

TERMS AND CONDITIONS OF SALE

WINTER

These Terms and Conditions of Sale (hereinafter the “Terms and Conditions”) govern the relationship between Méribel Alpina (hereinafter “Méribel Alpina”), operator of the ski lifts in the Méribel ski area, and any consumer (hereinafter the “Customer”) who:

- Purchases from Méribel Alpina a transport pass (hereinafter the “Transport Pass”) allowing the use, during the winter season, of one or more ski lifts operated by Méribel Alpina; or
- Orders an activity (hereinafter the “Activity”) marketed by Méribel Alpina and to be carried out during the winter season; or
- Takes out insurance (hereinafter the “Insurance”) offered by Méribel Alpina and attached to a Transport Pass or an Activity.

By way of exception, these Terms and Conditions do not apply to the purchase from Méribel Alpina of a “Trois Vallées Liberté” transport pass. In that case, the terms and conditions of membership of Trois Vallées Liberté shall apply.

By purchasing a Transport Pass, ordering an Activity or taking out Insurance, the Customer accepts these Terms and Conditions without reservation.

ARTICLE 1. INFORMATION RELATING TO MÉRIBEL ALPINA

Méribel Alpina is a société par actions simplifiée (simplified joint-stock company) incorporated under French law, with share capital of €3,287,169.01, registered with the Chambéry Trade and Companies Register under number 075 520 064, and whose intra-Community VAT number is FR 20 075 520 064.

Its contact details are:

- Registered office: Lieudit Les Allues, 73550 Méribel Les Allues, France;
- Postal address: 350 route de Mottaret, 73550 Méribel, France;
- Tel.: +33 (0)4 79 08 65 32;
- Email: contact@meribel-alpina.com.

Méribel Alpina is insured by Allianz IARD (1 cours Michelet, CS 30051, 92076 Paris La Défense Cedex, France). It is registered as an insurance intermediary's agent under Orias number 17007390.

ARTICLE 2. TRANSPORT PASSES, ACTIVITIES AND INSURANCE

The list of Transport Passes, Activities and Insurance products, their characteristics and the conditions for benefiting from them are displayed at the points of sale operated by Méribel Alpina (hereinafter the “Points of Sale”), near or on the self-service machines operated by Méribel Alpina (hereinafter the “Machines”), on the websites <https://www.skipass-meribel.com> and <https://saison.skipass-meribel.com> (hereinafter the “Méribel Alpina Websites”), <https://reservations.meribel.net> and <https://brides-les-bains.secureticket.fr> (hereinafter the “Tourist Office Websites”), on the “Trois Vallées” application (hereinafter the “Application”), as well as at Méribel tourist offices. The characteristics of the Insurance products may also be consulted on <https://www.carreneige.com>.

Transport Passes, Activities and Insurance are valid only for all or part of the winter season for which they were ordered.

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

If participation in an Activity requires access to a ski lift operated by Méribel Alpina, the Customer must ensure that the participant in the Activity has the Transport Pass required for such access and, if necessary, purchase this Transport Pass in addition to the Activity.

Insurance may be taken out when ordering a Transport Pass or Activity, and at any time during the validity period of that Transport Pass or Activity. If Insurance is taken out after the Transport Pass or Activity has been ordered, insurance coverage shall take effect only from the date and time of subscription and shall have no retroactive effect.

ARTICLE 3. PLACES OF SALE

Transport Passes may be purchased at Points of Sale, on the Websites, on the Application and from the Machines. The list of Points of Sale and Machines is available on the Méribel Alpina Website at <https://www.skipass-meribel.com/fr/points-de-vente>.

By way of exception, Transport Passes valid every day of the winter season, as well as “2/7”, “3/7” and Skiflex Transport Passes, cannot be purchased on the Application or from the Machines.

