

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 ski 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 to an insurance (hereinafter an «Insurance ») offered by ADS and attached to a Travel Ticket or an Activity.

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 07 076 520 568.

Its contact details are as follows:

- Registered office address: Chalet 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»), on the web site <https://www.lesarcs-peiseyvallandry.com/fr/> (hereinafter the «Web Site»), and on the Paradiski Yuge mobile application (hereinafter the « Application »). 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.

Insurance may be taken out at the same time as the purchase of a Travel Ticket or the reservation of an Activity, or at any time during the period of validity of the Travel Ticket or Activity or, for certain types of Insurance, at any time, including outside the period of validity of a Travel Ticket or Activity pass. 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, in the case of a selection of them only, on the Web Site on, the Application and on the Ticket Machines.

Activities may be reserved in Sales Points, on the Web Site and on the Application.

Insurance, whether or not associated with a Travel Tickets or an Activity Pass, may be taken out at the Points of Sale. Insurance can also be taken out on the Web Site, on the Application and on the Automats; in this case, it must be taken out at the same time as the purchase of a Transport Pass or an Activity Ticket.

The list, location and opening hours and days of the Sales Points and Ticket Machines can be seen on the Web Site.

Certain offers may be shown exclusively in Sales Points, on the Web Site, on the Application or on the Ticket Machines.

ARTICLE 4. ORDERING

The Client may not select more than nineteen Travel Tickets per order on the Web Site and on the Application.

In the case of orders placed on the Web Site, 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 way of exception, the «First Track» 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 Web Site may choose to receive by post the microchip card on which the Travel Ticket of entry ticket to an Activity is associated. If they choose this option, they must order the Travel Ticket or entry ticket for an Activity 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 Web Site or on the Application the Client:

1. Selects the Travel Ticket or Tickets or the Activity or Activities they wish to order.
2. Checks their order, alters 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, log in to the account they already have, or chooses to order without creating a personal account. In this case, they must provide an address.
4. Provides the necessary information to personalise the Travel Tickets and entry tickets to Activities.
5. Chooses the methods of issuing Transport Tickets and Activity Tickets.
6. Accepts the Sales Conditions and conditions for use of the Travel Tickets and Activity Tickets.
7. Pays for their order.

If an order placed on the Website or Application 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" windows appears. 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 payment, at the time of the order, of the full price or, if the Client has opted for payment in instalments, of the first instalment. In addition, if an offer of Transport Tickets or Activity Access Tickets is valid until a specific date and time, the sale is concluded subject to payment being finalized by that date and time at the latest.

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 the Travel Ticket. It must be a recent identity photograph, full face, without tinted glasses or headdress.

ARTICLE 6. PRICES

The prices of Travel, Activity Tickets and insurances are displayed in Sales Points on or near Ticket Machines, on the Website, and on the Application.

They are expressed in Euros and with all taxes included. They are susceptible to alteration in the event of a change in these taxes.

Price reductions are applied on the basis of the individual adult or reduced prices. One price reduction is not cumulable with another price reduction.

If the Client wishes to benefit from a reduced price or free entry, 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 Web Site, on the Application or from a Ticket Machine. No printed or digital copy will be accepted.

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

On the Web Site Transport Tickets are sold giving access to the ski lifts one or two days per calendar week for the duration of the operating winter season of lifts. If the Client wishes to use such a Transport Ticket for more than the allotted one or two days per week, Before accessing the ski lifts, they must go to a Sales Point, present their Ticket and pay a sum corresponding to a discounted adult, child or senior rate for one Travel Ticket valid for one day and 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 Transport Ticket is used less than one or two days a week, the unused day(s) cannot be carried forward.

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 Track" 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: credit and debit cards (*Carte Bleue*, Visa, Mastercard, American Express), cheques drawn on a bank account in France and made out in favour of ADS, cash up to the maximum permitted, ANCV holiday cheques;
- On the Web Site: credit and debit cards (*Carte Bleue*, Visa, Mastercard, American Express), Applepay, Googlepay;
- On the Application: credit and debit cards (*Carte Bleue*, Visa, Mastercard, American Express), Applepay, Googlepay;
- In Ticket Machines: credit and debit cards (*Carte Bleue*, Visa, Mastercard).

When payment is made by cheque, the Client must show original proof of identity in their name.

Change is not given on ANCV holiday cheques.

Dividing payment between several means of payment is only possible for orders in Sales Points or on the Web Site.

