

## **TERMS AND CONDITIONS OF SALE**

### **WINTER AND SUMMER**

These Terms and Conditions of Sale (hereinafter the "Terms and Conditions of Sale") govern the relationship between SCV Domaine Skiable (hereinafter "SCV"), operator of the Serre Chevalier ski area lifts, and any consumer (hereinafter the "Customer") who:

- Purchases from SCV a lift pass (hereinafter a "Lift Pass") allowing access to one or more ski lifts operated by SCV; or
- Books an activity (hereinafter an "Activity") marketed by SCV;
- Subscribes to an Insurance policy (hereinafter "Insurance") offered by SCV and linked to a Lift Pass.

By purchasing a Lift Pass or an Activity access pass, or by subscribing to Insurance, the Customer unreservedly accepts these Terms and Conditions of Sale.

By way of exception, orders for a Lift Pass or Insurance placed via the website <https://www.ouik-serrechevalier.ski> are governed by the terms and conditions of sale published on that website.

#### **ARTICLE 1. INFORMATION ABOUT SCV**

SCV DOMAINE SKIABLE is a simplified joint-stock company under French law, with a share capital of €15,012,460.40, registered with the Gap Trade and Companies Register under number 348 799 529, and whose intra-community VAT number is: FR 41 348 799 529.

Its contact details are as follows:

- Registered office address: 603 rue du Centre, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France;
- Tel.: +33 (0)4 92 25 55 00;
- Email: [info@serrechevalier-pass.com](mailto:info@serrechevalier-pass.com).

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

It is registered as an insurance intermediary agent under ORIAS number 20000112.

#### **ARTICLE 2. LIFT PASSES, ACTIVITIES AND INSURANCE**

The list of Lift Passes, Activities, and Insurance products, their characteristics, and the conditions for use are presented at SCV points of sale (hereinafter the "Points of Sale"), near or on automated machines operated by SCV (hereinafter the "Machines"), on the website <https://www.serrechevalier-pass.com> (hereinafter the "Website"), and on the "Serre Chevalier" application (hereinafter the "Application"). The characteristics of the Insurance products may also be consulted on the website <https://serre-chevalier.monassuranceski.com>.

Lift Passes, Activities, and Insurance products are valid only for all or part of the ski lift operating season for which they have been ordered.

Unless otherwise stated, Lift Passes valid for more than one day are valid for consecutive days. Lift Passes valid for a specified number of ski lift trips may be used on consecutive or non-consecutive days.

The "Enjoy" option (offered in winter only), which allows the holder of a Lift Pass to benefit from priority access to certain ski lifts, may be added, for an additional fee, to Lift Passes valid for one or more days to access the lifts in the Serre Chevalier area. This option may also be added, for an additional fee, to "Ski'limité" Lift Passes valid for

persons under 6 years of age or 75 years of age or older. However, this option is included in the price of the "Pass Saison Addict."

Activities offered in winter may only be booked for a specific date and time. As regards Activities offered in summer, the "zip line" Activity may only be booked for a specific date and time. No reservation is required for the "kart" Activity.

To participate in an Activity, it is necessary to hold a valid Lift Pass. When the Customer purchases an Activity on the Website, the Application, or at a Machine, a pedestrian pass is included in the public price of the Activity. If the Customer already holds a Lift Pass, they may purchase an Activity access pass only at a Point of Sale or at a Machine located at the top of a lift (a Machine located at the top of a lift meaning a machine situated at the top of a ski lift). The Customer must therefore ensure that the person registered for an Activity holds such a Lift Pass and, where applicable, purchase this Lift Pass. Equipment provided as part of the Activities cannot be rented separately from the Activities.

Insurance may only be subscribed to when purchasing a Lift Pass usable during the winter season. No Insurance may be subscribed to after the purchase of a Lift Pass, when booking an Activity, or during an Activity.

### **ARTICLE 3. POINTS OF SALE**

Lift Passes may be purchased at Points of Sale and, for a selection of Lift Passes only, on the Website, the Application, and at Machines.