Activities may only be ordered at the Chaudanne Points of Sale. By way of exception, the “Sledging” Activity may only be ordered at the Chaudanne gondola Point of Sale. Also by way of exception, the “First Track” Activity may be ordered at all Points of Sale and on the Méribel Alpina Website <https://www.skipass-meribel.com>.

Certain offers may be available exclusively at Points of Sale, on one or more Websites, on the Application or from the Machines.

ARTICLE 4. ORDER

The Customer may not purchase more than nineteen Transport Passes per order on a Méribel Alpina Website, more than nine Transport Passes per order from a Machine, or more than nineteen Transport Passes on the Application.

The Customer may complete an order for a Transport Pass on a Website or on the Application up to the first day of validity of the Transport Pass. However, if the Customer chooses to have the chip card associated with the Transport Pass sent by post, the order must be confirmed and paid in full at least six clear days before the start of the Transport Pass validity period for delivery in mainland France or Corsica, at least eight clear days before the start of the validity period for delivery to another European Union Member State, and at least ten clear days before the start of the validity period in all other cases. Failing this, the order cannot be completed.

By way of exception, registration for the “First Track” Activity must be completed no later than the Monday preceding the Activity at 4:59 p.m. Completion of registration is in particular subject to providing an email address so that the Customer can be informed in the event of cancellation or postponement of the Activity.

When placing an order on a Méribel Alpina Website or on the Application, the Customer:

1. Selects the Transport Pass(es) and, where applicable, Insurance product(s) they wish to order;
2. Checks the order, modifies it if necessary, and validates it;
3. Creates a personal account (if they do not already have one) and enters their credentials to access their personal account, or creates an express account by providing their email address;
4. Provides the information required to personalise the Transport Passes;
5. Chooses the delivery method for the Transport Passes;
6. Accepts the Terms and Conditions and the terms of use of the Transport Passes;
7. Pays for the order.

If an order placed on a Méribel Alpina Website or on the Application is not completed within thirty minutes after the product offer is displayed, the selected products are automatically removed from the Customer's shopping cart. They may nevertheless continue to appear in the cart, even though they have been removed, until the page of the Méribel Alpina Website or Application on which the Customer is located is refreshed. Méribel Alpina therefore does not guarantee the availability or price of products appearing in the cart after the above-mentioned period.

The sale is concluded subject to payment, at the time of ordering, of the full price or, if the Customer has opted for payment in instalments, of the first instalment. In addition, if an offer for Transport Passes or access tickets to an Activity is valid until a specified date and time, the sale is concluded subject to payment being completed no later than that date and time.

Once the order has been paid for, the Customer receives an order confirmation by email.

ARTICLE 5. PHOTOGRAPH

When purchasing certain Transport Passes (Transport Passes valid every day of the winter season, free Transport Passes, etc.), the Customer must provide a photograph of the Transport Pass user. This must be a recent identity photograph, facing forward, without tinted glasses or headwear.

ARTICLE 6. PRICE

The price of Transport Passes, Activities and Insurance is available at Points of Sale, on the Websites, on the Application and from the Machines.

Méribel Alpina may offer discounted Transport Passes exclusively at Points of Sale.

Prices are expressed in euros and include all taxes. They may be modified during the season in the event of a change in such taxes.

The price of an Activity does not include the price of any Transport Pass required to participate in that Activity. Unless otherwise stated, however, the price of an Activity includes the equipment required to participate in it.

A price reduction cannot be combined with another price reduction.

If the Customer wishes to benefit from a reduced price or free admission, they must present, when ordering the Transport Pass or Activity at a Point of Sale, an original document proving that the Transport Pass user or person registered for the Activity meets the conditions for the reduced price or free admission on the date on which the Transport Pass becomes valid or the Activity begins. By way of exception, for a Transport Pass valid every day of the winter season, the date taken into account to determine whether its user qualifies for a reduced price or free admission is:

- the first opening date of the ski lifts to which the Transport Pass provides access if the Transport Pass is purchased before those lifts open;
- the purchase date if the Transport Pass is purchased after at least one of the ski lifts to which it provides access has opened.

