

GENERAL TERMS AND CONDITIONS OF SALE

These General Terms and Conditions of Sale (hereinafter referred to as the "GTC") define the contractual provisions applicable to the services offered for sale by the SPL ALTTA - Alliance Locale pour la Transition des Territoires d'Altitude (hereinafter referred to as "ALTTA"), in connection with the operation of the services, facilities and activities within the scope of its responsibilities in the domain of Tignes-Val d'Isère.

They govern the relationship between ALTTA and any natural person acting in a non-professional capacity (hereinafter referred to as the "Client") when such person carries out, whether directly or indirectly, through authorised sales channels, one of the following transactions:

- the purchase of a ski pass allowing access to one or several ski lifts operated by ALTTA (hereinafter referred to as the "Ski Pass")
- the booking or the purchase of a service, an organised event or an activity sold by ALTTA (hereinafter referred to as the "Activity")
- the purchase of insurance coverage proposed as a complement to a Ski Pass, when this option is included as part of the offer sold by ALTTA (hereinafter referred to as the "Insurance").

These GTC shall apply to the entirety of services, and are subject, where applicable, to any specific terms and conditions relating to certain offers or distribution channels.

The Client acknowledges having read and accepted these General Terms and Conditions of Sale prior to making an immediate purchase or placing an order.

These General Terms and Conditions of Sale may be subject to subsequent amendments; the version applicable to the Client's purchase is the version in force at the date of the immediate purchase or placing of the order.

Immediate purchase or placing of an order by the Client constitutes acceptance without restriction or reservation of these General Terms and Conditions of Sale, accessible at any time on the website www.skipass-tignes.com.

ARTICLE 1. INFORMATION REGARDING ALTTA

ALTTA is a local public company under French law, with a capital of 27,500,000.00 euros, registered in the Trade and Companies Register under number 940 025 752, and whose intra-community VAT number is FR51940025752.

ALTTA's contact details are as follows:

Registered office address: 238 Boucle du Rosset, 73320 Tignes, France

Telephone number: +33 (0)4 79 40 09 32

E-mail address: contact@altta.fr

Main establishment and postal address: 665 Avenue de Grande Motte, le Val Claret, 73320 Tignes, France

Telephone number: +33 (0)4 79 06 60 00

E-mail address: info@altta.fr

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

ALTTA is registered as an authorised insurance representative under Orias number: registration pending.

ARTICLE 2. RULES APPLICABLE TO SKI PASSES, ACTIVITIES AND INSURANCE

ALTTA offers for sale passes granting access to its transport facilities, activities organised or sold as part of its operations, as well as, where applicable, optional insurance related to these services.

The Client can view the details of these offers, their principal features, the conditions of access and, more generally, the procedures for benefitting from them, at the points of sale operated by ALTTA (hereinafter referred to as the "Points of Sale"), or at the self-service kiosk machines (hereinafter referred to as the "Kiosks"), as well as on the internet www.skipass-tignes.com (hereinafter referred to as the "Website").

If insurance coverage is offered, such coverage is subject to the general terms and conditions of the companies ALBINGIA and MUTUAIDE ASSURANCES, which the Client can access via the partner insurer's website: <https://www.carreneige.com>.

The products and services sold by ALTTA are related to a specific operating season. Their validity applies, according to the case, either to the whole of that season or solely to the period covered by the product purchased. As such, the phases known as "pre-opening", "opening", "premiere", "winter" and "closing" are considered as belonging to a same season. The corresponding dates are those indicated on the price lists and information documents provided by ALTTA.

Unless expressly stated otherwise, any Ski Pass valid for several days is considered to confer the right to use it on consecutive days.

The Activities sold by ALTTA are strictly for a specific date. When access to or participation in an Activity requires the use of one or more ski lifts operated by ALTTA, the Client is solely responsible for obtaining a suitable Ski Pass. If applicable, this pass must be acquired separately and shall not be considered as included in the price of the Activity, unless otherwise stated.

The insurance policies offered by ALTTA are linked to a specific product. They can be added either upon purchasing the Ski Pass or at a later date during its period of validity. However, if insurance is taken out after the initial purchase, the Client can only subscribe at a Point of Sale. Consequently, no additional insurance can be taken out on the Website or at a Kiosk once the Ski Pass has been issued. The coverage only takes effect from its actual purchase date and does not apply to any event that occurred prior to that date.