- "Season Pass" Lift Passes for winter, as well as "Season Pass" Lift Passes for summer, are sold exclusively at Points of Sale and on the Website.
- Free Lift Passes for persons aged 75 and over, free Lift Passes for persons with reduced mobility, as well as "Summer MTB Season Pass" Lift Passes, may only be obtained at Points of Sale.
- Free Lift Passes for children under 6 years of age may only be obtained at Points of Sale and on the Website for the winter season, and only at Points of Sale for the summer season.
- Combined Transport Tickets under the "Family" offer can only be purchased at Points of Sale, on the Website, and from Ticket Vending Machines.
- The "Enjoy" option may be subscribed to only at Points of Sale, at Machines, and on the Website. By exception, this option may only be subscribed to at Points of Sale if it is purchased after the Lift Pass to which it is attached has already been purchased, or if it is associated with a Lift Pass valid for a person under 6 years of age or aged 75 or over.
- Activity access passes may be purchased at Points of Sale, on the Website, on the Application, and at Machines.

By way of exception, the Explor' Pass (offered in summer only), which provides access to ski lifts operated by SCV and to several Activities, is not sold on the Application or at Machines. SCV reserves the right to suspend the sale of Explor' Passes if the number already sold for certain dates is likely to prevent holders from participating in the Activities included in these Explor' Passes.

The Insurance products referred to in Article 2 above may be subscribed to at Points of Sale, on the Website, on the Application, and at Machines.

Certain offers may be presented exclusively at Points of Sale, on the Website, on the Application, or at Machines.

Certain Lift Passes or Activity access passes may be marketed only during part of the season.

#### **ARTICLE 4. ORDER**

The Customer may not purchase more than eight Lift Passes per order at a Machine.

For the winter season, the Customer may complete the purchase of a Lift Pass on the Website no later than the first day of validity of the Lift Pass. However, if the Customer chooses to receive by post the card on which the Lift Pass is encoded, the order must be confirmed and paid in full at least seven clear days before the start date of validity of the Lift Pass for delivery within mainland France or Corsica, and at least ten clear days before the start date of validity of the Lift Pass in all other cases. Failing this, the order cannot be accepted.

For the summer season, the Customer may complete the purchase of a Lift Pass at a Machine or on the Application no later than the first day of validity of the Lift Pass.

An Activity may be booked up to the first day of the Activity, subject to availability.

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

1. Selects the Lift Pass(es) and, where applicable, the “Enjoy” option, or the Activity access pass(es) they wish to order, and optionally Insurance;
2. Reviews the order, modifies it if necessary, and confirms it;
3. Creates a personal account (if not already created) and enters login details to access it, or, in the case of an order on the Website, chooses to order without creating an account and provides an email address;
4. Provides the information necessary for the personalization of Lift Passes and Activity access passes;
5. Chooses the delivery method for Lift Passes and Activity access passes;
6. Accepts the Terms and Conditions of Sale and the conditions of use of the Lift Passes and Activities;
7. Pays for the order.

If an order placed on the Website or on the Application is not completed within thirty minutes following the display of the product offer, the selected products are automatically removed from the Customer’s basket. However, the products may still appear in the basket, even though they have been removed, until the page of the Website or the Application the Customer is viewing is refreshed. SCV therefore does not guarantee the availability or the price of products appearing in the basket beyond the period mentioned above.

The sale is concluded subject to full payment of the price at the time of ordering. In addition, if an offer for Lift Passes or Activity access passes is valid until a specified date and time, the sale is concluded only if payment is completed no later than that date and time.

Once the order has been paid, the Customer will receive a confirmation email.

#### **ARTICLE 5. PHOTOGRAPH**

The Customer must provide a photograph of the Lift Pass holder in the following cases:

- Purchase of a Lift Pass valid every day of the winter or summer season;
- Issuance of a Lift Pass for a person with reduced mobility;
- Issuance of a free or “veteran” Lift Pass valid for three days or more during the winter season.

