

## **TERMS OF SALE WINTER**

These terms and conditions of sale (hereinafter the "Terms and Conditions of Sale") govern the relationship between the company Méribel Alpina (hereinafter "Méribel Alpina"), operator of the ski lifts in the Méribel ski area, and any consumer (hereinafter the "Customer") who:

- Purchase a ticket from Méribel Alpina (hereinafter the "Ticket") allowing you to use one or more ski lifts operated by Méribel Alpina during the winter season; 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 Ticket or an Activity.

By way of exception, the Terms and Conditions of Sale do not apply in the event of the purchase of a "Trois Vallées Liberté" ticket from Méribel Alpina. In this case, the conditions of membership of Trois Vallées Liberté apply.

By purchasing a Ticket, ordering an Activity or taking out Insurance, the Customer unreservedly accepts the Terms and Conditions of Sale.

### **ARTICLE 1. INFORMATION ABOUT MERIBEL ALPINA**

Méribel Alpina is a simplified joint-stock company under French law with a 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.

Their contact details are as follows:

- Registered office address: 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](mailto:contact@meribel-alpina.com).

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

She is registered as an insurance intermediary agent under the number Orias 17007390.

### **ARTICLE 2. TICKETS, ACTIVITIES AND INSURANCE**

The list of Tickets, Activities and Insurance, their characteristics and the conditions for benefiting from them are presented at the points of sale operated by Méribel Alpina (hereinafter the "Points of Sale"), near or on the vending machines operated by Méribel Alpina (hereinafter the "Automatons"), on the <https://www.skipass-meribel.com> and <https://saison.skipass-meribel.com> websites (hereinafter the "Méribel Alpina Websites"), <https://reservations.meribel.net> and <https://brides-les-bains.secureticket.fr> (hereinafter the "Tourist Office Websites"), as well as in the Méribel Tourist Offices. The characteristics of the Insurance can also be found on the <https://www.carreneige.com> website.

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

Unless otherwise stated, Tickets 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 Ticket allowing him or her access and, if necessary, purchase this Ticket in addition to the order for the Activity.

Insurance may be taken out when ordering a Ticket or Activity, and at any time during the period of validity of that Ticket or Activity. In the event of subscription after the order of the Ticket or the Activity, the insurance cover does not take effect until the date of subscription and does not have retroactive effect.

### **ARTICLE 3. PLACES OF SALE**

Tickets can be purchased at Points of Sale, on the Websites and on the Vending Machines. The list of Points of Sale and ATMs can be found on the Meribel Alpina Website at <https://www.skipass-meribel.com/fr/points-de-vente>.

By way of exception, Tickets valid every day of the winter season cannot be purchased on the ticket machines.

Activities can only be ordered at the Tougnette or Chaudanne gondola points of sale.

Some offers may be presented exclusively at the Points of Sale, on one or more Websites, or on the ATMs.

### **ARTICLE 4. ORDER**

The Customer may not purchase more than nineteen Tickets per order on a Meribel Alpina Website and more than nine Tickets per order on a vending machine.

The Customer may finalize the order for a Ticket on a Website no later than two clear days before the start of validity of the Ticket. Nevertheless, if he chooses to receive by post the smart card to which the Ticket is associated, the order must be confirmed and paid in full at least six clear days before the start of validity of the Ticket in case of shipment to metropolitan France or Corsica, at least eight clear days before the start of validity of the Ticket in case of shipment to another Member State of the Union at least ten clear days before the start of validity of the Ticket in other cases. Otherwise, the order cannot be finalized.

When placing an order on a Meribel Alpina Website, the Customer:

1. Select the Ticket(s) and, if applicable, the Insurance(s) they wish to order;
2. Checks the order, modifies it if necessary, and then validates it;
3. Create a personal account (if they do not already have one) and then enter their login details to access their personal account, or choose to order without creating a personal account and enter their email address (the creation of a personal account is however essential in the event of the purchase of a Ticket valid every day of the winter season);
4. Provides the information necessary for the personalization of Tickets;
5. Chooses the terms and conditions for issuing Tickets;
6. Accepts the Terms and Conditions of Sale and the conditions of use of Tickets;
7. Paye that command.