ARTICLE 3. TERMS OF SALE ACCORDING TO SALES CHANNELS

ALTTA's products and services are sold through a number of distribution channels: Points of Sale, the Website and Kiosks. However, not all of the products and services offered by ALTTA are necessarily available through each of these channels.

Ski Passes are available for purchase at Points of Sale. Some of them can also be purchased remotely online via the Website or directly at the Kiosks, depending on the type of pass in question and the sales procedures chosen by ALTTA.

Unless otherwise stated, Activities are sold at Points of Sale or at the Kiosks. If a specific activity is organised in a particular manner, ALTTA may also make it available for booking and/or purchase on the Website. This especially applies to the “sledging” activity, provided it remains part of ALTTA’s commercial services, in which case it may be offered on the Website, at Points of Sale and at the Kiosk located in the chalet dedicated to this activity.

Insurance associated with ski passes may, where available, be taken out at Points of Sale, on the Website or at the Kiosks, subject to the terms set out in these General Terms and Conditions of Sale.

ALTTA reserves the right to limit certain offers to a specific sales channel. Certain Ski Passes, Activities or Insurance may be available exclusively at a Point of Sale, online or at a Kiosk, but this difference in sales channel does not affect their validity provided that the order has been placed correctly.

ARTICLE 4. ORDERS PLACED ONLINE OR AT A KIOSK

4.1 Common rules

Orders placed on the Website or at a Kiosk are subject to an online procedure enabling the Client to select the desired products, verify the order details, then confirm the purchase after accepting these General Terms and Conditions of Sale and completing the payment.

During this process, the Client selects the Ski Pass(es) to purchase and may, if they wish, add one or more insurance policies. It is then the Client’s responsibility to verify the order details, make any necessary changes before final confirmation, and, if required, create a personal account or log in to their account using their login details. The Client must also specify the method by which the Ski Passes are to be issued to them before proceeding to pay for their order.

For any order placed on the Website or at a Kiosk, a single purchase must not exceed seven Ski Passes.

The order is only definitively confirmed once the corresponding payment has been received. In the case of immediate payment, the sale is only concluded upon full payment of the amount due at the time of ordering. If the Client is paying in instalments, the sale is only concluded upon receipt of the first instalment.

4.2 Purchases on the Website

4.2.1 Orders

The Client places their order on the Website.

It is stipulated that “any order placed on the Website constitutes an order with an obligation of payment”.

Placing any order constitutes acceptance of the Product descriptions and the prices in force on the day the order is placed.

To place an order online via the Website, the Client must:

- add one or several Products to their basket
- identify themselves by providing their e-mail address and password if they already have a Client Account; otherwise they must create a Client Account.

If the Client holds a rechargeable magnetic physical medium, they must verify that the number on their medium matches the number recorded on the skiers' page under the corresponding recharge order.

By ticking the box “*I certify that I have read and understood the terms and conditions of sale*” and then clicking on the “*Confirm*” button, the Client validates their order.

A summary of the items ordered is then displayed, showing the total order amount including all taxes and a breakdown of any additional charges.

After verifying this information, the client confirms their order by clicking on the icon for their chosen payment method, which takes them to the payment page.

This click signifies the client's unconditional acceptance of these terms and conditions of sale and the general terms and conditions of use and constitutes the definitive confirmation of their order.

If an order initiated on the Website is not completed within thirty minutes of the selected products being displayed, the items in the basket are automatically removed. However, the Client is informed that if the page being viewed is not refreshed, these products may still appear in their basket, yet this appearance alone does not guarantee that their availability or price initially displayed will remain the same. After this period, ALTTA cannot guarantee either the availability of the offer or the price.

The order will only be definitively registered upon final confirmation of the order summary screen.

4.2.2 Confirmation of order

After receiving the payment authorisation, ALTTA sends the client an order confirmation by e-mail.

This order confirmation specifies the exact amount charged, details of the products ordered and their quantities, the delivery terms for the order, and refers to these Terms and Conditions of Sale. This acknowledgement of receipt constitutes acceptance of the order by ALTTA and validates the transaction. The Client acknowledges and accepts that the order recording systems constitute valid proof of the purchase and its date. By keeping this e-mail and/or printing it out, the Client will retain proof of their order, which ALTTA recommends they conserve.

The pass will be activated automatically the first time the Client passes through the contactless access gates, on the first day of the ticket's validity.