The user, registered person or beneficiary must be able to present the document at any time during the validity period of the Transport Pass or Activity, whether the Transport Pass or Activity was ordered at a Point of Sale, on the Websites, on the Application or from the Machines.

No price reduction or free admission is granted after a Transport Pass or Activity has been ordered.

ARTICLE 7. PAYMENT

7.1. Currency

Payment for Transport Passes, Activities and Insurance must be made in euros. By way of exception, the Customer may pay at Points of Sale and on the Méribel Alpina Websites in a currency other than euros by using the DCC (Dynamic Currency Conversion) service.

7.2. Payment methods

The accepted payment methods are:

- At Points of Sale: bank cards (Carte Bleue, Visa, Mastercard, American Express), cash (up to €1,000 where the Customer's tax residence is in France, and up to €15,000 where the payer proves that they are not tax-resident in France), printed ANCV holiday vouchers ("Classic" holiday vouchers) and digital ANCV holiday vouchers ("Connect" holiday vouchers), and credit notes issued by Méribel Alpina and valid at the time of use;
- On the Méribel Alpina Websites: bank cards (Carte Bleue, Visa, Mastercard, American Express), digital ANCV holiday vouchers ("Connect"), credit notes issued by Méribel Alpina and valid at the time of use, PayPal;
- On the Tourist Office Websites: bank cards (Carte Bleue, Visa, Mastercard);
- On the Application: bank cards (Carte Bleue, Visa, Mastercard, American Express), Google Pay and Apple Pay;
- From the Machines: bank cards (Carte Bleue, Visa, Mastercard, American Express).

No change is given on holiday vouchers.

Payment may be split between several payment methods only for orders placed on the Méribel Alpina Websites or at Points of Sale.

7.3. Payment in instalments

Every order is payable in full when placed.

The Customer may nevertheless pay for their order using credit, in three interest-free instalments or four instalments with fees (payment in four instalments is only available on the online season-pass sales website), using the ALMA solution, provided that:

- the total order amount is at least €300 including all taxes, before application of fees;

- the total order amount is no more than €6,000 including all taxes;
- the order is placed on a Méribel Alpina Website;
- the Customer pays the full amount of the order using a bank card valid until the final payment instalment and issued by a banking institution established in one of the following European Union countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, the Netherlands, Portugal;
- the Customer has a mobile phone number from one of the countries listed above.

The amount of the fees is shown on the Méribel Alpina Website on the page where the Customer selects the payment method for the order.

If the Customer chooses payment in three instalments, one third of the order price is charged to their bank card when the order is placed. A second charge of one third is made one month later on the same bank card. The balance is charged one month after the second charge.

If the Customer chooses payment in four instalments, one quarter of the order price plus all fees is charged to their bank card when the order is placed. A second charge of one quarter of the price is made one month later on the bank card whose number the Customer provided when placing the order. A third charge of one quarter is made one month after the second charge on the same bank card. The balance is charged one month after the third charge.

Méribel Alpina reserves the right to offer payment in several interest-free instalments for limited periods.

To benefit from payment in instalments, the Customer must select the corresponding option during the ordering process and accept the general terms and conditions of service of Alma. Payment is made through the secure Alma platform, according to the Customer's choice.

Alma's general terms and conditions of use for the payment solution are available at:
<https://almapay.com/fr-FR/legal/conditions-generales-du-paiement-avec-alma>

The Customer must ensure that the amount of each scheduled debit is below the limit authorised by their bank.

The Customer may waive the payment facility provided for in this article under the conditions set out in Article 14. They must then pay for their order in full.

If an order is cancelled in accordance with the Terms and Conditions, the payment facility provided for in this article is cancelled and amounts paid by the Customer are refunded.

Alma reserves the right to refuse the Customer the payment facility provided for in this article. In this case, the Customer must pay for the order in full.