The photograph must be a recent, front-facing passport-style photo, without tinted glasses or headwear.

## **ARTICLE 6. PRICES**

The prices of Lift Passes, the “Enjoy” option, and Activity access passes are available at Points of Sale, on or near Machines, on the Website, on the Application, and at the Serre Chevalier tourist offices.

They are expressed in euros and include all taxes. They may be modified during the season in the event of changes to these taxes.

In winter, SCV may offer discounted Lift Passes exclusively at Points of Sale, particularly in the event of adverse weather or snow conditions significantly affecting the opening of ski lifts.

A price reduction cannot be combined with another price reduction.

If the Customer wishes to benefit from a reduced rate or a free offer, they must present, at the time of purchasing the Lift Pass or the Activity access pass at a Point of Sale, an original document proving that the Lift Pass holder or the person registered for the Activity meets the conditions required to benefit from this reduced rate or free offer at the effective date of the Lift Pass or at the start of the Activity. The holder or registered person must be able to present this document at any time during the validity period of the Lift Pass or during the Activity, regardless of whether the Lift Pass or Activity access pass was purchased at a Point of Sale, on the Website, on the Application, or at Machines. No printed or digital copies are accepted.

No price reduction or free offer will be granted after the purchase of a Lift Pass or an Activity access pass.

Unless otherwise stated, the price of Activities includes the provision of the equipment necessary to participate in such Activities.

## **ARTICLE 7. PAYMENT**

### **7.1. Currency**

Payment for Lift Passes and Activity access passes must be made in euros.

By exception, the Customer may pay at Points of Sale and on the Website in a currency other than euros by using the DCC (Dynamic Currency Conversion) service.

### **7.2. Payment Methods**

The accepted payment methods are as follows:

- At Points of Sale: bank cards (Carte Bleue, Visa, Mastercard, American Express), cheques drawn on a bank account opened in France and made payable to SCV, cash within legal limits, ANCV holiday vouchers (paper and Connect), Pass Sud Montagne (only when presented by a high school student from the SUD Region, up to a limit of €100), eco-vouchers up to their face value, and vouchers issued by SCV that are still valid;
- On the Website: bank cards (Carte Bleue, Visa, Mastercard, American Express), Apple Pay and Google Pay, digital ANCV holiday vouchers (Connect), and vouchers issued by SCV that are still valid;
- On the Application: bank cards (Carte Bleue, Visa, Mastercard, American Express), Apple Pay and Google Pay;
- At Machines: bank cards (Carte Bleue, Visa, Mastercard, American Express — however, this type of card is not accepted at the Machine located near the zip line), and vouchers issued by SCV that are still valid.

In the event of payment by cheque, the Customer must present an original identity document in their name.

No change will be given for holiday vouchers.

Split payment using multiple payment methods is only possible for orders placed at a Point of Sale or on the Website.

SCV declines all 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 they are placed.

However, for certain orders of Lift Passes or Activity access passes valid for all or part of a winter season, the Customer may pay for the order using an interest-free instalment plan payable in three instalments, provided that the following conditions are met:

- The order concerns a Lift Pass valid every day of the winter season;
- It is placed no later than the deadline indicated on the Website;
- The total amount of the order is equal to or greater than €698.50 (incl. tax);
- The total amount of the order is less than €5,000 (incl. tax);
- The Customer places the order via the Website;
- The Customer pays the full amount of the order using a bank card valid until the final instalment date and issued by a banking institution established in one of the following European Union countries: France, Spain, Belgium, Germany, Italy, Austria, Ireland, Luxembourg, Netherlands;
- The Customer has a mobile phone number from one of the countries listed above.

If the Customer chooses payment in instalments, an amount equal to one-third of the total order price is debited from the bank card at the time of the order. The second debit of one-third of the price is made one month later on the same bank card. The remaining balance is debited one month after the second instalment, also from the same bank card.