ARTICLE 5. IDENTIFICATION OF THE TITLEHOLDER BY PHOTOGRAPH

The issue of a Ski Pass valid for the entire season requires the Client to provide a photograph enabling the identification of the person who will be using it.

Free passes for children under 8 and adults over 75 also require a photograph for the personalisation of the physical medium; each user must do so in person at a Point of Sale.

If the photograph is provided by the passholder, it must be recent, resemble the passholder and comply with the standards for identity photographs. It must show the passholder facing forwards, without a head covering or tinted glasses. It may also be taken directly at the point of sale when the pass is purchased.

ARTICLE 6. PRICES AND RATE CONDITIONS

The prices applicable to the Ski Passes, Activities and Insurance sold by ALTTA are made available to the public at Points of Sale, on the Website as well as at the Kiosks. They are stated in euros, inclusive of all taxes, in accordance with the VAT rate in force on the day of the immediate purchase.

The applicable rates are those displayed or communicated by ALTTA at the time of purchase or booking.

Unless expressly stated otherwise, the price paid for an Activity does not include the cost of a Ski Pass that may be required to access the place where the Activity is held or in order to participate. It is therefore the Client's responsibility to verify, before placing any order, if they need to additionally purchase a corresponding Ski Pass.

Reduced rates or free passes are available to various categories of persons, subject to the procedures available at points of sale. At the time of purchase, a presentation of supporting documents justifying the special rate will be required. Photocopies of supporting documents will not be accepted. No discounts or free offers will be granted after purchase. The determining age of the client will be the age on the day the pass is issued or on the date of the relevant Activity.

Unless otherwise stated, special rates cannot be accumulated with other reductions or any other benefit of a similar nature.

In any event, the Ski Pass user or the participant in the Activity must be able to present this justification throughout the pass's period of validity or while the Activity is taking place, regardless of the channel through which the purchase was made.

Unless otherwise specified in the particular offer, the price of the Activities includes the equipment required to participate in them.

ARTICLE 7. CONDITIONS OF PAYMENT

7.1. General rules of payment

The price is payable in full, in its entirety, on the day of the immediate purchase of the product.

Unless otherwise expressly stated by ALTTA, all orders for Ski Passes, Activities or Insurance must be paid for in euros.

Any charges debited by the Client's banking establishment, in particular in the form of bank charges or currency conversion fees, shall be borne exclusively by the Client.

In the event that the relevant service is offered by ALTTA, the Client may, however, choose to pay in a currency other than euros via a DCC (Dynamic Currency Conversion) solution for purchases made at Points of Sale or on the Website.

7.2. Accepted payment methods according to the sales channel

The payment methods accepted vary depending on the channel used for the purchase.

At the Points of Sale, payment can be made by bank card, including Carte Bleue, Visa, Mastercard and American Express; in cash, subject to legal limits; using printed ANCV "Classic" type holiday vouchers; using valid credit notes issued by ALTTA; and via digital payment solutions such as Google Pay or Apple Pay.

On the Website, the Client can pay for their order by bank card, including Carte Bleue, Visa, Mastercard and American Express; using ANCV "Connect" digital holiday vouchers; or using a valid credit note issued by ALTTA.

At the Kiosks, only payments by credit card are accepted, including Carte Bleue, Visa, Mastercard and American Express, or, where applicable, using a valid credit note issued by ALTTA.

Contactless payment by bank card may be available at Points of Sale and at the Kiosks.

No change will be given on holiday vouchers.

The use of multiple payment methods for a single transaction is only permitted for purchases carried out at Points of Sale or on the Website.

ALTTA cannot be held liable for the temporary unavailability of a payment method where such unavailability resulted from a technical incident.

7.3. Payment in instalments

For certain orders placed on the Website, ALTTA may allow the Client to benefit from payment in three or four instalments at no extra cost, in the form of a credit, provided that all of the following conditions are met:

- the Ski Passes or access tickets for an Activity purchased must be valid from a date falling within the premiere period or the winter period
- the total order amount must be at least 250 euros, inclusive of all taxes
- the total amount must not exceed 5,000 euros, inclusive of all taxes
- the order must be placed on the Website
- payment must be made using a bank card valid until the date of the last instalment, issued by a bank located in one of the following countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, the Netherlands or Portugal
- the Client must have a mobile phone number originating from one of these countries listed above.

