

SALES CONDITIONS WINTER

These sales conditions (hereinafter «Sales Conditions») regulate the relationship between the company ADS (hereinafter «ADS»), operator of the ski lifts in the les Arcs/Peisey-Vallandry mountain area and any consumer (hereinafter the «Client») who:

- Purchases from ADS or one of its representatives a ticket for travel (hereinafter a «Travel Ticket ») allowing them to use during the winter season one or more of the lifts operated by ADS; and/or
- Reserves an activity (hereinafter an «Activity») marketed by ADS or one of its representatives which must take place during the winter season; and/or
- Subscribe an insurance (hereinafter an «Insurance ») proposed by ADS and attached to a Travel Ticket.

In purchasing a Travel Ticket or reserving an Activity, the Client accepts the Sales Conditions without reservation. By way of exception, the marketing of the «piscine d'Arc 1800» Activity is regulated by the sales conditions of EPIC AB Tourisme.

ARTICLE 1. INFORMATION RELATING TO ADS

ADS is a public limited company under French law with a share capital of 17,756,460.00 €, registered in the business and company register in Chambéry under the number 076 520 568, and the intracommunity VAT number is: FR 61 076 520 568.

Its contact details are as follows:

- Registered office address: 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.
- Tel.: +33 (0)4 79 04 24 00.
- E-mail: contact.ads@compagniedesalpes.fr.

ADS is insured by Allianz IARD Entreprises (1 cours Michelet, CS 3051, 92076 Paris La Défense, France).

It is registered as an insurance agent under the Orias number 17007384.

ARTICLE 2. TRAVEL TICKETS, ACTIVITIES AND INSURANCES

The list of Travel Tickets and Activities, their characteristics and the conditions under which they may be enjoyed are displayed in ADS's Sales Points (hereinafter the «Sales Points»), near or on the ticket machines operated by ADS (hereinafter the «Ticket Machines»), on the website <https://www.lesarcs-peiseyvallandry.com/fr/> (hereinafter the «Website»), and on the Paradiski Yuge mobile application (hereinafter the « App »). The characteristics of the Insurances can also be consulted on the website www.carreneige.com.

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

Unless otherwise stated, Travel Tickets valid for more than one day are valid for consecutive days.

The «First Tracks», the «fast tracks» and the «zipline» Activities may only be reserved for a specific date and time. Equipment provided as part of the activities cannot be rented separately from the Activities.

When insurance is taken out after the purchase of the Travel Ticket of Activity, cover is only effective from the date of subscription and is not retrospective.

ARTICLE 3. SALES POINTS

Travel Tickets may be purchased in Sales Points and, for a selected range, from Ticket Machines, on the Website or on the App.

Activities may be reserved in Sales Points, on the Website and on the App.

Insurance, whether or not associated with Travel Tickets, may be taken out in Sales Points. Insurance can also be taken out on the Website, on the App and on the Ticket Machines; in this case, it must be taken out at the same time as the purchase of a Travel Tickets.

The list, location and opening hours and days of the Sales Points and Ticket Machines are available on the Website.

Certain offers may be available exclusively in Sales Points, on the Website, on the App or on the Ticket Machines.

ARTICLE 4. ORDERING

The Client may not select more than nineteen Travel Tickets per order on the Website and on the App.

Travel Tickets may be purchased up to the day on which they become valid and Activities may be purchased up to the day for which they are reserved. By exception, the «First Tracks» Activity may be reserved up to the day before the scheduled date of the Activity before 3pm.

As indicated in [article 8](#), the Client placing an order on the Website may choose to receive by post the smart card on which the Travel Ticket or Activity access pass is associated. If they choose this option, they must order the Travel Ticket or Activity access pass at least seven clear days before its first use if it is to be sent to an address in metropolitan France or Corsica and at least ten clear days before its first use in other cases or it will not be possible to complete the order.