To benefit from payment in instalments, the Customer must select the corresponding option during the ordering process and accept the general terms and conditions of service of Alma. Payment is processed via the secure Alma platform.

The Customer must ensure that the bank card remains valid until the final instalment and that each scheduled debit is within the spending limit authorized by their bank.

The Customer may cancel the instalment payment provided for in this article under the conditions set out in Article 14. In such case, the order must be paid in full.

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

Alma reserves the right to refuse to grant the Customer the instalment payment facility provided for in this article. In such case, the order must be paid in full.

## **ARTICLE 8. PURCHASE RECEIPT**

A purchase receipt (hereinafter the "Proof of Purchase") is sent to the Customer by email when purchasing a Lift Pass, an Activity access pass, or Insurance. In the case of a purchase on the Website or on the Application, the Proof of Purchase is the order confirmation email. In the case of a purchase at a Point of Sale, the Customer may refuse to receive the Proof of Purchase by email. A printed Proof of Purchase will then be provided.

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

## **ARTICLE 9. DELIVERY OF LIFT PASSES AND ACTIVITY ACCESS PASSES**

Each Lift Pass is issued, at the Customer's choice, either in the form of a card on which it is encoded or in a digital format. Each Activity access pass is issued in the form of an encoded card.

### **9.1. Delivery in the form of a smart card**

If the Customer chooses delivery in the form of a card, this card is provided free of charge when purchasing the Lift Pass or the Activity access pass.

If the Customer has purchased a Lift Pass or an Activity access pass at a Point of Sale, the card on which the Lift Pass or Activity access pass is encoded is issued immediately at the Point of Sale.

If the Customer has purchased a Lift Pass or an Activity access pass on the Website or on the Application, they may:

- Either collect the card on which the Lift Pass or Activity access pass is encoded from a Point of Sale. To do so, they must present an identity document and their order number, which appears in the order confirmation email;
- Or collect the card from a Machine by scanning the QR code shown on the Proof of Purchase. They may also retrieve it by entering the email address provided when placing the order and the order number into the fields available on the Machine. The QR code is valid for a single use only to collect the Lift Passes or Activity access passes. In the event of loss of the card, the Customer is advised to contact a Point of Sale as soon as possible;
- Or collect a blank card from one of the pick-up points listed on the Website. Collection may be made up to the first day of validity of the Lift Pass or Activity access pass. The Customer must then log in to their personal account on the Website to encode the Lift Pass or Activity access pass onto the card;
- Or request that the card on which the Lift Pass or Activity access pass is encoded be sent by post to the address provided when placing the order. Postage is free of charge. However, this option is not available for orders placed on the Application, nor for the purchase of a Lift Pass or Activity access pass valid for all or part of the summer season.

If the Customer has purchased a Lift Pass or an Activity access pass at a Machine, the card on which it is encoded is issued immediately by the Machine.

The Customer is advised to check, upon receipt, that the Lift Pass or Activity access pass complies with their order.

### **9.2. Delivery in digital format**

The Customer may access the purchased Lift Pass on their mobile phone.

This option is available for all Lift Passes but is not available for Activity access passes.

To use the Lift Pass in digital format, the Customer must download the Application on their mobile phone and follow the procedure set out in the Application's terms of use.

## **ARTICLE 10. RELOADING OF LIFT PASSES AND ACTIVITY ACCESS PASSES**

The card on which a Lift Pass or an Activity access pass is encoded can be reloaded one or more times. A new Lift Pass or a new Activity access pass, with or without the "Enjoy" option, may therefore be encoded on this card. By exception, if a Lift Pass valid every day of the winter or summer season, or a Lift Pass valid for a specified number of ski lift trips, is already encoded on this card, only a new Activity access pass may be encoded on the card. This must be encoded no later than thirty minutes before the start of the validity of that Lift Pass.

Lift Passes and Activity access passes may be reloaded at Points of Sale, on the Website, on the Application, and at Machines.