If the Client chooses to pay in three instalments, an initial payment corresponding to one third of the total amount is debited at the moment of purchase. The second third is debited one month later using that same bank card, and the remaining balance is debited one month after this second payment.

If the Client chooses to pay in four instalments, a first quarter of the total amount is debited at the time of the order. A second quarter is then debited one month later, a third quarter is debited the following month, then the remaining balance is debited one month after the third debit. All the transactions are charged on the same bank card used at the time of the order.

To access this method of payment, the Client must select the corresponding option during the purchasing process and accept the terms and conditions of service of the relevant provider: the company Alma. The payment in instalments is then processed via the secure platform of Alma.

It is the Client's responsibility to ensure that the limit authorised by their banking establishment allows for the execution of each of the scheduled direct debits.

The Client may revoke the payment in instalment under the conditions stipulated in Article 13. In this case, they must immediately pay for their order in full.

Should an order be cancelled in accordance with the terms set out in these General Terms and Conditions of Sale, the instalment payment option shall cease to apply and any sums already paid by the Client will be refunded to them.

ARTICLE 8. ISSUANCE AND RETENTION OF THE ORDER CONFIRMATION

Any acquisition of a Ski Pass or any paid booking for an Activity will result in the issuance of a document attesting to the order placed by the Client (hereinafter referred to as the "Order Confirmation").

The Order Confirmation depends on the sales channel used:

- Purchased online at www.skipass-tignes.com: the e-mail confirmation is sent to the client and serves as the proof of purchase.
- Purchased at a Point of Sale: it can be sent by e-mail or, if the client prefers, a printed version can be provided.
- Purchased at a Kiosk: The Client can choose either to have the order confirmation sent by e-mail or to have the Kiosk immediately issue the proof.

The Order Confirmation serves as the official document of reference that allows the Client to provide proof of their purchase, particularly in the event of an inspection, a request for a replacement, a complaint or a claim for compensation.

It is the Client's responsibility to retain this document for the entire validity period of the relevant Ski Pass or Activity. When a claim for compensation or a complaint is filed with ALTTA, the Order Confirmation must be retained until the completion of the processing of this claim.

If any insurance is purchased, only the order confirmation serves as official proof.

ARTICLE 9. PHYSICAL MEDIUM DELIVERY AND SKI PASS ISSUANCE PROCEDURES

The pass consists of a rechargeable physical medium on which a ski pass is stored.

Unless otherwise specified, the physical medium is provided to the Client at no additional charge upon purchase of the Ski Pass.

The method of delivery of this medium varies depending on the channel through which the order was placed.

When a Ski Pass or an access ticket for an Activity is purchased directly at a Point of Sale, the card is immediately provided to the Client.

When a purchase is made on the Website—excluding the case of a top-up as provided for in Article 10—the card is issued according to the type of Ski Pass ordered.

For a Ski Pass valid every day of the season, pickup must be made at a Point of Sale no earlier than seventy-two hours after the order is confirmed. At that time, the Client must present the Order Confirmation and a valid, official form of identification.

For a Ski Pass valid for a limited period of the season, the pass may be picked up either at a Kiosk, using the QR code provided in the confirmation e-mail, or at a Point of Sale, upon presentation of the order number mentioned in the same e-mail.

When a Ski Pass is purchased directly at a Kiosk, the card is issued immediately by this machine.

It is the Client's responsibility to verify, upon receipt of the Ski Pass or access ticket for an Activity, that the physical medium issued exactly corresponds to the order placed.

The user must carry their card and the corresponding proof of purchase with them each time they access the ski area.

To ensure that the encoded information can be transmitted when passing through the checkpoints, the pass must be worn on the left-hand side and kept away from mobile phones, keys and any form of packaging made, even partially, of aluminium.

Under no circumstances should two passes be used simultaneously, even if one of them has expired. This strict rule also applies to passes with non-consecutive and non-dated days; ALTTA shall not be held liable for the simultaneous activation of several passes carried by the same user on the same day.

ARTICLE 10. REUSING AND RECHARGING THE PHYSICAL MEDIUM

The magnetic physical medium provided to the Client is not limited to a single use. It may be retained and reused for the subsequent acquisition of one or several Ski Passes, which may be encoded successively onto this same physical medium.

Recharging can be done by the Client in accordance with the procedures set out by ALTTA, whether at a Point of Sale, on the Website or at the Kiosks.