7.3. Payment in instalments

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

When ordering on the Web Site, the Client has, however, the option of paying for their order by means of a customer credit, in three instalments or in four instalments with fees if the following conditions are fulfilled:

- The total amount of their order is for a minimum of 180 € inclusive of all taxes in the case of payment in three instalments (before fees applied), and of 400 € inclusive of all taxes (before the application of fees) in the case of payment in four instalments.
- The total amount of their order is less or equal to 5,000 € inclusive of all taxes.
- They place their order on the Web Site.
- They pay the full amount of their order by means of a credit or debit card valid until the last payment date of his/her order and issued by a banking institution established in one of the following European Union countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, Netherlands;
- They have a mobile phone number from one of the countries listed above.

The amount of the charges appears on the Website, on the page on which the Customer chooses the means of payment for his order.

If the customer chooses to pay in three instalments, a sum equal to one third of the price of the order and all charges will be debited from the customer's credit card at the time the order is placed. The second instalment, equal to one third of the order price, is debited from the same credit card one month later. The balance is debited one month after the second debit.

If the customer chooses to pay in four instalments, a sum equal to a quarter of the price of the order and all charges will be debited from the customer's credit card at the time the order is placed. The second instalment, equal to a quarter of the order price, is debited from the same credit card one month later. The third debit of a quarter of the order price is made one month after the second debit. The balance is debited one month after the third debit.

To benefit from payment in several instalments, the Client must choose this option during the ordering process. Payment and, in the case of an order on the Web Site, accept the general terms and conditions of service of the company Alma.

The Client must ensure that the amount of each instalment is within the limit authorised by their bank.

The Client may decline the payment facility provided for in this article under the conditions imposed by [article 14](#). They must then pay for their order in full.

If an order is cancelled in accordance with the Sales Conditions, recourse to the payment facility outlined in this article is cancelled and the sums paid by the Client will be refunded to them.

The Alma company reserves the option to refuse the Client the payment facility outlined in this article. The order must then be paid for in full at the time of ordering.

ARTICLE 8. PROOF OF ORDER

A proof of order (hereinafter the «Proof of order») is sent to the Client by e-mail, when they purchase a Travel Ticket or pay for an Activity. In the case of a purchase on the Web Site, the Proof of order is also available in the Client's personal account on the Web Site, on the «My Orders» page. In the case of purchases on the Application, it is available in the 'Pass/My purchases' section. In the event of purchase at a Point of Sale, the Client may refuse to have the Order Proof sent by e-mail; a print Order Proof will then be given to the Client.

The Client is advised to retain the Proof of Order throughout the validity of the corresponding Travel Ticket or entry ticket to an Activity. The Proof of Order will be required to claim compensation, obtain a replacement Travel Ticket or provide proof of insurance. It is also possible to send the customer an SMS containing a link to create an account and retrieve the order receipt.

ARTICLE 9. ISSUE OF TRAVEL TICKETS AND ENTRY TICKETS TO ACTIVITIES

Every Travel Ticket or entry ticket to an Activity is issued in the form of a QR code or microchip card on which it is printed.

Microchip cards and QR codes are supplied 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 a Sales Point, the microchip card will be issued to them immediately in the Sales Point.

If the Client has purchased a Travel Ticket or reserved an Activity on the Web Site or on the Application, the Travel Ticket or entry ticket to the Activity will be issued:

- In the form of a microchip card. If the Client already has such a card, the Travel Ticket is associated with this card when the order is placed. If the Client does not have such a card, they may collect it from a sales point chosen at the time of their order or from a Ticket Machine. To do so, they must provide the number of their order.
- In the form of a QR code, in which case the QR code will be sent to them immediately by email to the email address they have entered with their order.

If the Client has purchased a Travel Ticket from a Ticket Machine, the Travel Ticket or entry ticket to an Activity will be immediately issued by the Ticket Machine in the form of a microchip card.

The Client is invited to check, as soon as the Travel Ticket or entry Ticket to an Activity is issued, that it conforms to the order.

ARTICLE 10. RECHARGING TRAVEL TICKETS AND ENTRY TICKETS TO ACTIVITIES

Some microchip cards on which a Travel Ticket or entry ticket to an Activity are associated can be recharged several times. A new Travel Ticket or new entry ticket to an Activity may thus be associated on these cards, except for Travel Tickets valid for the whole winter season. By way of exception, if a Travel Ticket valid for the whole winter season is associated on a card, no other Travel Ticket may be associated on that card during the whole winter season. However, an entry ticket for an Activity may be associated on this card during the winter season.