If a new Lift Pass is encoded on a card while another Lift Pass on the same card is still valid, the second Lift Pass cannot be used, and the Customer shall not be entitled to any compensation. The Customer is therefore advised to wait until the first Lift Pass encoded on the card has expired before encoding a new Lift Pass on the same card.

## **ARTICLE 11. MODIFICATION OF AN ORDER**

The Customer may obtain a modification of an order free of charge provided that the following conditions are met:

- The modification relates exclusively to a change in the validity date of the purchased Lift Pass or Activity access pass, the new validity date being a day within the same season as that for which the Lift Pass or Activity access pass was originally purchased, and within the same pricing period as that of the original purchase;
- The modification has no impact on the price of the purchased Lift Pass or Activity access pass;
- The request for modification is received by SCV no later than the first day of validity of the Lift Pass or Activity access pass;
- The Lift Pass has not been used, even partially, and the person registered for the Activity has not participated in the Activity, even partially, including after the submission of the modification request.

The Customer must submit their modification request:

- Either at a Point of Sale;
- Or by email to the following address: [contact@serrechevalier-pass.com](mailto:contact@serrechevalier-pass.com);
- Or via the website <https://www.ticketoski.fr/fr/serre-chevalier>;
- Or by post to the following address: SCV Domaine Skiable, Customer Relations Department, 603 rue du Centre, place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France.

The Customer must include in their request:

- The reference number of their order;
- Their first and last name, as well as their email address if it was provided at the time of the order;
- The number of the card on which the Lift Pass or Activity access pass is encoded (unless the card has not yet been received).

As places for Activities are limited, modification of an Activity access pass will only be processed subject to availability.

## **ARTICLE 12. CANCELLATION OF AN ORDER**

The Customer may fully cancel an order placed on the Website from their account up to the day before the first day of validity of the Lift Pass or up to the day before the start of the Activity.

The Customer may also request, at any time, the full or partial cancellation of an order provided that the Lift Pass has not been used, even partially, and that the person registered for the Activity has not participated in the Activity, even partially, including after the cancellation request has been sent.

The Customer must submit their cancellation request:

- Either at a Point of Sale;
- Or by email to the following address: [contact@serrechevalier-pass.com](mailto:contact@serrechevalier-pass.com);
- Or via the website <https://www.ticketoski.fr/fr/serre-chevalier>;
- Or by post to the following address: SCV Domaine Skiable, Customer Relations Department, 603 rue du Centre, place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France.

For the cancellation to be valid, the Customer must include in their request:

- The reference number of their order;
- Their first and last name and their email address, if it was provided at the time of the order;
- The number of the card on which the Lift Pass or Activity access pass is encoded (unless the card has not yet been received).

The price corresponding to the cancelled Lift Pass, any “Enjoy” option subscribed to, the Activity access pass, or the Insurance is then refunded to the Customer or issued as a credit note, in accordance with the rules and subject to the conditions set out below.

By way of exception, if the cancelled Lift Pass or Activity access pass is included in a “Family Pack” and if the cancellation results in the loss of eligibility for the “Family Pack” (due to a reduction in the number of beneficiaries), the refunded amount shall be equal to the price paid by the Customer for the cancelled Lift Pass or Activity access pass, minus the difference between the price of the other Lift Passes or Activity access passes included in the “Family Pack” at the “Family Pack” rate and their price at the standard public rate.

If the cancelled Lift Pass or Activity access pass was paid for in whole or in part using a credit issued by SCV, the portion of the price paid using this method is neither refunded nor replaced by a new credit.

If the cancellation request is received by SCV no later than the day before the start of validity of the Lift Pass or Activity access pass, the amount paid by bank card is credited back to the account linked to that card. In the case of payment in cash, the amount paid is refunded in cash. In the case of payment by cheque, the amount is refunded by bank transfer. As the refund is based on the price in euros of the order, any exchange rate variations between the date of the order and the refund date shall be borne by the Customer. If the order was paid in whole or in part using ANCV holiday vouchers, eco-vouchers, or Pass Sud Montagne, the portion paid by these means will be issued as a credit.