ARTICLE 11. CONDITIONS OF MODIFICATION AND CANCELLATION OF AN ORDER

Only orders placed on the Website may be modified or cancelled free of charge, subject to the conditions specified in this article.

The possibility of modifying an order is strictly limited to certain elements. It can only relate to modifying the validity date of a Ski Pass or modifying the physical card on which the pass is loaded. In any event, the change cannot result in a modification to the initial duration of validity of the Ski Pass, nor can its use be deferred to a season other than that for which it was purchased.

Whether the request is for a modification or a cancellation, it must be received by ALTTA no later than the day before the first day of validity of the Ski Pass in question. Furthermore, no processing can take place if the Ski Pass has already been used, even partially, including after the Client has sent the request.

Any request for modification must be sent by e-mail to the following address: vel@altta.fr. The Client must imperatively indicate the order reference number, exactly as it appears in the confirmation message sent to them by e-mail.

Cancellation procedures vary depending on the payment method used at the time of the order. If payment was made by Carte Bleue, Visa, or Mastercard, the Client must cancel the order directly through their personal account on the Website. For any order paid for using another payment method, the cancellation request must be submitted to the website skipass-tignes.com.

Any cancellation will result in the complete deletion of the order and, if applicable, of any insurance related to the ski passes. The total amount paid for the order is then refunded to the bank card used during the purchase, within fifteen days of the receipt of the request. Since the refund is based on the amount originally paid in euros, the Client is responsible for any eventual exchange rate fluctuations between the date of payment and the date of refund.

If, following the cancellation, the Client wishes to obtain a new Ski Pass, it is the Client's responsibility to place a new order in accordance with the conditions set forth in these General Terms and Conditions of Sale. The Client can, if applicable, reuse the same physical card used for the cancelled Ski Pass.

ARTICLE 12. RULES REGARDING REFUNDS, DEFERRALS AND COMPENSATION

12.1. General principle and framework for processing requests

Except in the cases expressly provided for in these General Terms and Conditions of Sale, no Ski Pass, Activity, or Insurance can qualify for a refund, even partial, or for an exchange, an extension of validity, or a deferral. This rule remains valid when it is impossible to use the Ski Pass or access an Activity as a result of unfavourable weather or snow conditions.

As an exception, the Client can:

- either request the modification, cancellation, refund or deferral of certain products under the conditions established in Article 11
- or claim compensation only in the cases specified in this article.

No claim for compensation can be accepted before the expiration of the validity period of the Ski Pass in question or before the end of the Activity in question. If the claim is deemed eligible and complete, the compensation will be paid within a maximum of four months from the date ALTTA receives all the documents necessary for its assessment.

The provisions specified in this article apply only to Ski Passes and Activities purchased directly from ALTTA. If a product has been purchased through a third party, it is the Client's responsibility to contact exclusively the corresponding seller.

When compensation takes the form of a refund, it is calculated based on the price paid in euros. Consequently, any exchange rate fluctuations that may occur between the date of purchase and the date of refund remain the responsibility of the Client.

12.2. Total closure of ski lifts for sanitary reasons by decision of public authorities

When a decision by public authority imposes, for sanitary reasons, the complete closure of the ski lifts operated by ALTTA for one or several entire days, the Client may obtain a refund for:

- the Ski Pass purchased from ALTTA
- or, if applicable, for the Activity ordered from ALTTA, when participation in that Activity requires the use of the ski lifts.

The refund amount is calculated on a pro-rata basis according to the number of days of administrative closure that occurred during the Ski Pass's validity period or during the period corresponding to the Activity in question.

To exercise this right, the Client must submit a request to ALTTA using the contact information provided in Article 19, attaching the corresponding Order Confirmation.

The Client may choose between three forms of compensation as detailed in 12.3 – b).

12.3. Interruption of ski lift operations due to a cause other than a public authority closure for sanitary reasons

a) Conditions for establishing eligibility for compensation

Except in cases where closure is ordered by public authorities for sanitary reasons, compensation may be granted to the Client if they purchased a Ski Pass from ALTTA valid for at least two consecutive days—this does not include passes valid every day of the season—and an interruption in operations meeting the criteria below is confirmed for at least one day.

The conditions entitling the Client to compensation vary depending on the period considered.

During the winter, the Client is entitled to compensation if, during the same day:

- the link connecting Tignes-Val d'Isère is closed
- and at least two of the following ski lifts are closed: the Brévières gondola, the Tovière gondola, the Tichot chairlift and the Paquis chairlift (hereinafter collectively referred to as "Essential Ski Lifts").
- and if the closure of the Tignes-Val d'Isère link and each Essential Ski Lift exceeds four consecutive hours.