ARTICLE 8. PROOF OF PURCHASE

A proof of purchase (hereinafter the "Proof of Purchase") is sent to the Customer by email when purchasing a Transport Pass or paying the price of an Activity. For purchases made on a Méribel Alpina Website or on the Application, the Proof of Purchase is the order confirmation email. For purchases made at a Point of Sale, the Customer may refuse to receive the Proof of Purchase by email. A printed Proof of Purchase will then be provided.

The Customer is invited to keep this Proof of Purchase for the entire validity period of the corresponding Transport Pass or Activity. This Proof of Purchase will in particular be required to submit a compensation claim.

ARTICLE 9. DELIVERY OF TRANSPORT PASSES AND ACCESS TICKETS TO AN ACTIVITY

Each Transport Pass is issued in the form of a chip card. An access ticket to an Activity is issued in the form of a voucher. The voucher or card is provided free of charge. The card is reusable and can therefore be reloaded according to the procedures detailed in Article 10.

If the Customer has purchased a Transport Pass or an access ticket to an Activity at a Point of Sale, the card or voucher is provided immediately at the Point of Sale.

If the Customer has ordered a Transport Pass on a Méribel Alpina Website or a Tourist Office Website, they may:

- collect the card from a Machine once the order has been validated. They must have their Proof of Purchase with them;
- request that the card be sent by post to the address provided when placing the order. Postage is free. However, if the Customer chooses tracked delivery, €7 including tax will be charged.

If the Customer has ordered a Transport Pass on the Application, they must collect the card from a Machine once the order has been validated. They must have their Proof of Purchase with them.

If the Customer has purchased a Transport Pass from a Machine, the card is issued immediately by that Machine.

By way of exception, the purchase and collection of a free Transport Pass may only be carried out at a Point of Sale.

The Customer is invited to check, as soon as the Transport Pass or access ticket to an Activity is issued, that it corresponds to their order.

ARTICLE 10. RELOADING TRANSPORT PASSES

The reusable card referred to in Article 9 may be reloaded one or more times. A new Transport Pass may therefore be associated with this card no later than fifteen minutes before the start of the validity of the selected Transport Pass.

The card may be reloaded at Points of Sale, on the Méribel Alpina Websites, on the Application or from the Machines. By way of exception, free Transport Passes intended for persons under five or aged seventy-five or over may only be reloaded at Points of Sale.

It is not possible to register a new Transport Pass on a card while the Transport Pass associated with that card is still valid. The Customer is therefore invited to wait until the associated Transport Pass has expired before registering a new Transport Pass on the card.

ARTICLE 11. MODIFICATION OF AN ORDER

11.1. Modification of a Transport Pass

The Customer may have a Transport Pass modified if the following conditions are met:

- the modification request reaches Méribel Alpina no later than the day before the first day of validity of the Transport Pass to be modified;
- the Transport Pass has not been used, even partially, including after the modification request has been sent.

The Customer must contact a Point of Sale or send the modification request:

- by post to: Méribel Alpina, Service relations clientèle, 350 route de Mottaret, 73550 Méribel, France;
- by email to: contact@meribel-alpina.com.

The request must state:

- the order reference number shown in the order confirmation email received by the Customer;
- where applicable, the number of the card associated with the Transport Pass to be modified.

If the price of the modified Transport Pass is higher than the price of the initial Transport Pass, the modification takes effect only once the Customer has paid the difference.

If the price of the modified Transport Pass is lower than the price of the initial Transport Pass, the difference is credited to the bank card used to pay for the initial Transport Pass, unless the Customer indicates otherwise. As the refund is based on the euro price of the order, any exchange-rate variations between the order date and refund date are borne by the Customer.

If the order was paid entirely with holiday vouchers, the price difference is issued as a credit note. If the order was paid using several payment methods, such as a combination of bank card and holiday vouchers, the refund may not exceed the amount paid by bank card and a credit note will be issued for the balance, up to the order amount.