If the cancellation request is received by SCV on or after the first day of validity of the Lift Pass or Activity access pass, the amount due by SCV will be issued as a credit.

Credits issued by SCV are valid for the following periods:

- For a credit relating to a Lift Pass or an Activity access pass taking place during the winter season, in accordance with its opening calendar:
  - o The credit is valid until the closing date of the winter season of year N+2 for a Lift Pass or Activity access pass taking place between the opening date of the winter season and 31 December of year N;
  - o The credit is valid until the closing date of the winter season of year N+1 for a Lift Pass or Activity access pass taking place between 1 January and the winter season closing date of year N, in accordance with the winter season opening calendar;
- For a credit relating to a Lift Pass or an Activity access pass taking place during the summer season, the credit is valid until the closing date of the summer season of year N+1.

After these periods, the credit may no longer be used and will not give rise to any refund.

### **ARTICLE 13. COMPENSATION**

The Customer, the holder of a Lift Pass, or the person registered for an Activity shall not be entitled to any refund or exchange of the Lift Pass, any “Enjoy” option subscribed to, or the Activity access pass, nor to any extension or postponement of their validity, even if the Lift Pass or the “Enjoy” option has not been used or has only been partially used, if the person has not participated in the Activity, or if the price of the Lift Pass or Activity access pass has decreased since the date of purchase, and even if the inability to use the Lift Pass or Activity access pass results from weather or snow conditions.

By way of exception, the Customer may obtain a refund or postponement of a Lift Pass, any “Enjoy” option subscribed to, or an Activity access pass under the conditions set out in Articles 11 and 12, and may benefit from compensation in the cases detailed below.

No compensation shall be granted to a Customer who has purchased a Lift Pass or an Activity access pass from any person other than SCV. In such cases, the Customer must contact the person from whom they purchased the Lift Pass or Activity access pass.

### **13.1. Interruption of ski lift operations for public health reasons by decision of public authorities**

In the event of the closure, for public health reasons by decision of public authorities, of all ski lifts operated by SCV for one or more full days, the Customer may request a refund of the price of the Lift Pass purchased, the “Enjoy” option subscribed to, or the Activity access pass purchased from SCV (provided that the Activity requires access to the ski lifts).

The refunded amount is calculated pro rata based on the number of days of closure pursuant to the administrative decision during the validity period of the Lift Pass or Activity access pass.

The price of any Insurance subscribed to by the Customer is not refunded.

To obtain this compensation, the Customer must submit a request to SCV at the contact details indicated in Article 19. This request must be accompanied by the Proof of Purchase and, in the case of a Lift Pass, a copy of the Lift Pass.

### **13.2. Interruption of ski lift operations for any reason other than a public authority decision for public health reasons**

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

- They have purchased from SCV a Lift Pass other than a Lift Pass valid for less than one day during a winter season, one day during a winter season, several non-consecutive days during a winter season, a specified number of lift rides during a winter season, or every day of a winter season;
- During the period of validity of this Lift Pass, more than 75% of the ski lifts accessible with this Lift Pass are out of operation for an entire day;
- This interruption is not due to a force majeure event nor to the application of the operating calendar and opening hours displayed at Points of Sale or on the SCV Website.

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

- A new Lift Pass valid during the season in which the interruption occurred. This new Lift Pass is valid for a duration equal to the number of days during which lift operations were interrupted during the validity period of the initial Lift Pass. If the initial Lift Pass included the “Enjoy” option, this option is also included in the new Lift Pass;
- Or a refund in the form of a credit equal to a portion of the price of the Lift Pass, including the “Enjoy” option if applicable, and excluding Insurance. This amount is calculated pro rata based on the number of days of interruption of lift operations during the validity period of the Lift Pass relative to the number of valid days of the Lift Pass (e.g.: a Customer who purchased a Lift Pass valid for six days will be refunded an amount equal to 50% of the price if lift operations are interrupted for three days during its validity period).