Once the order has been paid, the Customer will receive an email confirming the order.

### **ARTICLE 5. PHOTOGRAPHY**

In the event of the purchase of certain Tickets (Tickets valid every day of the winter season, free Tickets, etc.), the Customer must provide a photograph of the user of the Ticket. It must be a recent passport photograph, from the front, without glasses with tinted lenses or head coverings.

### **ARTICLE 6. TARIFF**

The price of Tickets, Activities and Insurance is available at the Points of Sale, on the Websites and on the ATMs.

Méribel Alpina is likely to offer Tickets only at the Points of Sale at a discounted rate.

Prices are expressed in euros and include all taxes. They are subject to change during the season in the event of a change in these taxes.

The price of an Activity does not include the price of the Ticket required, if any, to participate in that Activity. However, unless otherwise specified, the price of an Activity includes the provision of the necessary equipment to participate in that Activity.

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

If the Customer wishes to benefit from a reduced fare or free of charge, he must present, when ordering the Ticket, the Activity or the Insurance at a Point of Sale, an original document certifying that the user of the Ticket, the person registered for the Activity or the beneficiary of the Insurance meets the conditions to benefit from this reduced fare or free of charge on the date of entry into force of the Ticket, at the start of the Activity or on the effective date of the Insurance. By way of exception, in the case of the purchase of a Ticket valid every day of the winter season, the date taken into account to determine whether its user can benefit from a reduced fare or free travel is:

- The first opening date of the ski lifts to which the Ticket gives access if the Ticket is purchased before this opening;
- The date of purchase if the Ticket is purchased after the opening of at least one of the ski lifts to which it gives access.

The user, registered person or beneficiary must be able to present the document at any time during the period of validity of the Ticket, Activity or Insurance, regardless of whether the Ticket, Activity or Insurance has been ordered at a Point of Sale, on the Websites or on the ATMs.

No price reduction or gratuity is granted after ordering a Ticket, an Activity or an Insurance.

## **ARTICLE 7. PAYMENT**

### **7.1. Motto**

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

### **7.2. Means of payment**

The accepted payment methods are:

- At the Points of Sale: bank cards (Carte Bleue, Visa, Mastercard, American Express), cash within the limits of the legal limits, printed ANCV holiday vouchers;
- On the Méribel Alpina Websites: bank cards (Carte Bleue, Visa, Mastercard, American Express), digital ANCV holiday vouchers (Connect holiday vouchers);
- On the Websites of the Tourist Offices: bank cards (Carte Bleue, Visa, Mastercard);
- On ATMs: bank cards (Carte Bleue, Visa, Mastercard, American Express).

The splitting of the payment into several payment methods is only possible in the event of an order at the Points of Sale or on the Méribel Alpina Websites.

### **7.3. Payment in instalments**

All orders are payable in full as soon as they are placed.

The Client may, however, pay for his order using a credit, in three instalments with fees, if the following conditions are met:

- The total amount of the order is equal to or greater than €300 including all taxes (before fees are applied);
- The total amount of the order is less than or equal to €5,000 including all taxes;
- They place their order on a Méribel Alpina website;
- He pays the full amount of his order using a credit card valid until the last payment due date of his order and issued by a banking institution established in one of the following countries of the European Union: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, Netherlands, Portugal;
- He has a mobile phone number from one of the countries mentioned above.

If the Client chooses to pay in several instalments, the price of the order, including all taxes, is increased by an amount equal to 1.55% of this price if it is less than or equal to €4,500, and by a sum equal to 0.78% of this price if it is more than €4,500. However, Méribel Alpina reserves the right to offer payment in several instalments free of charge, for limited periods.

The Client is then deducted one third of the increased price of his order at the time of this order. The second charge of one third of the increased price is made one month later on the credit card whose number the Customer gave at the time of the order. The balance is debited one month after the second charge to the same bank card.

To benefit from payment in instalments, the Client must choose the corresponding option during the ordering process and accept the general terms and conditions of service provided by Alma. Payment is made through the secure Alma platform.

The Client must ensure that the amount of each direct debit provided for is below the limit authorised by his banking institution.