During the summer, during the "pre-opening", "opening", premiere, "closing" periods, and during the first week of the winter period, the Client is entitled to compensation if, during the same day:

- the closed ski lifts represent at least 75% of the moment of power of all the ski lifts operated by ALTTA. Please note that the moment of power of each ski lift is displayed at the Points of Sale
- and if each ski lift covered by the Ski Pass providing access was closed for a cumulative total of more than four hours during that day.

b) Possible forms of compensation

When the above conditions are met, the Client can choose between three forms of compensation:

1. Issuance of a new Ski Pass

The new Ski Pass is granted for a period equivalent to the number of days during which the interruption to operations was recorded under the conditions stipulated above, during the period of validity of the initial Ski Pass.

If the disruption occurs during the winter or the premiere period, the new Ski Pass takes effect at the end of the validity period of the original Ski Pass or, if later, from the date upon which the ski lifts resume operation.

If the interruption occurs during the summer or the "opening" period, the new Ski Pass can be used freely until the end of the summer or the "opening" period concerned.

2. Issuance of a credit note

The Client can choose to receive a credit note in an amount calculated according to the same rules as those applicable to refunds. This credit note is valid for one (1) year from the date of issuance.

3. Calculation of the refund based on the period of interruption

During the “pre-opening” period, the “opening” period, the premiere period, the first week of the winter period, the “closing” period, and the summer, the amount refunded corresponds to the daily value of the Ski Pass multiplied by the number of days of interruption that meet the conditions indicated above.

During the winter, the refund is calculated differently, depending on the number of Essential Ski Lifts closed under the required conditions:

- 40% of the daily value of the Ski Pass in the case of the closure of two Essential Ski Lifts.
- 60% of this daily value in the case of the closure of three Essential Ski Lifts.
- 100% of this daily value in the case of the closure of four Essential Ski Lifts.

The total reimbursement amount corresponds to the sum of the compensation due for each of the days concerned during the validity period of the Ski Pass.

c) Determination of the daily value

The daily value of the Ski Pass is defined as the applicable public rate for one day, on the day of the interruption, based on:

- the area(s) covered by the Ski Pass
- and the fare category of the beneficiary: adult, child or senior.

If the Client has benefited from a reduced rate based on age or a situation of disability, the daily value is calculated based on that reduced rate.

If the Client has benefited from a discount due to the simultaneous purchase of four to seven Ski Passes, a flat fee of 10 euros per Ski Pass is deducted from the compensation amount.

The applicable daily value amount is indicated on the price lists of ALTTA.

d) Procedure for deferral request

If the Client wishes to obtain a deferral of validity in the form of a new Ski Pass, they must go to a Point of Sale with the original Ski Pass and the corresponding Order Confirmation.

In all other cases, the request must be sent to ALTTA using the contact information provided in Article 19, along with the Order Confirmation, within two (2) months of the occurrence of the event. The compensation will then be paid no later than four months after receipt of all supporting documents. Only passes purchased and paid for directly by clients from ALTTA are eligible for compensation. Any compensation provided for herein constitutes full and final settlement for ALTTA and excludes any other compensation.

12.4. Cases where a ski pass has remained completely unused

If a Ski Pass purchased from ALTTA has not been used at all, for reasons other than those specified in articles 12.2 and 12.3, the Client may request one of the following:

- a deferral of the Ski Pass, provided that such deferral does not result in any change to the applicable price, or

- the issuance of a credit note valid for one (1) year from the date of issuance, or
- a refund of the Ski Pass.

Any Ski Pass that has been presented at least once at a checkpoint is considered used. In such cases, it is no longer eligible for deferral or refund under this article.

To obtain a deferral, the Client must submit the relevant Ski Pass and the corresponding Order Confirmation at a Point of Sale.

To obtain a refund, the Client must send a request to ALTTA using the contact information provided in Article 19, accompanied by the Order Confirmation.

12.5. Cancellation of an Activity by ALTTA

If an Activity ordered from ALTTA is cancelled by ALTTA, the Client may request one of the following:

- a deferral of the Activity, or
- a refund of the amount paid.

The request for a deferral must be made at a Point of Sale upon presentation of the Order Confirmation.