Credit notes issued by Méribel Alpina are valid for one year from the end of the winter season during which they were issued. After this period, credit notes expire and can no longer be used, unless Méribel Alpina has given prior written agreement. The Customer is informed that no refund may be claimed for a credit note not used within the applicable period.

If modifying a Transport Pass means that the conditions for benefiting from that Transport Pass are no longer met (for

example, the number of beneficiaries of a group offer falls below the number required to qualify for the offer), the modification request is treated as a cancellation. Article 12 then applies.

11.2. Modification of an Activity

The Customer may postpone an Activity free of charge if the following conditions are met:

- the new Activity date falls within the same winter season for which the Activity was originally ordered;
- any equipment required for the Activity and supplied by Méribel Alpina is available on the new date;
- the modification does not change the price paid by the Customer;
- the postponement request is sent to Méribel Alpina before the date initially chosen for the Activity. For the "First Track" Activity, the Customer must inform Méribel Alpina of the modification request before 5:00 p.m. on the Monday preceding the Activity.

To obtain this postponement, the Customer must go to a Chaudanne Point of Sale and present the Proof of Purchase relating to the order.

ARTICLE 12. CANCELLATION OF AN ORDER

12.1. Cancellation of a Transport Pass

The Customer may cancel a Transport Pass if the following conditions are met:

- Méribel Alpina is informed of the cancellation no later than the day before the first day of validity of the Transport Pass;
- the Transport Pass has not been used, even partially, including after the cancellation has been sent.

The Customer must contact a Point of Sale or inform Méribel Alpina of the cancellation:

- by post to: Méribel Alpina, Service relations clientèle, 350 route de Mottaret, 73550 Méribel, France;
- by email to: contact@meribel-alpina.com.

The message must state:

- the order reference number shown in the order confirmation email received by the Customer;
- where applicable, the number of the card associated with the Transport Pass to be cancelled.

The price corresponding to the Transport Pass is credited to the bank card used to pay for the Transport Pass, unless the Customer indicates otherwise. As the refund is based on the euro price of the order, any exchange-rate variations between the order date and refund date are borne by the Customer.

If the order was paid partly with holiday vouchers and partly by bank card, the refunded amount may not exceed the amount paid by bank card and a credit note will be issued for the balance, up to the order amount.

The price corresponding to the Insurance is not refunded. Any postage costs for sending the Transport Pass by post (if the Customer chose postal delivery when ordering) are refunded, unless the Transport Pass had been sent on the date of cancellation.

12.2. Cancellation of an Activity by the Customer

The Customer may cancel an Activity if the following conditions are met:

- Méribel Alpina is informed of the cancellation before the Activity begins;
- the person registered for the Activity has not participated in the Activity, including after informing Méribel Alpina.

The Customer must inform Méribel Alpina of the cancellation at a Chaudanne Point of Sale and present the Proof of Purchase relating to the order.

The Customer is refunded an amount equal to 50% of the price of the Activity.

By way of exception, for the e-MTB Activity, the Customer may, upon payment of a fee at the time of ordering, purchase an option allowing them to receive a full refund for the cancelled Activity. The additional amount paid for this option remains with Méribel Alpina in the event of cancellation.

By way of derogation from the above, if the Customer informs Méribel Alpina of the cancellation of a "First Track" reservation before 5:00 p.m. on the Monday preceding the Activity, they are refunded 100% of the price of the Activity. If they inform Méribel Alpina of the cancellation after this deadline, Méribel Alpina retains the entire amount paid by the Customer.

If the order was paid by bank card, the amount is credited to that card unless the Customer indicates otherwise. As the refund

is based on the euro price of the order, any exchange-rate variations between the order date and refund date are borne by the Customer.

If the order was paid in cash, the amount is refunded in cash.