When ordering on the Website or on the App the Client:

1. Selects the Travel Ticket(s) or the Activity(ies) they wish to order.
2. Reviews their order, modifies it if necessary, then confirms it.
3. Creates a personal account (if they do not already have one) then enters the username and password to access their personal account, logs in to an existing account, or chooses to order without creating an account. In this case, an email address must be provided.
4. Provides the information required to personalise the Travel Tickets and Activities access pass.
5. Chooses the methods of issuing Travel Tickets and Activity access pass.
6. Accepts the Sales Conditions and conditions for use of the Travel Tickets and Activity access pass.
7. Pays for their order.

If an order placed on the Website or the App is not finalized within thirty minutes of the product offer being displayed, the selected products are automatically removed from the Client's basket and an "Expired basket" message is shown. ADS therefore does not guarantee the availability or price of products appearing in the basket beyond the period mentioned above.

The sale is concluded subject to full payment at the time of ordering, or, if the Client has opted for payment in instalments, of the first instalment. Furthermore, if a Travel Ticket or Activity access pass offer is valid until a specific date and time, the sale is concluded only if payment is completed by that deadline.

ARTICLE 5. PHOTOGRAPH

When a Travel Ticket valid every day of the winter season is purchased (Travel Ticket «season» «1/7» «2/7», etc.), the Client must provide a photograph of the user of this Travel Ticket. It must be a recent identity photograph, full face, without tinted glasses or headress.

ARTICLE 6. PRICES

The prices of Travel Tickets and Activity access pass and Insurances are displayed in Sales Points on or near Ticket Machines, on the Website, and on the App.

They are expressed in Euros and with all taxes included. They may be adjusted during the season in the event of tax changes.

Reduced prices are applied based on the individual adult, child or senior prices. Reduced prices cannot be combined with other discounted prices.

If the Client wishes to benefit from a reduced price or free entry, at the time of purchasing the Travel Ticket or reserving the Activity in Sales Point or from ADS representative, they must present an original document certifying that the user of the Travel Ticket or the person for whom the Activity is being purchased fulfils the conditions for benefitting from the reduced price or free entry on the date the Travel Ticket becomes valid or the Activity begins. The user or the person for whom the Activity is being purchased must be able to present this document at any time during the period of validity of the Travel Ticket or during the Activity, whether the Travel Ticket has been purchased or the Activity reserved in a Sales Point, on the Website, on the App or from a Ticket Machine. Printed or digital copies are not accepted.

No price reduction or free entry will be granted after the Travel Ticket has been purchased or the Activity reserved.

On the Website or in Sales Point Travel Tickets are sold giving access to ski lifts for one or two calendar days per week throughout the entire winter operating season of these lifts. If the Client wishes to use such a Travel Ticket for more than the allotted one or two days per week, they must, prior to accessing the ski lifts, go to a Sales Point, present their Travel Ticket and pay an amount corresponding to a discounted adult, child or senior rate for one-day Travel Ticket valid for either the Les Arcs area or the Paradiski area (depending on the price and the area covered by the chosen Travel Ticket). If the Travel Ticket is used less than one or two days per week, the unused day(s) cannot be carried over.

Unless otherwise stated, the price of Activities includes the provision of the equipment necessary to take part in the Activities, as well as the Travel Ticket needed to benefit from this Activity. By exception, for the "First Tracks" Activity, the Travel Ticket required to benefit from it is not included in the price of the Activity.

ARTICLE 7. PAYMENT

7.1. Currency

Payment for Travel Tickets and Activities must be made in Euros.

7.2. Means of payment

The means of payment accepted are:

- In Sales Points: bank cards (*Carte Bleue*, Visa, Mastercard, American Express), cheques drawn on a bank account in France and made out in favour of ADS, cash within the applicable legal limits, printed holiday vouchers (ANCV "classic" holiday vouchers) or digital vouchers (ANCV "Connect" holiday vouchers);
- On the Website: bank cards (*Carte Bleue*, Visa, Mastercard, American Express) or digital vouchers (ANCV "Connect" holiday vouchers)
- On the App: bank cards (*Carte Bleue*, Visa, Mastercard, American Express)

- On Ticket Machines: bank cards (*Carte Bleue*, Visa, Mastercard, American Express).

