

CONDITIONS OF USE

FOR TICKETS FOR TRAVEL AND TICKETS FOR ENTRY TO ACTIVITIES

These conditions of use (hereinafter the «Conditions of Use») regulate the relationship between the *Société d'Aménagement de la station de la Plagne* (the resort of la Plagne operating company (hereinafter the «SAP»), operator of the ski lifts in the la Plagne ski area and any person (hereinafter the «User») who:

- Uses a ticket for travel (hereinafter a «Ticket for Travel») allowing access to one or more ski lifts operated by the SAP; or
- Participates in an activity (hereinafter an «Activity») marketed by the SAP.

In using a Ticket for Travel or participating in an Activity, the User accepts unreservedly the Conditions of Use.

ARTICLE 1. INFORMATION RELATING TO THE SAP

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

Its contact details are:

- Registered 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 intermediary insurance agent under Orias number 18005294.

ARTICLE 2. ACCES TO THE SKI LIFTS

The Tickets for Travel grant access to the ski lifts operated by the SAP and, in the case of some of them, to the ski lifts in the les Arcs ski area operated by ADS.

Some ski lifts, however, are subject to closure, with or without notice, notably for weather, snow, health or energy saving reasons. The SAP does not guarantee the daily opening of the entirety of the ski lifts which it operates.

Restrictions of access, relating for example to the User's age or physical condition, or to the equipment used by the User, may apply on certain lifts. These restrictions may be seen in the SAP's sales points and on the web site <https://www.skipass-laplagne.com> (hereinafter the «Web Site»). It is the User's responsibility to ensure that these access restrictions do not concern them. Any User concerned by an access restriction will be refused entry to the lift in question, without the User or the person who purchased the Ticket for Travel used by the User being entitled to any compensation.

Access to the ski lifts with a "pedestrian" Ticket for Travel is only permitted if the User is not carrying any transport equipment (skis, snowboard, mountain bike, sledge, scooter, etc.), even if held in the hand.

Tickets for Travel do not entitle the User to any priority access to any ski lift. Holders of a “Mobility Inclusion” card (marked “priority”) or of a professional ski instructor card, however, are entitled to priority access to the ski lifts.

To facilitate the transfer of data when the User passes through the entry turnstiles to the lifts, the Ticket for Travel must be worn on the lefthand side and, preferably, not close to any mobile telephone, keys or any aluminium object.

ARTICLE 3. PARTICIPATION IN ACTIVITIES

The «Mountain Cart» Activity is only open to Users over 1.30 meters tall. The «Colorado Luge» Activity is only open to Users over 1.40 metres tall. Users aged under 12 years must be accompanied by an adult (which involves the purchase of a second ticket for entry to the Activity). The wearing of a helmet supplied by the SAP is compulsory. For the “Mountain Cart” activity only the helmet provided by the SAP is authorised.

The “Aérolive” Activity is only open to Users measuring between 1.40 metres and 2.00 metres in height and weighing less than 120 kg. Users under the age of 16 years must be accompanied by an adult (which involves the purchase of a second ticket for entry to the Activity). Each User must follow the safety briefing before accessing the Activity. The SAP reserves the right to enforce specific access conditions to the Activity if the User requires additional supervision regarding their autonomy in taking part in the said Activity.

For participation in an Activity, the SAP may require proof of identity to be deposited with them. This proof of identity will be returned on return of the equipment loaned for participation in the Activity.

ARTICLE 4. COMPLIANCE WITH THE REGULATIONS

The User must comply with the regulations displayed at the bottom of the lifts operated by the SAP, as well as any instructions given by members of the SAP’s staff when using the lifts. They are also advised to follow the «ten rules of good conduct for users of the slopes» drawn up the *Fédération Internationale du Ski*.

The User must comply with the health regulations issued by the public authorities or by the SAP following a decision by the public authorities. The applicable health protocol is displayed in the SAP’s sales points and on the Web Site.

The User must refrain from any behaviour which undermines or is liable to undermine the safety, health or peace of mind of other Users, SAP’s staff and SAP’s subcontractors (drunkenness, verbal or physical violence, consumption of alcohol or drugs, tobacco, vaping, carrying weapons, shouting, using devices producing excessive noise, jostling, queue jumping, etc.) in the departure and arrival areas of the lifts operated by the SAP, as well as on the lifts themselves. The User must also refrain from damaging the equipment operated by the SAP.

A défaut, la SAP se réserve la faculté d’interdire l’accès de l’Usager aux remontées mécaniques qu’elle exploite, d’en informer tout officier de police judiciaire territorialement compétent et d’engager toutes poursuites à l’encontre de l’Usager.