To obtain this compensation, the Customer must submit a request to SCV at the contact details indicated in Article 19. This request must include the Proof of Purchase, a copy of the Lift Pass, and bank account details. If the Customer refuses the credit issued, they must submit an explicit request to SCV for a refund of their Lift Pass or Activity access pass. However, the refund will only be possible if the payment methods used for the initial order

allow it (bank cards or bank cheques). Refunds will not be possible for any order or part of an order paid for using ANCV holiday vouchers, Pass Sud Montagne, or eco-vouchers.

The Customer is not entitled to compensation under this article for Lift Passes valid for all or part of a summer season.

### **13.3. Cancellation of an Activity by SCV**

If an Activity booked with SCV is cancelled by SCV, the Customer may obtain either the rescheduling of the Activity or a refund in the form of a credit equal to the value of the Activity access pass. If the Customer has purchased a pass granting access to multiple Activities, the refunded amount shall be equal only to the price of the cancelled Activity or Activities.

To obtain rescheduling, the Customer must present the Proof of Purchase at a Point of Sale.

To obtain a credit, the Customer must submit a request to SCV at the contact details indicated in Article 19. This request must be accompanied by the Proof of Purchase. The credit is valid for the period defined in Article 12 above. If the Customer refuses the issuance of this credit, they must request a refund of the payment for the order. This refund shall be processed no later than 14 days following the Customer's duly justified request, accompanied by all required supporting documents as specified herein.

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

The Customer does not benefit from the right of withdrawal provided for by the French Consumer Code when purchasing a Lift Pass, the "Enjoy" option, or an Activity access pass on the Website, the Application, or at a Machine.

In the case of Insurance subscription, the Customer benefits from:

- The right of waiver provided for in Article L.112-2-1, II, of the French Insurance Code, within fourteen days from the subscription of the insurance, provided that it was subscribed to remotely and for purposes outside the Customer's professional activity, that the duration of the insurance coverage is at least one month, and that the insurance contract has not been fully executed at the Customer's express request;
- The right of waiver provided for in Article L.112-10 of the French Insurance Code, within thirty days from the subscription of the insurance, provided that it was subscribed to for purposes outside the Customer's professional activity, and that the insurance contract has not been fully executed or that no guarantee has been invoked by the Customer.

The terms for exercising these waiver rights and their consequences are detailed on the website <https://serrechevalier.monassuranceski.com>.

The Customer has a period of fourteen calendar days from the date of the order to waive the instalment payment facility provided for in Article 7.3, by notifying their decision directly by email to the following address: [contact@serrechevalier-pass.com](mailto:contact@serrechevalier-pass.com).

## **ARTICLE 15. LIABILITY**

It is the Customer's responsibility to choose the Lift Pass, Activity access pass, or Insurance that best suits their needs and constraints. SCV shall not be held liable for any mismatch between the chosen Lift Pass, Activity, or Insurance and the needs and constraints of the Customer, the Lift Pass holder, the person registered for the Activity, or the Insurance beneficiary.

SCV declines all liability in the event that the Customer is unable to complete an order on the Website, the Application, or at a Machine before a specified deadline, for example due to inaccessibility or malfunction of the

Website, the Application, or the Machine, inaccessibility or malfunction of the payment system, or failure of payment authorization by the Customer's bank.

## **ARTICLE 16. PERSONAL DATA**

Compagnie des Alpes (RCS Paris 349 577 908) and SCV, a subsidiary of this company, process personal data, in their capacity as joint data controllers, in connection with the use of Lift Passes and Activity access passes. These processing operations are described in the personal data protection policy available on the Website "Information Relating to Personal Data Protection" and at SCV Points of Sale.