Recharging can only be carried out on the Web Site, on the Application or on Ticket Machines, only Travel Tickets and entry ticket to an Activity offered on the Web Site, on the Application or on Ticket Machines may be associated on a reloadable card. By way of exception, Travel Tickets valid for persons aged 75 and over may only be recharged in Sales Points.

A Travel Ticket or entry ticket to an Activity may be linked to a rechargeable card to a few minutes before it becomes valid. By way of exception, an entry ticket to the «First Track» Activity may be linked to a rechargeable card no later than 3.00 pm on the day before the Activity begins.

When a new Travel Ticket or a new entry ticket to an Activity is recorded on a card while the original Travel Ticket or entry ticket to an Activity is still valid, the original Travel Ticket or entry ticket to an Activity will be cancelled and may no longer be used and the Client will not be entitled to any compensation. The Client is therefore advised to wait until the Travel Ticket or entry ticket to an Activity associated on their card has expired before registering a new Travel Ticket or entry ticket to an Activity on this card. The Client is thus invited not to associate a new Ticket on the card on which a «1/7» or «2/7» Ticket is already associated, for example.

ARTICLE 11. AMENDING AN ORDER

The Client may amend their order without charge if the following conditions are met:

- The Travel Ticket or the entry ticket to an Activity has not been purchased as part of a promotional offer;
- The amendment may only be made to the validity date of the Travel Ticket purchased or the Activity reserved and the new validity date must be in the same winter season as the Travel Ticket originally purchased or the Activity originally reserved;
- The amendment does not affect the price of the Travel Ticket purchased or the Activity reserved;
- The amendment request is received by ADS at the latest seven days before the start of the validity period of the travel card in the case of a "Classic Pass", at the latest on the day of the start of the validity period of the travel card in the case of an "Essential Pass" or a "Premium Pass", or at the latest forty-eight hours before the start of the Activity;
- The Travel Ticket has not been used, even partially, or the person for whom the Activity has been reserved has not already taken part in the Activity, even partially including after having submitted the amendment request.

The Client may amend their order with charge if the following conditions are met:

- The amendment concerns a "Classic Pass";
- The Travel Ticket has not been purchased as part of a promotional offer;
- The amendment may only be made to the validity date of the Travel Ticket purchased, the new validity date must be in the same winter season as the Travel Ticket originally purchased ;
- The amendment does not affect the price of the Travel Ticket purchased;
- The amendment request is received by ADS at the latest on the day of the start of the validity period of the Travel Ticket;
- The Travel Ticket has not been used, even partially, including after having submitted the amendment request.

The modification fee is €10 per order of one or more Travel tickets. The amendment will be taken into account subject to payment.

The Client must send their amendment request to the address shown in [article 19](#) or make their request in a Sales Point.

The Client's request must include:

- The reference of their order.
- Their surname, forename and postal address and mobile phone number.
- The number of the microchip card on which the Travel Ticket or entry Ticket to an Activity is associated.

ARTICLE 12. CANCELLING AN ORDER

The Client may completely or partially cancel an order, free of charge, if the following conditions are met:

- The cancellation relates to a Travel Ticket or entry Ticket to an Activity which was not purchased as part of a promotional offer.
- ADS is informed of the cancellation no later than seven days before the start of the validity period of the travel card in the case of a "Classic Pass", at the latest on the day of the start of the validity period of the travel card in the case of an "Essential Pass" or a "Premium Pass", or at the latest forty-eight hours before the start of the Activity;
- The Travel Ticket or entry ticket to an Activity was not used, even partially including after having submitted the cancellation request.

The Client may completely or partially cancel an order, with charge, if the following conditions are met:

- The cancellation relates to a "Classic Pass";
- The Travel Ticket has not been purchased as part of a promotional offer;
- ADS is informed of the cancellation at the latest on the day of the start of the validity;
- The Travel Ticket was not used, even partially including after having submitted the cancellation request.

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 valid for 4 hours. For example, in the event of cancellation two Travel Tickets valid for six days, cancellation fees will amount to €120). By way of exception, the cancellation fee for a "Classic Season Pass" ticket is €80 per Travel Ticket cancelled. Cancellation will be taken into account subject to payment.

The Client must notify ADS of the cancellation of their order by contacting them using the contact details shown in [article 19](#). If the Travel Ticket or entry ticket to an Activity was purchased in a Sales Point, the Client may also notify ADS of the cancellation in a Sales Point.