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

If an order is cancelled in accordance with the Terms of Sale, the use of the payment facility provided for in this article is cancelled and the sums paid by the Client are refunded to him.

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

## **ARTICLE 8. PROOF OF SALE**

A proof of sale (hereinafter the "Proof of Sale") is sent to the Customer by e-mail when purchasing a Ticket or paying the price of an Activity. In the event of a purchase on a Méribel Alpina Website, the Proof of Sale is the order confirmation email. In the event of a purchase at a Point of Sale, the Customer may refuse to send the Proof of Sale by e-mail. A printed Proof of Sale is then given to him/her.

The Customer is invited to keep this Proof of Sale for the entire period of validity of the corresponding Ticket or Activity. This Proof of Sale will be necessary to make a claim for compensation.

## **ARTICLE 9. ISSUANCE OF TICKETS AND TICKETS FOR ACCESS TO AN ACTIVITY**

Each Ticket and each ticket for access to an Activity is issued in the form of a smart card. This card is issued free of charge. It is reusable, and can therefore be recharged according to the procedures detailed in [Article 10](#).

If the Customer has purchased a Ticket or a ticket for access to an Activity at a Point of Sale, the card is issued immediately at the Point of Sale.

If the Customer has ordered a Ticket on a Meribel Alpina Website or a Tourist Office Website, he/she may:

- Or pick up the card from an ATM the day after it is ordered. To do so, they must bring the Proof of Sale;
- Or ask for this card to be sent by post to the address indicated when ordering. Shipping is free. However, if the Client opts to send by tracked mail, a shipping cost of €7 including VAT will be charged.

If the Customer has purchased a Ticket from an ATM, the card is issued immediately by the ATM. By way of exception, in the event of an order for a free Ticket, the Customer must collect the card at a Point of Sale.

## **ARTICLE 10. RELOADING TICKETS**

The reusable card referred to in [Article 9](#) may be recharged once or more times. A new Ticket can thus be associated with this card, no later than fifteen minutes before the start of the validity of the chosen Ticket.

Top-up can be done at the Points of Sale, on the Méribel Alpina Websites or on the ATMs. By way of exception, the reloading of free Tickets for persons under five years of age or seventy-five years of age or over can only be done at the Points of Sale.

In the event that a new Ticket is registered on a card while the Ticket associated with it is valid, the original Ticket is terminated and can no longer be used, without the Customer being able to claim any compensation whatsoever. The Customer is therefore invited to wait until the end of validity of the Ticket associated with his card to register a new Ticket on this card.

By way of exception, it is possible to associate with the card to which a valid Ticket is associated a Ticket extending the initial Ticket to the Three Valleys area. To do so, the Customer must contact a Point of Sale.

## **ARTICLE 11. MODIFYING AN ORDER**

### **11.1. Modification of a Ticket**

The Customer may obtain the modification of a Ticket if the following conditions are met:

- The change request does not relate to a Ticket purchased at a promotional fare;
- If the Ticket to be modified has been paid in whole or in part by digital holiday vouchers (ANCV Connect holiday vouchers), the change does not affect the duration of the Ticket and does not entail a change in the price paid by the Customer;
- The request for modification is received by Méribel Alpina no later than the day before the first day of validity of the Ticket to be modified;
- The Ticket has not been used, even partially, even after the change request has been sent.

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

- Either by post to the following address: Méribel Alpina, Customer Relations Service, 350 route de Mottaret, 73550 Méribel, France;
- Or by email at the following address: [contact@meribel-alpina.com](mailto:contact@meribel-alpina.com).

The application must include:

- The reference number of their order, indicated in the order confirmation message that they received by email;

- If applicable, the number of the card to which the Ticket to be modified is associated.

If the price of the modified Ticket is higher than the price of the original Ticket, the change will only take effect when the Customer pays the difference in price.

If the price of the modified Ticket is lower than the price of the initial Ticket, the difference in price will be credited to the credit card used to pay for the initial Ticket, unless otherwise indicated by the Customer. As the refund is based on the price in euros of the order, any exchange rate variations between the date of the order and the date of its refund are the responsibility of the Customer.

If the modification of a Ticket leads to the conditions for benefiting from this Ticket no longer being met (for example, the number of beneficiaries of an offer for a group falls below the number required to benefit from this offer), the change request is treated as a cancellation. Article 12 shall then apply.