When payment is made by cheque, the Client must present an original identity document in their name.

No change is given on holiday vouchers.

Dividing payment between several means of payment is only possible for orders in Sales Points or on the Website (in this case, payment may be made partly by bank card and partly by digital ANCV holiday vouchers).

ADS accepts no liability in the event of temporary unavailability of a payment method due to a technical issue.

7.3. Payment in instalments

All orders must be paid in full at the time of placement.

However, when placing an order on the Website, the Client may opt to pay using credit in three or four instalments with fees, provided the following conditions are met:

- The total amount of their order is equal to or greater than €180 including VAT for three instalments (before fees), or €400 including VAT for four instalments (before fees);
- The total amount of the order is less or equal to €5,000 including VAT;
- The Client pays the full amount using a valid bank card (valid until the final instalment) issued by a banking institution located in one of the following European Union countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, Netherlands;
- The Client has a mobile phone number from one of the above countries.

The applicable fees are displayed on the Website at the payment method selection stage.

If the Client chooses three instalments, one third of the order amount plus all fees is charged at the time the order is placed. The second third is charged one month later on the same bank card. The final third, one month after that on the same bank card.

If the Client chooses four instalments, one quarter of the price of the order amount plus all fees is charged at the time of the order. The second quarter is charged one month later on the same bank card, the third quarter one month after that on the same bank card. The final quarter, one month after the third on the same bank card.

To benefit from instalment payment, the Client must select the relevant option during the order process and, in the case of an order on the Website, accept the general terms and conditions of the service provider Alma.

The Client must ensure that each scheduled payment does not exceed the authorised limit set by their bank.

The Client may withdraw from the instalment payment arrangement under the conditions set out in [article 14](#), in which case the order must be paid in full immediately.

If an order is cancelled in accordance with the Sales Conditions, the instalment payment arrangement is also cancelled and any amounts already paid are refunded.

The company Alma reserves the right to refuse the Client access to the instalment payment facility. In such cases, the order must be paid in full immediately.

ARTICLE 8. ORDER CONFIRMATION

An order confirmation (hereinafter the «Order Confirmation») is sent to the Client by email, when they purchase a Travel Ticket or pay for an Activity. For purchases made on the Website, the Order Confirmation is also available in the Client's personal account under «My Orders». For purchases made via the App, it is available under «Pass/My

purchases". For purchases at Sales Point, the Client may decline to receive the Order Confirmation by email; in such cases, a printed Order Confirmation will be provided. The Client is also offered the option to receive a text message containing a link to create their account and thereby retrieve the Order Confirmation.

The Client is advised to retain the Order Confirmation for the entire validity period of the Travel Ticket or Activity access pass. This document may be required for compensation claim, Travel Ticket replacement or proof of insurance subscription.

ARTICLE 9. DELIVERY OF TRAVEL TICKETS AND ACTIVITIES ACCESS PASS

Every Travel Ticket or Activity access pass is issued in the form of a QR code or smart card on which it is encoded.

Smart cards and QR codes are provided free of charge when purchasing a Travel Ticket or reserving an Activity.

If the Client has purchased a Travel Ticket or reserved an Activity in Sales Points, the QR code or smart card will be issued to them immediately at the Sales Points.

If the Client has purchased a Travel Ticket or reserved an Activity on the Website or on the App, the Travel Ticket or Activity access pass will be issued:

- As a smart card. If the Client already has such a card, the Travel Ticket or Activity access pass is associated with this card when the order is placed. If the Client does not have such a card, they may collect from Sales Points or Ticket Machines by presenting the order number.
- Or a QR code, sent immediately by email to the address provided during the order.

If the Client has purchased a Travel Ticket from Ticket Machines, the Travel Ticket will be immediately issued:

- As a smart card, delivered immediately by the Ticket Machines.
- Or a QR code, sent immediately by email to the address provided during the order

The Client is invited to check the conformity of the Travel Ticket or Activity access pass with their order upon delivery.