The Client's request must include:

- The reference of their order.
- Their surname, forename and postal address and mobile phone number.
- If the Client is in possession of The number of the smart card to which the Travel Ticket or Activity pass is associated, the number of this card;
- Their bank details if the validity period of the bank card used for payment has expired.

The corresponding price of the Travel Ticket or the access title will be credited to the credit or debit card used to pay for the Travel Ticket of the access title, unless the Client requests otherwise. As an exception, if the order has been paid for in full or in part by ANCV holiday cheques, a credit note will be issued for the fraction of the price paid by this means. This credit is non-transferable and valid until the date indicated on the credit.

As the refund is based on the price of the order in Euros, any variations in the exchange rate between the date of the order and the date of the refund will be borne by the Client. Postal charges incurred by the Client when notifying ADS will not be refunded.

ARTICLE 13. COMPENSATION

The Client, the user of a Travel Ticket, the person entered for an Activity or the beneficiary of an Insurance may not benefit from any refund or exchange of the Travel Ticket, Activity or Insurance, nor any extension or postponement of their validity, even if the Travel Ticket has not been used or has only been partially used, if the person has not taken part in the Activity or has not activated the Insurance.

By way of exception, the Client may obtain a refund or the postponement of a Travel Ticket or an Activity under the conditions shown in articles 11 and 12, and benefit from compensation in the cases outlined below.

No compensation will be awarded before the end of the period of validity of the Travel Ticket or the due date of the Activity. The compensation will be paid within four months of the receipt of the Client's request and all the items necessary for the processing of the request.

No compensation will be awarded if the Client purchased their Travel Ticket or reserved the Activity from any person or entity other than ADS or one of its representatives. In this case, the Client must apply to the person or entity from whom they purchased the Travel Ticket or reserved the Activity.

In the case of a refund, as the refund is based on the price of the order in euros, any variations in the rate of exchange between the date of the order and the date of the refund will be at the Client's expense.

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

In the event of closure by decision of the public authorities of all the ski lifts operated by ADS for one or more whole days for health reasons, the Client may request the refund of the Travel Ticket which they purchased from ADS or from one of their representatives, or the Activity which they reserved through ADS or one of their representatives (subject to the Activity necessitating the access to the ski lifts).

The amount of the refund is calculated pro rata to the days of closure resulting from the decision of the authorities during the period of validity of the Travel Ticket or the Activity.

To obtain a refund, the Client must submit a request to ADS at the contact details shown in [article 19](#). This request must be accompanied by a Proof of Order and, in the case of the purchase of a Travel Ticket, a copy of the Travel Ticket.

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

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

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

- They purchased the Travel Ticket on the Web Site, the App or from a Ticket Dispenser without having benefitted from any promotional offer whatsoever.
- ADS offers for the day during which the Travel Ticket is valid a reduced rate due to unfavourable weather or snow conditions.

The amount of the refund will be equal to the difference between the price of the Travel Ticket paid by the Client and the reduced price.

To obtain the partial refund of the Travel Ticket, the Client must submit a request to ADS at the contact details shown in [article 19](#). This request must be accompanied by a copy of the Travel Ticket and the corresponding Proof of Order.

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

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

- They have purchased from ADS or from one of their representatives a Travel Ticket other than a Travel Ticket valid for one day, every day of the winter season or for non-consecutive days.
- The operation of 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 during the course of one day.

The client who has purchased a «1/7», «2/7» or «20 non consecutive days» Travel Ticket, for example, cannot therefore obtain compensation under this article.

The Client will have the choice between the following forms of compensation:

- The benefit of a new Travel Ticket of the same type as the Travel Ticket which they purchased, valid for a duration equal to the number of days during which the operation of the ski lifts was interrupted during the validity of the original Travel Ticket. This extension will come into effect the day after the original Travel Ticket expires or the first day on which the ski lifts resume operation whichever is later.
- Or the refund of a sum equal to a fraction of the price of the Travel Ticket. This sum is calculated pro-rata to the number of days of the interruption to the operation of the ski lifts during the period of validity of the Travel Ticket as a proportion of the number of days of validity of the Travel Ticket (e.g. : the Client having purchased a Travel Ticket valid for six days will be refunded a sum equal to 50 % of the price of that Travel Ticket in the event of the operation of the ski lifts being interrupted for three days during the validity of the Travel Ticket).
- Or a credit, the amount of which is calculated as above. This credit is non-transferable and is valid until the end of the winter season of the operation of the ski lifts by ADS following that during the course of which the operation of the ski lifts was interrupted.

To obtain compensation, the Client must submit a request in a Sales Point or to the address shown in [article 19](#). This request must be accompanied by the Proof of Order and a copy of the Travel Ticket.