## **11.2. Modifying an Activity**

The Client may obtain the postponement of an Activity free of charge if the following conditions are met:

- The new date of the Activity is a day in the same winter season for which the Activity was originally ordered;
- Any equipment necessary for the Activity that is provided by Méribel Alpina is available on the new date of the Activity;
- The modification does not entail a change in the price paid by the Client;
- The request for postponement is sent to Méribel Alpina before the date initially chosen for the Activity.

To obtain this postponement, the Customer must contact a Point of Sale in La Chaudanne and present the Proof of Sale relating to his order.

## **ARTICLE 12. CANCELLING AN ORDER**

### **12.1. Cancellation of a Ticket**

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

- The cancellation does not relate to a Ticket purchased at a promotional rate;
- The order has not been fully paid for by digital holiday vouchers (ANCV Connect holiday vouchers);
- Méribel Alpina is informed of the cancellation no later than the day before the first day of validity of the Ticket;
- The Ticket has not been used, even partially, even after the cancellation has been sent.

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

- Either by post to the following address: Méribel Alpina, Customer Relations Service, 350 route de Mottaret, 73550 Méribel, France;
- Or by email at the following address: [contact@meribel-alpina.com](mailto:contact@meribel-alpina.com).

They must indicate in their message:

- The reference number of their order, indicated in the order confirmation message that they received by email;
- If applicable, the number of the card to which the Ticket to be cancelled is associated.

The price corresponding to the Ticket is credited to the credit card used to pay for the Ticket, unless otherwise indicated by the Customer. As the refund is based on the price in euros of the order, any exchange rate variations between the date of the order and the date of its refund are the responsibility of the Customer.

If the order has been paid partly by digital holiday vouchers (ANCV Connect holiday vouchers) and partly by credit card, the amount refunded cannot exceed the amount paid by credit card.

The price corresponding to the Insurance is not refunded. On the other hand, any costs of sending the Ticket by post are reimbursed (if the Customer has chosen to send it by post when placing an order).

## **12.2. Cancellation of an Activity by the Client**

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

- Méribel Alpina is informed of the cancellation before the start of the Activity;
- The person registered for the Activity has not participated in the Activity, even after the information given to Méribel Alpina.

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

They are reimbursed an amount equal to 50% of the price of the Activity. By way of exception, they will be reimbursed an amount equal to 100% of the price of the Activity if they have chosen the corresponding option when placing their order. The additional price paid to benefit from this option remains with Méribel Alpina in the event of cancellation of the order.

In the event of payment of the order by credit card, the amount is credited to this card, unless otherwise indicated by the Customer. As the refund is based on the price in euros of the order, any exchange rate variations between the date of the order and the date of its refund are the responsibility of the Customer.

If the order is paid in cash, the amount will be refunded in cash.

If the order is paid partly by holiday vouchers and partly by credit card or cash, the amount refunded may not exceed the amount paid by credit card or cash.

The price corresponding to the Insurance is not refunded.

## **ARTICLE 13. INDEMNIFICATION**

The Customer, the user of a Ticket, the person registered for an Activity or the beneficiary of an Insurance may not benefit from any total or partial refund or exchange of this Ticket, this Activity or this Insurance, nor from any extension or postponement of their validity, even if the Ticket has not been used or has only been used partially, if the person did not participate in the Activity or if the beneficiary of the Insurance did not put it into play.

By way of exception, the Customer may obtain the refund or postponement of a Ticket or an Activity under the conditions set out in [Articles 11 and 12](#) , and benefit from compensation in the cases detailed below.

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

No compensation is processed at the Points of Sale. Any request for compensation must be addressed to the contact details set out in [Article 18](#).

The price corresponding to the Insurance is refundable. On the other hand, the amount paid by the Client for the issuance of a reusable card mentioned in [Article 9](#) is non-refundable.

In the event of a refund, this refund being based on the price in euros of the order, any exchange rate variations between the date of the order and the date of its refund are the responsibility of the Customer.