ARTICLE 10. RELOADING TRAVEL TICKETS AND ENTRY TICKETS TO ACTIVITIES

Some smart cards on which a Travel Ticket or Activity access pass are associated can be reloaded several times. A new Travel Ticket or new Activity access pass may be added to these cards. However, if a card is associated with Travel Ticket valid for the whole winter season no other Travel Ticket may be added to that card during the same season. However, an Activity access pass may be added on this card during the winter season.

Reloading is only possible via the Website, the App or on Ticket Machines, and only for Travel Tickets and Activity access pass available on those channels. By way of exception, Travel Tickets valid for persons aged 75 and over may only be recharged in Sales Points.

A Travel Ticket or an Activity access pass may be added to a reloadable card up to a few minutes before its validity. However, a ticket for the «First Tracks» Activity may be linked to a reloadable card no later than 3.00 pm on the day before the Activity begins.

If a new Travel Ticket or new Activity access pass is added to a card while a valid one is still active, the original Travel Ticket or Activity access pass is cancelled and may no longer be used. No compensation will be provided. Clients are therefore advised to wait until the Travel Ticket or Activity access pass encoded on their card expires before reloading a new one. The Client is thus invited not to associate a new Travel Ticket on the card on which a «1/7» or «2/7» Ticket is already associated, for example.

ARTICLE 11. MODIFICATION OF AN ORDER

The Client may request a free modification of their order if the following conditions are met:

- The Travel Ticket or Activity access pass was not purchased as part of a promotional offer;
- The modification concerns exclusively a change in the validity date of the purchased Travel Ticket or the reserved Activity, and the new validity date falls within the same winter season as the original purchase or reservation;
- The modification does not affect the price of the purchased Travel Ticket or the reserved Activity;
- The modification request is received by ADS no later than seven days before the start date of the Travel Ticket's validity for a "Classic Pass", no later than the start date of validity for an "Essential Pass" or a "Premium Pass", or no later than forty-eight hours before the start of the Activity;
- The Travel Ticket has not been used, even partially, and the person registered for the Activity has not participated in the Activity, even partially, including after the modification request was submitted.

The Client may request a paid modification of their order if the following conditions are met:

- The modification concerns a "Classic Pass";
- The Travel Ticket was not purchased as part of a promotional offer;
- The modification concerns exclusively a change in the validity date of the purchased Travel Ticket, and the new validity date falls within the same winter season as the original purchase;
- The modification does not affect the price of the purchased Travel Ticket;
- The modification request is received by ADS no later than the start date of the Travel Ticket validity;
- The Travel Ticket has not been used, even partially, including after the modification request was submitted.

A modification fee of €10 per order (covering one or more tickets) applies. The modification will only be processed once the fee has been paid.

The Client must submit their modification request either to the contact details provided in [article 19](#) or directly at Sales Points.

The Client's request must include:

- The order reference number.
- The Client's full name, postal address, and mobile phone number.
- The number of the smart card on which the Travel Ticket or Activity access pass is associated.

ARTICLE 12. CANCELLATION OF AN ORDER

The Client may cancel an order, in full or in part, free of charge, if all the following conditions are met:

- The cancellation concerns a Travel Ticket or an Activity access pass that was not purchased as part of a promotional offer.
- ADS is informed of the cancellation no later than seven days before the start of validity of the Travel Ticket for a "Classic Pass", no later than the start date of validity period for an "Essential Pass" or a "Premium Pass", or no later than forty-eight hours before the start of the Activity;
- The Travel Ticket or Activity access pass has not been used, even partially, including after the cancellation request was submitted.

The Client may cancel an order, in full or in part, with applicable fees, if all the following conditions are met:

- The cancellation concerns a "Classic Pass";
- The Travel Ticket was not purchased as part of a promotional offer;
- ADS is informed of the cancellation no later than the start date of the validity of the Travel Ticket;

- The Travel Ticket has not been used, even partially, including after the cancellation request was submitted.