13.3. Cancellation of an Activity by ADS

If an Activity which has been reserved through ADS or one of their representatives is cancelled by ADS, the Client may obtain the postponement of the Activity or the refund of their reservation up to:

- The preferential price of the Activity if it is included in a «Pass Essentiel» Travel Ticket.
- A sum equal to 60 % of the public price of the Activity if it is included in a «Pass Premium» Travel Ticket.
- The price paid for the Activity in all other cases.

To obtain the postponement of the Activity, the Client must show their Proof of Order in a Sales Point or contact the ADS customer service department by e-mail at the following address: contact.ads@compagniedesalpes.fr.

To obtain a refund for their reservation, the Client must submit a request to ADS at the contact details shown in [article 19](#). This request must be accompanied by a Proof of Order and bank details (*relevé d'identité bancaire*).

ARTICLE 14. RIGHT OF WITHDRAWAL AND RIGHT OF RENUNCIATION

The Client does not benefit from the right of withdrawal provided for in the French consumer code when a Travel Ticket or entry ticket to an Activity is purchased on the Web Site, on the Application or from a Ticket Machine. 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 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 calendar days with effect from the date of the order to decline the payment facility outlined in [article 7.3](#), by directly signalling their decision by e-mail to the following address: support@getalma.eu.

ARTICLE 15. RESPONSIBILITY

It is the Client's responsibility to choose the Travel Ticket or Activity best suited to their needs and limitations. ADS cannot be held responsible if the Travel Ticket or Activity chosen does not fit the needs or limitations of the Client, the user of the Travel Ticket or the person for whom the Activity or the beneficiary of the insurance was purchased.

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

ARTICLE 16. PERSONAL DATA

The company Compagnie des Alpes (Paris RCS 349 577 908) and ADS, a subsidiary of this company, act as joint controllers in the processing of personal data in the context of the sale of Travel Tickets and access tickets to Activities.

These data processing activities are described in [the Personal Data Protection Policy](#) available on the Website and at Sales Offices.

The person whose data is processed has the right to access the data concerning them, the right to rectify or delete this data, and the right to restrict or oppose its processing. They can exercise these rights by contacting ADS at the contact details provided 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 they placed their order electronically, they can be advised of the details of their order as well as the Sales Conditions applicable on the date on which the order was placed, for 5 years after the order if its amount is less than 120 € including all taxes, 10 years if the amount is equal to or greater than 120 € inclusive of all taxes.

To this end, 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 Web Site or on the Application:

- By post to the following address: ADS, Service relation clients, Chalet 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 can consult their order history in his personal account on the Web Site on the page: "My orders" whether these orders were placed at a Point of Sale, on the Web Site, on the Application or on Ticket Machines, provided that the customer used the same e-mail address for these orders as the one entered in his/her personal account.

ARTICLE 19. REQUESTS AND COMPLAINTS

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

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

The Client may submit any other request or complaint concerning payment in instalments to Alma by e-mail to the following address: <https://support.getalma.eu>.

Unless otherwise specified in the Conditions of Sale, the Client may make any other request or claim:

- By post to the following address: ADS, Service relations clients, Chalet des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France.
- Or via the web site <https://www.ticketoski.fr/fr/clientads>.

If the complaint relates to the non-conformity of a Travel Ticket or entry ticket to an Activity issued by ADS with the Client's order, it must be made to ADS before the first use of this ticket. If the complaint has another object, it 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. 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 have recourse free of charge to a contractual mediation process or any other alternative way of settling disputes.

They may have recourse to a mediation process

- Through the AFEPAME Consumers' Mediator, in accordance with the terms established on the web site <https://mediateur-consommation-afepame.fr>, in the case of a dispute concerning payment in several instalments.
- For all other matters through the *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 web site <https://www.mtv.travel> within a maximum of one year from the written complaint to ADS.

They may also have recourse to the on-line dispute settlement platform set up by the European Commission, accessible on the web site <https://webgate.ec.europa.eu/odr/>.

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 18^h Décembre 2024.

ARTICLE 22. ALTERATION OF THE SALES CONDITIONS

ADS reserves the option to alter the Sales Conditions at any time.

ARTICLE 23. TRANSLATION OF THE SALES CONDITIONS

In the event of a contradiction between the Sales Conditions in French and the Sales Conditions in another language, the Sales Conditions in French will prevail.

ARTICLE 24. APPLICABLE LAW

The Sales Conditions are regulated by French law.