No compensation is granted to the Customer who has ordered a Ticket, an Activity or an Insurance from any person other than Méribel Alpina. In this case, the Customer must contact the person from whom they ordered the Ticket, the Activity or the Insurance.

### **13.1. Interruption of the operation of the ski lifts for health reasons by decision of the public authorities**

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

The amount reimbursed is calculated in proportion to the days of closure in accordance with the administrative decision during the period of validity of the Ticket or Activity.

By way of exception, for Tickets valid every day of the winter season, the amount refunded is calculated according to the following formula:

$$\text{Amount reimbursed} = \text{Price paid for the Ticket} \times (\text{Guaranteed number of days of operation of the ski lifts} - \text{Number of days of actual operation of the ski lifts}) / \text{Guaranteed number of days of operation of the ski lifts}$$

The guaranteed number of days of operation of the ski lifts 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 to be a day of operation of the ski lifts if the following conditions are met:

- At least 20% of the lifts operated by Meribel Alpina are open;
- While the operation of the open ski lifts was interrupted during the day, this interruption did not affect all these ski lifts;
- If the operation of the open ski lifts was interrupted during the day, this interruption did not exceed five consecutive hours.

To obtain this compensation, the Client must send a request to Méribel Alpina via the <https://www.ticketoski.fr/fr/meribel> website. This request must be accompanied by the Proof of Sale, a copy of the Ticket in the case of the purchase of a Ticket, and a bank statement.

### **13.2. Interruption of the operation of the ski lifts for any reason other than a decision of the public authorities taken for health reasons**

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

- He/she has purchased from Méribel Alpina a Ticket other than a Ticket valid for less than one day, one day or all days of the winter season;
- During the period of validity of this Ticket, the operation of at least 80% of the ski lifts to which this Ticket gives access is interrupted for more than five consecutive hours during the same day;
- This interruption is not due to an event of force majeure nor is it the application of the calendar and opening hours of the ski lifts displayed in the Points of Sale or on the Méribel Alpina Websites.

The compensation takes the form, at the Client's option:

- Either the benefit of a new Ticket, valid from the day after the expiry of the initial Ticket or from the first day of resumption of operation of the ski lifts, if this date is later. This new Skipass is valid for a period equal to the number of days during which the operation of the ski lifts was interrupted during the period of validity of the original Skipass;
- Or the reimbursement of a sum equal to a fraction of the price of the Ticket. This amount is calculated in proportion to the number of days the operation of the ski lifts is interrupted during the period of validity of the Ticket in relation to the number of days of validity of the Ticket (e.g. the Customer who has purchased a Ticket valid for six days is reimbursed an amount equal to 50% of the price of this Ticket in the event of



interruption of the operation of the ski lifts for three days on the other end of the year). during the period of validity of this Ticket);

- Or a credit note, the amount of which is calculated as above. This voucher is non-transferable and valid until the end of the winter season of operation of the ski lifts by Méribel Alpina following the one during which the operation of the ski lifts was interrupted.

To obtain this compensation, the Client must send a request to Méribel Alpina at the contact details indicated in [Article 18](#). This request must be accompanied by the Proof of Sale, a copy of the Ticket in the case of the purchase of a Ticket, and a bank statement.

### **13.3. Cancellation of an Activity by Méribel Alpina**

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

To obtain the postponement of the Activity, the Client must present the Proof of Sale at the Point of Sale of the Tougnette or Chaudanne gondola.

To obtain a refund of their order, the Customer must send a request to Méribel Alpina at the contact details indicated in [Article 18](#). This request must be accompanied by the Proof of Sale and a bank statement.

## **ARTICLE 14. RIGHT OF WITHDRAWAL AND RIGHT OF WITHDRAWAL**

The Customer does not benefit from the right of withdrawal provided for by the French Consumer Code in the event of the purchase of a Ticket on a Website or an ATM.

In the event of taking out an Insurance, the Client benefits:

- The right of cancellation 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 it has been taken out remotely and for purposes that do not fall within the scope of the Client's professional activity, if the duration of the insurance cover is at least one month and if the insurance contract has not been fully executed at the express request of the Client;
- The right of cancellation 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 has been taken out for purposes that do not fall within the scope of the Client's professional activity, and if the insurance contract has not been fully executed or if the Client has not invoked any guarantee.