If the order was paid partly with holiday vouchers and partly by bank card or cash, the refunded amount may not exceed the amount paid by bank card or cash.

The price corresponding to the Insurance is not refunded.

ARTICLE 13. COMPENSATION

The Customer, the user of a Transport Pass, the person registered for an Activity or the beneficiary of Insurance is not entitled to any full or partial refund or exchange of the Transport Pass, Activity or Insurance, nor to any extension or postponement of its validity, even if the Transport Pass has not been used or has only been partially used, if the person has not participated in the Activity, or if the Insurance beneficiary has not invoked the Insurance.

By way of exception, the Customer may receive compensation in the cases detailed below.

No compensation is granted before the end of the validity period of the Transport Pass or the end of the Activity.

No compensation claim is processed at Points of Sale. Any compensation request must be sent using the contact details indicated in Article 18.

The Customer may not obtain compensation for:

- the price corresponding to the Insurance;
- costs incurred for tracked parcels where the Customer requested tracking of the postal shipment of the media supporting their Transport Passes or access tickets to an Activity.

In the event of compensation, as the refund is based on the euro price of the order, any exchange-rate variations between the order date and refund date are borne by the Customer.

No compensation is granted to a Customer who ordered a Transport Pass, Activity or Insurance from anyone other than Méribel Alpina. In this case, the Customer must contact the person from whom the Transport Pass, Activity or Insurance was ordered.

13.1. Interruption of ski-lift operations for health reasons by decision of the public authorities

In the event that all ski lifts operated by Méribel Alpina are closed for health reasons, by decision of the public authorities, for one or more full days, the Customer may request a refund of the Transport Pass, Activity and Insurance ordered from Méribel Alpina (provided that the Activity requires access to the ski lifts).

The amount refunded is calculated pro rata according to the number of closure days pursuant to the administrative decision during the validity period of the Transport Pass or Activity.

By way of exception, for Transport Passes valid every day of the winter season, the amount refunded is calculated as follows:

Refund amount = Price paid for the Transport Pass × (Guaranteed number of ski-lift operating days – Actual number of ski-lift operating days) / Guaranteed number of ski-lift operating days

The guaranteed number of ski-lift operating days is equal to 65% of the number of days in the winter opening season of the ski lifts operated by Méribel Alpina. A day is considered a ski-lift operating day if all of the following conditions are met:

- at least 20% of the ski lifts operated by Méribel Alpina are open;
- if operation of the open ski lifts is interrupted during the day, the interruption does not affect all of those ski lifts;
- if operation of the open ski lifts is interrupted during the day, the interruption does not exceed five consecutive hours.

To obtain this compensation, the Customer must submit a request to Méribel Alpina via <https://www.ticketoski.fr/fr/meribel>. The request must be accompanied by the Proof of Purchase, a copy of the Transport Pass where a Transport Pass was purchased, and bank account details.

13.2. Interruption of ski-lift operations for any reason other than a decision by the public authorities for health reasons

The Customer may receive compensation if the following conditions are met:

- they purchased from Méribel Alpina a Transport Pass other than a Transport Pass valid for less than one day, one day, or

every day of the winter season;

- during the validity period of this Transport Pass, operation of at least 80% of the ski lifts to which the Transport Pass provides access is interrupted for more than five consecutive hours during the same day;
- the interruption is not due to force majeure or the application of the ski-lift opening calendar and opening hours displayed at Points of Sale or on the Méribel Alpina Websites.