In the event of non-compliance, the SAP reserves the option of barring the User from accessing the lifts which it operates, to inform any police officer with authority in the region and to take legal action against the user.

ARTICLE 5. TICKET INSPECTION

The User must be able to show SAP's staff or any accredited inspector :

- An original, currently valid, Ticket for Travel granting them entry to the lift being used, in their name if it is a non-transferable Ticket for Travel;
- Where applicable, the original document or documents proving they meet the conditions for benefitting from a reduced price or free Ticket for Travel or Activity.

Should the details printed on the card on which the Ticket for Travel is loaded differ from the recorded details, the latter will take precedence.

Should the User not present the documents listed above, they will not be able to enter the lift or Activity and must pay the price of the Ticket for Travel necessary for entry to the lift and/or the price of the Activity.

In the event of an inspection and a finding of an offence by an accredited inspector, if the User is 13 years of age or over, the User must also pay a fixed penalty the amount of which is equal to five times the value of the daily Ticket for Travel giving access to the ski lift which the User attempted to use or did use. If the User is under 65 years of age, the fixed penalty is calculated on the "adult" Ticket for Travel rate. If the User is 65 years of age or over and under 75 years of age, the fixed penalty is calculated on the "senior" Ticket for Travel rate. The amount of this fixed penalty is rounded up to the nearest Euro.

If the User cannot or does not wish to pay the fixed penalty immediately, the accredited inspector may report the offence. They are then authorised to take the User's name and address. If the User refuses or is unable to prove their identity, the accredited inspector will immediately refer the matter to any police office with authority in the region who may require the inspector to present the User to them immediately. This procedure will be ended instantly if the User pays all sums due in respect of this transaction. The User has a period of three months from the offence to settle the amount due, including any amount relating to the price of the Ticket for Travel, the fixed penalty and administration costs. Within the same period, the user may also lodge a protest with the SAP. If payment is not made within the afore-mentioned period and no protest has been lodged, the report of the offence will be forwarded by the SAP to the public authority and the user will be liable by law for an increased fixed penalty fine payable to the Public Treasury.

The User may have the Ticket for Travel of a third party which they are using confiscated by an accredited inspector, so that it may be returned to its rightful holder.

ARTICLE 6. NON-TRANSFERABILITY OF TICKETS FOR TRAVEL

Tickets for Travel and tickets for entry to Activities are personal and may not be transferred, whether for value or free of charge, to any third party. Any Ticket for Travel or ticket for entry to an Activity which has been transferred in this way shall be considered invalid.

By exception, the non-nominative Ticket for Travel valid for the shortest duration and purchased at the highest price may be transferred. The new holder of the Ticket for Travel must nevertheless fulfil the conditions laid down by the SAP (relating to age) in order to benefit from such Ticket for Travel.

ARTICLE 7. LOSS OR THEFT OF A TICKET FOR TRAVEL OR TICKET FOR ENTRY TO AN ACTIVITY

In the event of the loss or theft of the card on which their Ticket for Travel or ticket for entry to an Activity is loaded, and subject to the Ticket for Travel or ticket for entry to an Activity being purchased from the SAP, the User must report the loss or theft in an SAP sales point. If the Ticket for Travel or ticket for entry to an Activity was purchased from ADS or any other third party, the User must report the loss or theft of the Ticket for Travel or ticket for entry to an Activity to that third party.

The lost or stolen card will be blocked immediately. The card may no longer be used, even if it is found.

To obtain a replacement card, the User must:

- Present in an SAP sales point the proof of purchase of the Ticket for Travel or ticket for entry to an Activity or, if the Ticket for Travel or ticket for entry to an Activity was purchased from an agent, the UID number shown on the card bearing the Ticket for Travel or entry ticket;
- Pay the replacement fees the amount of which is shown in the sales point.

The amount paid will not be refunded if the card is found.

In the case of Tickets for Travel giving rise to the invoicing of days skied, these days skied will be invoiced to the purchaser of the Ticket for Travel as long as the loss or theft is not reported whether the Ticket for Travel was being used by its legitimate holder or a third party.

A new Ticket for Travel or ticket for entry to an Activity for the remaining period of validity of the original Ticket for Travel or Activity will be recorded on a new card.

ARTICLE 8. FAULTY TICKETS FOR TRAVEL OR TICKETS FOR ENTRY TO AN ACTIVITY

The cards on which a Ticket for Travel or a ticket for entry to an Activity is recorded must not be folded, perforated, snapped or placed near a heat source.