The request for a refund must be sent to ALTTA using the contact information provided in Article 19, accompanied by the Order Confirmation.

13. ABSENCE OF RIGHT OF WITHDRAWAL AND SPECIFIC RENUNCIATION PROVISIONS

The Ski Passes and access tickets for Activities offered by ALTTA constitute services for which the Client cannot benefit from the right of withdrawal, as stated in the French Consumer Code, when the purchase is made remotely on the Website or at a Kiosk.

On the other hand, when Insurance is taken out, the Client can, in certain cases, exercise a right of renunciation under the conditions provided for by the French Insurance Code.

Thus, a first right of renunciation can be exercised within fourteen days of taking out the insurance, in accordance with the provisions of Article L. 112-2-1, II, of the French Insurance Code, provided that the insurance was taken out remotely, is unrelated to any professional purpose, is for a coverage period of at least one month, and if the execution of the contract has not been fully completed at the Client's express request.

The Client can also benefit from the right of renunciation provided for in Article L. 112-10 of the French Insurance Code, which can be exercised within thirty days of the subscription, provided that the insurance was taken out for reasons unrelated to any professional purpose, and if the contract has not been fully implemented or no coverage has yet been activated.

The specific terms and conditions for exercising these rights, as well as their consequences, are set forth in the contractual documents and on the insurance partner's website, <https://www.carreneige.com>, subject to the continued availability of this offer.

Furthermore, if the Client has chosen the payment facility provided for in article 7.3, the Client has fourteen calendar days from the date of the order to cancel it. This renunciation must be communicated directly to the appropriate service provider via e-mail sent to the following address: support@getalma.eu.

14. CLIENT LIABILITY AND VERIFICATION OBLIGATIONS

The Client remains solely responsible for the choice of products and services purchased from ALTTA. It is the Client's responsibility, prior to any usage, to ensure that the selected Ski Pass, Activity, or Insurance corresponds to the Client's needs as well as the needs of the person who will be the beneficiary or the user. It is also the Client's responsibility to verify, from the time of ordering or upon the issuance of the pass, that the product corresponds to their purchase.

The access to certain ski lifts or participation in certain Activities may be subject to specific terms notably relating to the case of the user's age, physical condition, or capacity. These limitations or restrictions are indicated to the public at Points of Sale, on the Website, and, where applicable, at the departure point of the relevant facilities.

ALTTA shall not be held liable for any chosen Ski Pass, Activity or Insurance that is unsuitable regarding the expectations and limitations of the Client by the user of the Ski Pass, the participant of the Activity or the beneficiary of the Insurance.

Furthermore, ALTTA declines all responsibility in the event that the Client is unable to complete an order on the Website or at a Kiosk before the expiration of an offer or a pre-determined payment, notably due to the inaccessibility or malfunctioning of the Website, the Kiosk, the payment system, or due to a refusal of authorisation by the Client's banking establishment.

ARTICLE 15. RIGHT TO REFUSAL OF SALE

ALTTA reserves the right to refuse the issuance of a Ski Pass if, at the time of purchase, it appears that the sale could pose a risk to the safety of persons or to the condition of the facilities in operation.

Such a refusal may only be made if the circumstances cumulatively establish the following:

- that the Client's behaviour, notably in cases of obvious intoxication, suspected intoxication, violence, or similar conduct, may compromise their own safety, that of other users, that of the ALTTA staff, or the condition of the facilities
- that the requested Ski Pass can be used immediately
- and that the Client intends to be the user of the Ski Pass themselves.

In such cases, ALTTA reserves the right to not proceed with the sale.

ARTICLE 16. PERSONAL DATA

As part of the sale of its Ski Tickets and access tickets for Activities, ALTTA is required to collect and process data of a personal nature. Depending on the operations concerned, ALTTA acts as the data controller or, where applicable, as a joint data controller along with the service providers or entities involved.

The purposes, methods, and conditions for carrying out such processing are specified in ALTTA's privacy policy, which is available on the Website and at Points of Sale.

Any person concerned by the processing of personal data has, under the conditions set forth in applicable regulations, the right to access data concerning themselves, the right to rectification, the right to deletion, the right to restrict processing, and the right to object to processing.

These rights can be exercised directly with ALTTA, using the contact information provided in Article 19.

Any person concerned also has the right to file a complaint with a regulatory authority. Finally, the person has the right to establish guidelines regarding the handling of their personal data after their death.