Cancellation fees are €10 per cancelled Travel Ticket and per day of validity of the cancelled Travel Ticket (or per 4-hour period if the Travel Ticket is valid for 4 hours). For example, cancelling two Travel Tickets valid for six days results in a cancellation fee of €120). Exceptionally, the cancellation fee for a “Classic Season Pass” Travel Ticket is €80 per cancelled Travel Ticket. The Cancellation will only be processed once the fees have been paid.

The Client must notify ADS of the cancellation by contacting them using the contact details provided in [article 19](#). If the Travel Ticket or Activity access pass was purchased in Sales Points, the Client may also notify ADS of the cancellation in Sales Points.

To validate the cancellation, the Client must provide:

- The order reference number.
- The Client's full name, postal address, and mobile phone number.
- The number of the smart card on which the Travel Ticket or Activity access pass is associated.
- A bank account identification document (RIB) if the validity period of the bank card used for payment has expired.

The amount corresponding to the cancelled Travel Ticket or the Activity access pass will be refunded to the bank card used for payment. Exceptionally, if the order was paid in whole or in part by cheque or by cash, the portion paid by this method will be refunded via bank transfer. Exceptionally, if the order was paid in whole or in part by holiday vouchers, the portion paid by this method will be refunded in the form of a credit note. This credit note is non-transferable, non-refundable, and valid until the date indicated on the credit note.

As the refund is based on the euro amount of the order, any exchange rate fluctuations between the order date and the refund date are the responsibility of the Client. Any postage costs incurred by the Client to notify ADS will not be reimbursed.

ARTICLE 13. COMPENSATION

The Client, the user of a Travel Ticket, the person registered for an Activity or the beneficiary of an Insurance is not entitled to any refund, exchange, extension, or postponement of the validity of the Travel Ticket, Activity, or Insurance even if the Travel Ticket has not been used or has only been partially used, the person did not participate in the Activity or the Insurance was not activated, including when the inability to use the Travel Ticket or participate in the Activity results from weather or snow conditions.

By exception, the Client may obtain a refund or postponement of a Travel Ticket or an Activity under the conditions set out in Articles 11 and 12 and may be eligible for compensation in the cases detailed below.

No compensation will be granted before the end of the validity period of the Travel Ticket or the due date of the Activity. Compensation will be processed within four months following receipt of the Client's request and all the required supporting documents.

No compensation will be granted to a Client who purchased a Travel Ticket or reserved an Activity through any party other than ADS or one of its representatives. In such case, the Client must contact the person or entity from whom the purchase or reservation was made.

Refunds are based on the euro price of the order. Any exchange rate fluctuations between the order date and the refund date are the responsibility of the Client.

13.1. Suspension of ski lifts operation for public health decision

If all lift operations managed by ADS are closed for one or more full days due to a public health decision by government authorities, the Client may request a refund for the Travel Ticket purchased from ADS or the Activity booked with ADS (provided the Activity requires access to the lifts).

The refund amount is calculated on a pro-rata basis according to the number of closure days during the validity period of the Travel Ticket or the Activity.

To request compensation, the Client must contact ADS using the details provided in [article 19](#). The request must include the Order Confirmation and, in the case of a Travel Ticket purchase, a copy of the Travel Ticket.

13.2. Suspension of ski lifts operation for reason other than a public health decision

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

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

- The Travel Ticket was purchased on the Website, the App or Ticket Machines without benefiting from any promotional offer whatsoever.
- ADS offers a discounted rate for the day in question due to unfavourable weather or snow conditions.

The refund amount equals the difference between the price of the Travel Ticket paid by the Client and the discounted rate.

Exceptionally, if the Travel Ticket was paid in whole or in part with holiday vouchers, the portion paid by this method will be refunded as a credit note. This credit note is non-transferable, non-refundable, and valid until the date indicated on it.

To obtain compensation, the Client must submit a request to ADS at the contact details provided in [article 19](#), including a copy of the Travel Ticket and the corresponding Order Confirmation.

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

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

- The Travel Ticket was purchased from ADS and is not limited to a single day, the entire winter season or non-consecutive days.
- More than 50 % of the ski lifts operated by ADS to which the Travel Ticket grants access is interrupted for more than four consecutive hours in a single day.