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

The Client has a period of fourteen calendar days from the date of the order to waive the payment facility provided for in [Article 7.3](#), by notifying his decision directly by email to the following address: [support@getalma.eu](mailto:support@getalma.eu).

## **ARTICLE 15. RESPONSIBILITY**

It is the Customer's responsibility to choose the Ticket, Activity or Insurance that best suits their needs and constraints.

Access restrictions, such as age or physical condition, may apply to certain lifts and Activities. These restrictions can be viewed at the Points of Sale, on the Méribel Alpina Websites and when boarding each ski lift.

Méribel Alpina cannot be held liable for the inadequacy of the Ticket, the Activity or the Insurance chosen for the needs and constraints of the Customer, the user of the Ticket, the person registered for the Activity or the beneficiary of the Insurance.

## **ARTICLE 16. PERSONAL DATA**

### **16.1. Purpose and basis of the processing of personal data**

The personal data collected when ordering a Ticket, an Activity or an Insurance is processed in order to:

- Process the order. This processing is necessary for the performance of the contract concluded between Méribel Alpina and the Client;
- Send the Customer promotional offers, newsletters, invitations to participate in games or competitions or satisfaction surveys. This processing is based, with regard to messages sent by Méribel Alpina, on the legitimate interest of the latter in developing its activities if the e-mail address is collected on the occasion of a purchase on the Méribel Alpina Websites or on an ATM, on the consent of the Customer if the e-mail address is collected on the occasion of a purchase in a Point of Sale or on the Application. This processing is based, with regard to messages sent by Méribel Alpina's partners (Méribel Tourist Office, commercial partners, companies affiliated to Méribel Alpina), on the Client's consent;
- Respond to inquiries, comments, and complaints from the Client. This processing is based on the Client's consent.

### **16.2. Data Controller**

The above-mentioned processing operations are carried out under the responsibility of Méribel Alpina, represented by its General Manager and whose contact details are indicated in [Article 1](#).

### **16.3. Recipients of personal data**

The data collected is intended for:

- In Meribel Alpina;
- To Alma in the event of payment of an order in several instalments;
- To service providers whose intervention is necessary to carry out the above-mentioned processing;
- If the Client consents, to Méribel Alpina's partners (Méribel Tourist Office, commercial partners, companies affiliated with Méribel Alpina).

This data may be transferred to a country outside the European Union. The Client may obtain information on this transfer and the guarantees that apply to it from Méribel Alpina. Retention periods of personal data

The data collected is kept for the following periods:

- Data used to process an order:
  - o If the order is not placed electronically, for five years from the date of collection;
  - o If the order is placed electronically, for five years from the date of collection if the amount of the order is less than €120, for ten years from the date of collection if the amount of the order is equal to or greater than €120.

By way of exception, the credit card number and expiry date are kept for fifteen months from the last debit date for proof purposes in the event of a dispute between the transaction. The cryptogram is not retained after the transaction.

Also by way of exception, the photograph is kept for three years from the date of collection, in order to facilitate the reissue of the Ticket, provided that the Customer has consented to it. In the absence of consent, the photograph is kept for the period of validity of the Ticket on which it appears;

- Data used to send the Customer promotional offers, newsletters, invitations to participate in games or competitions or satisfaction surveys: for three years from their collection, this period being renewed for each significant interaction between the Customer and Méribel Alpina (new order, request for information, etc.);

- Data used to respond to the Client's inquiries, comments and complaints: for the time necessary to process such requests, comments and complaints.

#### **16.4. Rights of persons whose data is processed**

The person whose data is processed may access the data concerning him/her, have it rectified or deleted, transfer it or have it transferred to a third party, obtain the restriction of its processing or object to such processing. In addition, the Data Controller may withdraw their consent to the processing of their data, but the withdrawal of such consent shall not affect the lawfulness of the processing carried out prior to such withdrawal. To exercise these rights, they must send a request to the Data Protection Officer of Méribel Alpina, at the contact details indicated in [Article 18](#).

Méribel Alpina will comply with this request subject to compliance with the obligations imposed on it. In order to protect personal data, Méribel Alpina reserves the right to ask the person for proof of identity before responding to this request.