ARTICLE 17. ACCESS TO THE TERMS AND CONDITIONS OF SALE AND RETENTION OF CONTRACTUAL ELEMENTS

The Client may, at any time, request to be provided with a copy of these General Terms and Conditions of Sale.

When an order has been placed electronically, the Client can also request to receive the contractual elements related to the order, specifically the details of the order in question and the version of the General Terms and Conditions of Sale applicable on the date of the order's completion.

This information can be requested for a period of:

- five years from the date of the order if the order amount is less than 120 euros, including all taxes.
- ten years from the date of the order if the order amount is equal to or greater than 120 euros, including all taxes.

Any request made under this article must be addressed to ALTTA using the contact information mentioned in article 19.

ARTICLE 18. INFORMATION PERTAINING TO ORDERS PLACED ONLINE

For any order of a Ski Pass placed on the Website, the Client can request all relevant information from ALTTA regarding the order's tracking or processing.

This request must be sent by e-mail to the following address: vel@altta.fr

ARTICLE 19. CONTACT PROCEDURES, REQUESTS AND COMPLAINTS

The requests and complaints submitted by the Client must be directed to the appropriate contact person based on their subject matter.

For questions regarding the processing of personal data, the Client can contact ALTTA either by postal mail sent to the following address: 665 Avenue de Grande Motte, le Val Claret, 73320 Tignes, France, or by e-mail sent to the following address: privacy@altta.fr.

For any request relating to the payment in several instalments, the Client must directly contact the service provider in question, the company Alma, through its online support service available at the following address: <https://support.getalma.eu>.

The Client can also obtain any information regarding the National Registry of Irregular Checks (FNCI) and, where applicable, exercise their right to access their personal data directly from the Banque de France.

All other requests, disputes or complaints arising from the contractual relationship with ALTTA must be submitted within two months of the event prompting the complaint. They can be submitted either via the website <https://www.ticketoski.fr/en/tignes-altta>, or, alternatively, by postal mail sent to the following address: 665 Avenue de Grande Motte, le Val Claret, 73320 Tignes, France.

When a claim concerns the non-conformity of a Ski Pass or an access ticket for an Activity provided to the Client, it must imperatively be filed before the first use of the pass in question. For all other complaints, the two-month time limit mentioned above shall apply.

When the Client wishes to invoke the coverage provided under an Insurance taken out under this agreement, it is their responsibility to contact the insurer or the relevant managing entity directly, via the website <https://www.carreneige.com>, unless otherwise expressly stipulated.

ARTICLE 20. GOVERNING LAW AND DISPUTE RESOLUTION

In the case where these GTC are established in several languages, it is expressly understood that the French version of these GTC constitutes the only legally binding version.

These GTC are subject to French law with respect to both their interpretation and their enforcement.

Any complaint must first be addressed to the COMPANY ALTTA within two (2) months following the occurrence of the event prompting the said complaint, without prejudice to the legal remedies and time limits for pursuing legal action, sent to the following address: ALTTA, 665 avenue de Grande Motte, le Val Claret, 73320 Tignes, France.

If no satisfactory response is received within the time period mentioned above, you may have recourse to a contractual mediation procedure or any other alternative dispute resolution method, in particular by exercising the following options free of charge:

- When the dispute concerns the facility for payment in several instalments, the Client can refer the matter to the AFEPEME Consumer Ombudsman, under the conditions and procedures defined on the website www.mediateur-consommation-afepame.fr.
- Within one year of filing your complaint, you can contact the Tourism and Travel Ombudsman via its website <http://www.mtv.travel> or send a letter by postal mail to the following address: MTV Médiation Tourisme Voyage, Service dépôt des saisines, CS 30958, 75383 Paris cedex 08, France.

If an amicable resolution cannot be reached, the Client retains the right to bring the matter before the competent court in accordance with the provisions of French law. The Client can therefore bring the case either before one of the courts with territorial jurisdiction under the French Code of Civil Procedure, or before the court of the place where the Client resided at the time the contract was concluded or where the injurious event occurred.

ARTICLE 21. DATE OF APPLICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE

These General Terms and Conditions of Sale enter into force on 19 June 2026.

ARTICLE 22. AMENDMENTS TO THE GENERAL TERMS AND CONDITIONS OF SALE

ALTTA reserves the right to amend, supplement, or modify these General Terms and Conditions of Sale at any time.