Client who purchased «1/7», «2/7» or «20 non-consecutive days» Travel Ticket, for example, cannot obtain compensation under this article.

Compensation takes the form, at the Client's choice:

- Either a new Travel Ticket of the same type as the one originally purchased, valid for a duration equal to the number of days during which the ski lifts were interrupted during the validity period of the original Travel Ticket. This extension takes effect the day after the original Travel Ticket expires or on the first day of the resumption of ski lift operations if it occurs after that day.
- Or a refund equal to a fraction of the price of the Travel Ticket. This amount is calculated pro-rata based on the number of days of ski lifts interruption during the validity period of the Travel Ticket compared to the total number of valid days (e.g.: a Client who purchased a 6-day Travel Ticket will be refunded 50% of the Travel Ticket price if the ski lifts were interrupted for 3 days during the validity period).

To obtain this compensation, the Client must send a request to the contact details provided in [article 19](#). This request must be accompanied by the Order Confirmation and a copy of the Travel Ticket. As an exception if the

Clients wishes to be compensated in the form of a new Travel Ticket, they must go to Sales Points with the Order Confirmation and a copy of the Travel Ticket.

13.3. Cancellation of an Activity by ADS

If an Activity booked with ADS is cancelled by ADS, the Client will be refunded as follows:

- The preferential rate corresponding to the Activity if it is included in an «Essentiel Pass» Travel Ticket.
- An amount equal to 60% of the public price of the Activity if it is included in a «Premium Pass» Travel Ticket*.
- The price paid for the Activity in all other cases.

*To be eligible for the announced refund of an Activity included in a "Premium Pass" Travel Ticket, the Client must submit an explicit request to ADS using the contact details provided in Article 19 below. This refund request must be made within a maximum of 8 days from the date on which the Activity was scheduled to take place. After this period, the request will no longer be considered.

Refund procedures for the Client, if the Client has paid for the Activity:

- **By bank card:** the refund will be issued to the bank card used for the original payment.
- **By ANCV vouchers (paper or digital):** a credit note valid for 1 year from its issuance will be created and automatically made available in your account associated with the email address used during the booking. If you did not create an account, it will be sent to you by email.
- **By cheque or cash:** the refund will be made by bank transfer after you provide a bank account identification document (RIB) to contact.ads@compagniedesalpes.fr along with proof of purchase for the cancelled Activity. The transfer will be made within 3 weeks following receipt of the required information.

ARTICLE 14. RIGHT OF WITHDRAWAL AND RIGHT OF RENUNCIATION

The Client does not benefit from the right of withdrawal provided under the French Consumer Code when purchasing a Travel Ticket or an Activity access pass on the Website, on the App or from Ticket Machines.

In case of subscription to Insurance, the Client benefits from:

- The right of renunciation provided for in article L. 112-2-1, II, of the French Insurance Code, for a period of fourteen (14) days from the date on which the insurance was taken out, if it was taken out at a distance and for purposes that are not part 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 Client's express request;
- The right of renunciation provided for in article L. 112-10 of the French Insurance Code, for a period of thirty days from the date on which the insurance was taken out, if it was 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 called in any guarantee.

The means of exercising these rights of renunciation and their consequences are detailed on the <https://www.carreneige.com> website.

The Client has a period of fourteen (14) calendar days from the date of the order on the Website to waive the instalment payment option described in [article 7.3](#), by notifying their decision directly via email to: support@getalma.eu.

ARTICLE 15. RESPONSIBILITY

It is the Client's responsibility to select the Travel Ticket or Activity that best suits their needs and constraints. ADS shall not be held liable for any mismatch between the selected Travel Ticket or Activity and the Client's needs or constraints, or those of the user of the Travel Ticket or the person registered for the Activity or the beneficiary of the insurance purchased.