Finally, the person whose data is processed may lodge a complaint with the Commission Nationale de l'Informatique et des Libertés (CNIL) if he or she considers that his or her rights are not being respected. The contact details of the CNIL are as follows: CNIL, 3 place de Fontenoy, TSA 80715, 75334 Paris Cedex 07, France – Tel.: +33 (0)1 53 73 22 22 – Fax: +33 (0)1 53 73 22 00 – Website: <https://www.cnil.fr/fr/plaintes>.

In addition, the person whose data is processed can register free of charge on the list of objections to telephone canvassing on the <https://www.bloctel.gouv.fr> website.

#### **ARTICLE 17. COMMUNICATION OF THE TERMS AND CONDITIONS OF SALE AND THE DETAILS OF THE ORDER**

The Client may obtain a copy of the Terms of Sale.

In addition, if he/she has placed an order electronically, he/she may be informed of the details of this order, as well as the Terms and Conditions of Sale applicable on the date of this order, for 5 years following this order if its amount is less than €120 including VAT, 10 years if its amount is equal to or greater than €120 including VAT.

To do so, the Client must send a request to Méribel Alpina using the contact details indicated in [Article 18](#).

#### **ARTICLE 18. INQUIRIES AND COMPLAINTS**

In the event of the purchase of a Ticket on a Meribel Alpina Website, the Customer can obtain information about his order:

- Either by phone on +33 (0)4 79 08 65 32;
- Either by post to the following address: Méribel Alpina, Service commercial, 350 route de Mottaret, 73550 Méribel, France;
- Or by email at the following address: [contact@meribel-alpina.com](mailto:contact@meribel-alpina.com).

The Client may address any request or complaint concerning the processing of his personal data:

- Either by post to the following address: Méribel Alpina, Protection des données personnelles, 350 route de Mottaret, 73550 Méribel, France;
- Or by email at the following address: [privacy@meribel-alpina.com](mailto:privacy@meribel-alpina.com).

The Client may send any request or complaint concerning payment in several instalments to Alma, by email at the following address: <https://support.getalma.eu>.

Unless otherwise specified, the Client may make any other request or claim, within two months following the occurrence of the event giving rise to the claim:

- Either by post to the following address: Méribel Alpina, Customer Relations Service, 350 route de Mottaret, 73550 Méribel, France;
- Either by e-mail to the following address: [contact@meribel-alpina.com](mailto:contact@meribel-alpina.com);
- Or through the <https://www.ticketoski.fr/fr/meribel> website.

## **ARTICLE 19. DISPUTE RESOLUTION**

In the event of a dispute between the Client and Méribel Alpina relating to the validity, interpretation or execution of the Terms and Conditions of Sale, the Client may have recourse free of charge to a conventional mediation procedure or any other alternative dispute resolution method.

He may have recourse to a mediation procedure:

- To the AFEPA Consumer Mediator, in accordance with the terms and conditions set out on the <https://mediateur-consommation-afepame.fr> website, in the event of a dispute concerning payment in several instalments;
- For other matters, contact the 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 – Email: [info@mtv.travel](mailto:info@mtv.travel)) in accordance with the terms and conditions set out on the <https://www.mtv.travel> website and within a maximum period of one year from the written complaint made to Méribel Alpina.

They can also make use of the online dispute resolution platform set up by the European Commission, accessible on the <https://webgate.ec.europa.eu/odr/> website.

In the absence of an amicable settlement, the Client may refer the matter either to one of the courts with territorial jurisdiction under the French Code of Civil Procedure, or to the court of the place where he lived at the time of the conclusion of the contract or the occurrence of the harmful event.

## **ARTICLE 20. ENTRY INTO FORCE OF THE TERMS AND CONDITIONS OF SALE**

The Terms of Sale come into force on October 16, 2023.

## **ARTICLE 21. MODIFICATION OF THE TERMS AND CONDITIONS OF SALE**

Méribel Alpina reserves the right to modify the Terms and Conditions of Sale at any time.

## **ARTICLE 22. TRANSLATION OF THE TERMS AND CONDITIONS OF SALE**

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

## **ARTICLE 23. APPLICABLE LAW**

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