In accordance with the regulations in force regarding personal data protection, the data subject has the right to access their data, the right to rectify and delete such data, the right to restrict its processing, and the right to object to such processing. These rights may be exercised by contacting SCV using the contact details indicated in Article 10, or by contacting the Data Protection Officer via the following form: [https://datalegaldrive.com/ed/exercer/formulaire\\_exercice/scv/fr/1](https://datalegaldrive.com/ed/exercer/formulaire_exercice/scv/fr/1), or by email at: [scv.dpo@compagniedesalpes.fr](mailto:scv.dpo@compagniedesalpes.fr), or by post at the following address: SCV Domaine Skiable, Personal Data Protection Department, 603 rue du Centre, place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France.

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

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

Furthermore, if the order was placed electronically, the Customer may obtain details of this order, as well as the Terms and Conditions of Sale applicable at the time of the order, for a period of 5 years following the order if its amount is less than €120 (incl. tax), or 10 years if its amount is equal to or greater than €120 (incl. tax).

To do so, the Customer must send a request to SCV using the contact details indicated in Article 19.

## **ARTICLE 18. ORDER TRACKING**

For any purchase of a Lift Pass, the Customer may obtain information about their order:

- Either via their Customer account, if they have created one to place orders on the Website or the Application;
- Or by email at the following address: [contact@serrechevalier-pass.com](mailto:contact@serrechevalier-pass.com);
- Or by post at the following address: SCV Domaine Skiable, Internet Ticketing Department, 603 rue du Centre, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France;
- Or by telephone at the following number: +33 (0)4 92 25 55 00.

## **ARTICLE 19. REQUESTS AND COMPLAINTS**

The Customer may send any request or complaint relating to the processing of their personal data:

- Either by email to: [scv.dpo@compagniedesalpes.fr](mailto:scv.dpo@compagniedesalpes.fr);
- Or by post to: SCV Domaine Skiable, Personal Data Protection, 603 rue du Centre, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France.

The Customer may send any other request or complaint:

- Either by email to: [contact@serrechevalier-pass.com](mailto:contact@serrechevalier-pass.com);
- Or via the website: <https://www.ticketoski.fr/fr/serre-chevalier>;

- Or by post to: SCV Domaine Skiable, 603 rue du Centre, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France.

If the complaint concerns the non-conformity of a Lift Pass or an Activity access pass issued by SCV in accordance with the Customer's order, it must be submitted to SCV before the first use of this pass. If the complaint concerns another issue, it must be received by SCV within two months of the occurrence of the event giving rise to the complaint.

If the Customer wishes to make a claim under the Insurance they have subscribed to, they must contact Marsh. SCV is not authorized to process such requests.

## **ARTICLE 20. DISPUTE RESOLUTION**

In the event of a dispute between the Customer and SCV relating to the validity, interpretation, or performance of the Terms and Conditions of Sale, the Customer may make use of a free conventional mediation procedure or any other alternative dispute resolution method.

They may use a mediation procedure:

- With the Consumer Mediator of AFEPAME, in accordance with the terms set out on the website <https://mediateur-consommation-afepame.fr>, in the event of a dispute relating to payment in instalments;
- For other matters, with the Tourism and Travel Mediator (MTV – Médiation Tourisme Voyage, Service dépôt des saisines, CS 30958, 75383 Paris cedex 08, France – Tel.: +33 (0)1 42 67 96 68 – Email: [info@mtv.travel](mailto:info@mtv.travel)), in accordance with the terms set out on the website <https://www.mtv.travel> and within a maximum period of one year from the written complaint submitted to SCV.

If no amicable resolution is reached, the Customer may bring the matter before either one of the courts having territorial jurisdiction under the French Code of Civil Procedure or the courts of the place where they resided at the time of conclusion of the contract or the occurrence of the harmful event.

## **ARTICLE 21. ENTRY INTO FORCE OF THE TERMS AND CONDITIONS OF SALE**

The Terms and Conditions of Sale come into force on 17<sup>th</sup> June 2026.

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

SCV reserves the right to amend the Terms and Conditions of Sale at any time. Such amendments shall apply only to orders placed after the update.

## **ARTICLE 23. TRANSLATION OF THE TERMS AND CONDITIONS OF SALE**

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

## **ARTICLE 24. APPLICABLE LAW**

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