Compensation shall take the form, at the Customer's choice, of:

- a new Transport Pass, valid from the day after expiry of the initial Transport Pass or from the first day on which ski-lift operations resume if that date is later. This new Transport Pass is valid for a period equal to the number of days during which ski-lift operations were interrupted during the validity period of the initial Transport Pass;
- a refund equal to a fraction of the price of the Transport Pass. This amount is calculated pro rata according to the number of days on which ski-lift operations were interrupted during the validity period of the Transport Pass compared with the number of days of validity of the Transport Pass (e.g. a Customer who purchased a six-day Transport Pass receives a refund equal to 50% of the price of that Transport Pass in the event of a three-day interruption of ski-lift operations during its validity period); the refund shall be made only as a credit note if the Customer paid the order using ANCV holiday vouchers (printed or Connect) or a credit note;
- a credit note whose amount is calculated as above. This credit note is non-transferable and valid until the end of the winter operating season of the ski lifts operated by Méribel Alpina following the season during which ski-lift operations were interrupted.

To obtain this compensation, the Customer must submit a request to Méribel Alpina using the contact details indicated in Article 18. The request must be accompanied by the Proof of Purchase, a copy of the Transport Pass where a Transport Pass was purchased, and bank account details.

13.3. Cancellation or postponement of an Activity by Méribel Alpina

If an Activity ordered from Méribel Alpina is cancelled by Méribel Alpina, the Customer may obtain a postponement of the Activity or a refund of the order.

To obtain postponement of the Activity, the Customer must present the Proof of Purchase at the Chaudanne gondola Point of Sale.

To obtain a refund, the Customer must submit a request to Méribel Alpina using the contact details indicated in Article 18. The request must be accompanied by the Proof of Purchase and bank account details.

Méribel Alpina reserves the right to cancel the "First Track" Activity if fewer than twenty participants are registered, or if weather conditions do not allow the Activity to take place. The "First Track" Activity may then be postponed to a later date during the same week. The Customer will be informed by email. The Customer may accept or refuse the new date. If they refuse, they will receive a full refund. The refund will be issued as a credit note if the cancelled Activity was paid for with ANCV holiday vouchers (printed or Connect). This credit note is non-transferable and valid until the end of the winter operating season of the ski lifts operated by Méribel Alpina following the season during which the Activity was cancelled.

ARTICLE 14. RIGHT OF WITHDRAWAL AND RIGHT TO CANCEL

The Customer does not benefit from the right of withdrawal provided for by the French Consumer Code in the event of purchasing a Transport Pass on a Website, on the Application or from a Machine.

When taking out Insurance, the Customer has:

- the right to cancel provided for in Article L. 112-2-1, II of the French Insurance Code, for fourteen days from the date of taking out the Insurance, if the Insurance was taken out remotely and for purposes unrelated to the Customer's professional activity, if the insurance coverage lasts at least one month and if the insurance contract 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 of taking out the Insurance, if it was taken out for purposes unrelated to the Customer's professional activity and if the insurance contract has not been fully performed or if the Customer has not invoked any coverage.

The procedures for exercising these rights of cancellation and their consequences are detailed on <https://www.carreneige.com>.

The Customer has fourteen calendar days from the order date to waive the payment facility provided for in Article 7.3, by notifying the service provider directly as follows:

- Alma: by email to support@getalma.eu.

ARTICLE 15. LIABILITY

The Customer is responsible for choosing the Transport Pass, Activity or Insurance that is best suited to their needs and constraints.

Access restrictions, related for example to the user's age or physical condition, may apply to certain ski lifts and Activities. These restrictions may be consulted at Points of Sale, on the Méribel Alpina Websites and when boarding each ski lift.

Méribel Alpina shall not be liable for any mismatch between the Transport Pass, Activity or Insurance selected and the needs and constraints of the Customer, the Transport Pass user, the person registered for the Activity or the Insurance beneficiary.

Méribel Alpina accepts no liability if the Customer is unable to complete an order on the Méribel Alpina Websites, on the Application or from a Machine before a specified deadline due, for example, to the inaccessibility or malfunction of the Méribel Alpina Website, the Application or Machine, the inaccessibility or malfunction of the payment system, or the Customer's bank refusing payment authorisation.

ARTICLE 16. PERSONAL DATA

Compagnie des Alpes (RCS Paris 349 577 908) and Méribel Alpina, a subsidiary of this company, act as joint data controllers for the processing of personal data in connection with the marketing of Transport Passes and access tickets to Activities.