If a card or entry ticket malfunctions, the User may return the card or entry ticket in one of SAP's sales points to obtain a replacement. The User must also show the proof of purchase of a Ticket for Travel or entry ticket. The replacement card or entry ticket is issued free of charge. However, if the malfunction is the fault of the User, the replacement card will be invoiced in accordance with the price list displayed in SAP's sales points.

If the card is supplied by ADS, the User must apply to them for a replacement.

ARTICLE 9. TAKING PHOTOGRAPHS AND VIDEOS IN THE AREA

In winter, Users are photographed automatically when riding the Colosses and Bécoin chairlifts, as well as during the Colorado luge Activity. They are also filmed on the timed slalom run on the Golf slope ("Slalom Yuge"). They can download their photograph or their video on the "Paradiski Yuge" application after scanning their Ticket for Travel at the dedicated terminal at the top of the Colosses and Bécoin chairlifts, at the bottom of the luge slope or at the bottom of the Golf slope.

In summer, Users are photographed automatically when riding the Colosses chairlift, as well as when descending the red Colorado slope. They can download their photograph on the "Paradiski Yuge" application after scanning their Ticket for Travel at the dedicated terminal at the top of the Colosses chairlift or at the bottom of the Colorado slope.

Photo terminals are available to Users on the La Plagne ski area. Users can download their photograph free of charge via the “Paradiski Yuge” application.

ARTICLE 10. PERSONAL DATA

The company Compagnie des Alpes (RCS Paris 349 577 908) and SAP, its subsidiary, act as joint controllers for the processing of personal data carried out in connection with the use of Tickets for Travel and tickets for entry to Activities.

Details of this processing are set out in the privacy policy available on the Website (on the following page: <https://www.skipass-laplagne.com/fr/donnees-personnelles>) and in the Sales Points.

Clients have the right to access their personal data, to request its rectification or erasure, to restrict its processing, and to object to such processing. These rights may be exercised by contacting SAP at the contact details indicated in [Article 11](#).

ARTICLE 11. REQUESTS AND COMPLAINTS

The User may submit 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 User may submit any other request or complaint, within the two months after the event giving rise to the complaint:

- Either via the website <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 User has suffered damage when using ski lifts operated by an operator other than the SAP, they must address their claim to that operator.

ARTICLE 12. SETTLEMENT OF DIFFERENCES

In the event of a difference between the User and the SAP relating to the validity, interpretation or application of the Conditions of Use, the User may have recourse free of charge to a conventional mediation procedure or any alternative means of settling disputes.

They may have recourse to a mediation procedure through the *Médiateur du Tourisme et du Voyage* (Tourism and Travel Mediator) (MTV Médiation Tourisme Voyage, BP 80 303, 75 823 Paris Cedex 17, France – Tel. : +33 (0)1 42 67 96 68 – Courriel : info@mtv.travel) in accordance with the terms established on the website [://www.mtv.travel](http://www.mtv.travel) within no more than one year from the written complaint being submitted to the SAP.

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 13. GREENHOUSE GAS EMISSIONS

The quantity of greenhouse gas emitted by the lifts in the winter season are:

- 28.53 g CO₂e for a Ticket for Travel valid for one day and for the lifts in the la Plagne area, equivalent to a car journey of 0.20 km;
- 25.28 g CO₂e for a Ticket for Travel valid for one day for the lifts in the la Plagne and les Arcs (Paradiski area) areas, equivalent to a car journey of 0.18 km;
- 171.17 g CO₂e for a Ticket for Travel valid for six days for the lifts in the la Plagne area, equivalent to a car journey of 1.22 km;
- 151.69 g CO₂e for a Ticket for Travel valid for six days for the lifts in the la Plagne and les Arcs (Paradiski area) areas, equivalent to a car journey of 1.08 km.

The quantity of greenhouse gas emitted by the lifts in the summer season is 2.66 g CO₂e for a Ticket for Travel valid for one journey, equivalent to a car journey of 0.02 km.

Basis of calculation: diesel car 140g/km, class C, current average.

100 % of the energy used by the lifts operated by the SAP is renewable (equal to 6 g CO₂e/kWh).

For further information, the User may apply to: SAP, Service qualité, sécurité et environnement, Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France.

ARTICLE 14. COMING INTO EFFECT OF THE CONDITIONS OF USE

The Conditions of Use come into effect on the 18 September 2025.

ARTICLE 15. ALTERATION OF THE CONDITIONS OF USE

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

ARTICLE 16. TRANSLATION OF THE CONDITIONS OF USE

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

ARTICLE 17. APPLICABLE LAW

The Conditions of Use are regulated by French law.