP.

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

Should an amicable settlement not be reached, the Client may take legal action either through one of the courts within whose jurisdiction the matter falls in accordance with the French code of civil actions or where they were resident at the time the contract was concluded or the event giving rise to the complaint took place.

ARTICLE 21. COMING INTO FORCE OF THE SALES CONDITIONS

The Sales Conditions come into force on 19th September 2024.

ARTICLE 22. ALTERATION OF THE SALES CONDITIONS

The SAP reserves the option to alter the Sales Conditions at any time.

ARTICLE 23. TRANSLATION OF THE SALES CONDITIONS

Should a contradiction arise between the Sales Conditions in French and the Sales Conditions in another language, the Sales Conditions in French will prevail.

ARTICLE 24. APPLICABLE LAW

The Sales Conditions are regulated by French law.