ADS declines all responsibility in the event that the Client is unable to finalize an order on the Website, on the App or on Ticket Machines before a given deadline, due to, for example, inaccessibility or malfunctioning of the Website, the App or the Ticket Machines, payment system failure, or lack of payment authorisation from the Client's bank.

ARTICLE 16. PERSONAL DATA

Compagnie des Alpes (Paris RCS 349 577 908) and ADS, a subsidiary of this company, are jointly responsible for processing personal data in connection with the sale of Travel Tickets and Activity.

These processes are described in [the Personal Data Protection Policy](#) available on the Website and at Sales Points.

The person whose data is processed has a right to access the data concerning her or him, a right to rectify and delete such data, a right to limit its processing and a right to object to such processing. These rights may be exercised by contacting ADS to the contact details shown in [article 19](#).

ARTICLE 17. INFORMATION ON SALES CONDITIONS AND DETAILS OF THE ORDER

The Client may obtain a copy of the Sales Conditions.

Furthermore, if the order was placed electronically, the Client may request a copy of the order details and the Sales Conditions applicable at the time of the order, for five (5) years after the order if its amount is less than €120 including all taxes, ten (10) years if the amount is equal to or greater than €120 including all taxes.

To do so, the Client must submit a request to ADS to the contact details shown in [article 19](#).

ARTICLE 18. MONITORING AN ORDER

The Client may obtain information on an order placed on the Website or on the App:

- By post to the following address: ADS, Service relation clients, 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.
- By telephone on the following number: +33 (0)4 79 04 25 03
- By email to the following address: contact.ads@compagniedesalpes.fr.

Furthermore, the client may consult their order history in his personal account on the Website under "My orders", whether these orders were placed at Sales Points, on the Website, on the App or on Ticket Machines, provided that the customer used the same email address for all such orders.

ARTICLE 19. REQUESTS AND COMPLAINTS

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

- By post to the following address: ADS, Protection des données personnelles, 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.
- By email to: ads.privacy@compagniedesalpes.fr.

Any request or complaint regarding instalments payment must be addressed to the company Alma via the following link: <https://support.getalma.eu>.

Unless otherwise stated in the Sales Conditions, all other requests or complaints may be submitted:

- By post to the following address: ADS, Service relations clients, 22 rue Porte des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.
- Via the website <https://www.ticketoski.fr/fr/clientads>.

If the complaint relates to the non-conformity of a Travel Ticket or an Activity access pass issued by ADS with the Client's order, it must be made to ADS before the first use of this ticket. For all other complaints, they must reach ADS within two months of the occurrence of the event giving rise to the complaint.

If the Customer wishes to implement the Insurance he has taken out, he must contact Carré Neige (www.carreniege.com). ADS is not authorised to process the request.

ARTICLE 20. SETTLEMENT OF DISAGREEMENTS

In the event of a disagreement between the Client and ADS relating to the validity, interpretation or application of the Sales Conditions, the Client may resort to a conventional mediation procedure or any other alternative dispute resolution method free of charge.

The Client may have initiate mediation with:

- AFEPEME Consumers' Mediator, in accordance with the terms established on the website <https://mediateur-consommation-afepame.fr>, in the case of a dispute concerning payment in several instalments.
- *Médiateur du Tourisme et du Voyage* (tourist 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 terms on the website <https://www.mtv.travel> within a maximum of one year from the written complaint to ADS.

Should an amicable settlement not be reached, the Client may take legal action in one of the territorially appropriate jurisdictions by virtue of the French civil action code or in their place of residence at the time the contract or the subject of the action was concluded.

ARTICLE 21. ENTRY INTO FORCE OF THE SALES CONDITIONS

The Sales Conditions enter into force on 6th February 2026.

ARTICLE 22. ALTERATION OF THE SALES CONDITIONS

ADS reserves the right to amend the Sales Conditions at any time.

ARTICLE 23. TRANSLATION OF THE SALES CONDITIONS

In the event of any inconsistency between the Sales Conditions in French and the Sales Conditions in another language, the Sales Conditions in French shall prevail.

ARTICLE 24. APPLICABLE LAW

The Sales Conditions are governed by French law.