This processing is described in the personal data protection policy available on the Méribel Alpina Website and at Points of Sale.

The person whose data is processed has the right to access their personal data, the right to rectify and erase such data, the right to restrict its processing and the right to object to such processing. These rights may be exercised by contacting Méribel Alpina using the contact details indicated in Article 18.

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

The Customer may obtain a copy of the Terms and Conditions.

In addition, if the Customer placed an order electronically, they may receive the details of that order, as well as the Terms and Conditions applicable on the date of that order, for five years following the order if its amount is less than €120 including tax, and ten years if its amount is equal to or greater than €120 including tax.

For this purpose, the Customer must send a request to Méribel Alpina using the contact details indicated in Article 18.

ARTICLE 18. REQUESTS AND COMPLAINTS

For a Transport Pass purchased on a Méribel Alpina Website, the Customer may obtain information about their order:

- by telephone at +33 (0)4 79 08 88 58;
- by post to: Méribel Alpina, Service commercial, 350 route de Mottaret, 73550 Méribel, France;
- by email to: contact@meribel-alpina.com.

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

- by post to: Méribel Alpina, Protection des données personnelles, 350 route de Mottaret, 73550 Méribel, France;
- by email to: privacy@meribel-alpina.com.

The Customer may submit any request or complaint concerning payment in instalments to the service provider as follows:

- Alma: by email to support@getalma.eu.

Unless otherwise stated, the Customer may submit any other request or complaint:

- by post to: Méribel Alpina, Service relations clientèle, 350 route de Mottaret, 73550 Méribel, France;
- by email to: contact@meribel-alpina.com;
- via <https://www.ticketoski.fr/fr/meribel>.

If the complaint concerns the non-conformity of a Transport Pass or an access ticket to an Activity supplied by Méribel Alpina when the Customer placed the order, it must be submitted to Méribel Alpina before the first use of that pass or ticket. If the complaint concerns another matter, it must reach Méribel Alpina within two months of the occurrence of the event giving rise to the complaint.

If the Customer wishes to make a claim under Insurance taken out by them, they must contact Carré Neige (<https://carreneige.com>). Méribel Alpina is not authorised to process their request.

ARTICLE 19. DISPUTE RESOLUTION

In the event of a dispute between the Customer and Méribel Alpina concerning the validity, interpretation or performance of the Terms and Conditions, the Customer may use a free conventional mediation procedure or any other alternative dispute-resolution method.

The Customer may use a mediation procedure:

- before the AFEPEME Consumer Mediator, in accordance with the procedures set out at <https://mediateur-consommation-afepame.fr>, in the event of a dispute concerning payment in instalments;
- for other matters, before the 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 – Email: info@mtv.travel), in accordance with the procedures set out at <https://www.mtv.travel> and within a maximum period of one year from the written complaint submitted to Méribel Alpina.

The Customer may also use the online dispute-resolution platform established by the European Commission, available at <https://webgate.ec.europa.eu/odr/>.

If no amicable settlement is reached, the Customer may bring proceedings before either a court having territorial jurisdiction under the French Code of Civil Procedure or the court of the place where they resided at the time the contract was concluded or where the harmful event occurred.

ARTICLE 20. ENTRY INTO FORCE OF THE TERMS AND CONDITIONS

The Terms and Conditions enter into force on October 1, 2026.

ARTICLE 21. AMENDMENT OF THE TERMS AND CONDITIONS

Méribel Alpina reserves the right to amend the Terms and Conditions at any time.

ARTICLE 22. TRANSLATION OF THE TERMS AND CONDITIONS

In the event of any contradiction between the French version of the Terms and Conditions and the Terms and Conditions in another language, the French version shall prevail.

ARTICLE 23. APPLICABLE LAW

The Terms and Conditions are governed by French law.