SALES CONDITIONS
WINTER

These sales conditions (hereinafter the «Sales Conditions») regulate the relationship between the Société d'Aménagement de la station de la Plagne (the resort of la Plagne operating company) (hereinafter the «SAP»), which operates the ski lifts in the la Plagne ski area and any consumer (hereinafter the «Client») who:

- Purchases from the SAP a ticket for travel (hereinafter a «Ticket for Travel ») allowing the use of one or more ski lifts operated by the SAP during the winter season; and/or
- Purchases a ticket for entry to an activity (hereinafter an «Activity») marketed by the SAP which must be used during the winter season;
- Takes out insurance (hereinafter the «Insurance») offered by the SAP and attached to a Ticket for Travel or a ticket for entry to a «Colorado Luge» activity.

In purchasing a Ticket for Travel, ordering an Activity or taking out an Insurance policy, the Client accepts unreservedly the Sales Conditions.

ARTICLE 1. INFORMATION RELATING TO THE SAP

The SAP is a public limited company under French law with a share capital of 2,157,776.00 €, registered at the business and company register in Chambéry under number 076 220 011, and the intracommunity VAT number of which is: FR 05 076 220 011.

Its contact details are as follows:

- Head Office address: Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France ;
- Tél. : +33 (0)4 79 09 67 00 ;
- E-mail : info@ski-laplagne.com.

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

It is registered as an insurance agent under Orias number 18005294.

ARTICLE 2. TICKETS FOR TRAVEL, ACTIVITIES AND INSURANCES

The list of Tickets for Travel, Activities and Insurances, their characteristics and the conditions for benefiting from them are displayed in SAP's sales points (hereinafter the «Sales Points»), in the vicinity of or on the automatic ticket machines operated by the SAP (hereinafter the «Automats»), on the web site https://www.skipass-laplagne.com (hereinafter the «Web Site») and on the Paradiski Yuge application (hereinafter the «Application»). The characteristics of the Insurances may also be viewed on the web site https://www.carreneige.com.

The Tickets for Travel and tickets for entry to Activities are only valid for the winter season for which they were ordered.

Unless otherwise stated, four-hour tickets are valid for four consecutive hours. Tickets valid for more than one day are valid for consecutive days.

Equipment provided as part of the Activities cannot be hired separately from the Activities.

An Insurance may be taken out at the same time as the purchase of a Ticket for Travel or the reservation of an Activity, at any time during the period of validity of the Ticket for Travel or the Activity, or, in the case of certain types of Insurance, at any time, including outside the period of validity of a Ticket for Travel or ticket for entry to an

Activity. Where the Insurance is taken out after the purchase of the Ticket for Travel or the reservation of an Activity, the insurance cover only becomes effective from the date on which it is taken out. Cover is not retrospective.

ARTICLE 3. PLACES OF SALE

Lift Passes may be purchased at the Sales Points and, for a limited selection only, via the Website, the Ticket Machines, and the Mobile Application. By way of exception, Lift Passes offered under the “Samedijeskie” and “Dimanche malin” promotions must be purchased exclusively via the Website and the Mobile Application. The travel pass for a person with a disability and the travel pass for their companion are only sold at points of sale.

Access passes for the “Colorado Luge” activity may be purchased from the Ticket Machine located near the Colorado Sales Point at Plagne Centre, as well as via the Website and the Mobile Application. Access passes for the “First Tracks” activity may be purchased exclusively via the Website. Access passes for the “Aérolive” activity may be purchased at the Sales Points, via the Website, the Mobile Application, and at the Ticket Machines located in the altitude resorts (excluding village resorts).

Insurances, associated or not with a Ticket for Travel or ticket for entry to an Activity, may be taken out in Sales Points. Insurances may also be taken out on the Web Site, on the Application and from Automats; they must be taken out at the same time as the purchase of a Ticket for Travel or ticket for entry to an Activity.

The list, location, opening hours and days of the Sales Points and Automats are shown on the Web Site.

Certain products may only be shown in Sales Points, on the Web Site, on the Automats or on the Application.

ARTICLE 4. ORDERING

The Client may not purchase more than nineteen Tickets for Travel or tickets for entry to an Activity on the Web Site, and not more than nine Tickets for Travel from an Automat.

When ordering via the Website or the Mobile Application, Lift Passes may be purchased up to the day on which their validity begins. By way of exception, Lift Passes offered under the “Samedijeskie” and “Dimanche malin” promotions must be purchased no later than 11:59 p.m. on the day preceding the start of their validity. A purchase is considered finalised once the Client has received the proof of sale referred to in Article 8.

The “Colorado Luge” activity may be bought up to the day on which the activity takes place. The “First Tracks” activity may be booked until 3:00 p.m. on the day before the activity is scheduled to take place. The “Aérolive” activity may be booked until the day before the activity via the Website and the Mobile Application, and up to the same day via the Sales Points and Ticket Machines.

As stated in Article 9, a Client placing an order via the Website may choose to receive the Lift Pass or the access pass for an Activity by postal mail. If this option is chosen, the Lift Pass or access pass for the Activity must be ordered at least ten full days prior to its first use. Failing this, the Lift Pass or access pass for the Activity must be collected from a Sales Point or a Ticket Machine.

When placing an order via the Website or the Mobile Application, the Client must:

1. Select the Ticket or Tickets for Travel, the Activity or Activities and/or the Insurances they wish to order;
2. Check their order, amends it if necessary, then confirms it;
3. Create a personal account (if not already created) and then enter their login details to access the personal account. If the order is placed via the Website, the Client may also order without creating a personal account;

4. Provide the information required to personalise the Lift Passes and the access passes for Activities;
5. Choose the method of delivery for the Lift Passes and the access passes for Activities;
6. Accept the Conditions of Sale and the terms of use applicable to the Lift Passes and the Activities;
7. Pays for their order

If an order placed via the Website or the Mobile Application is not finalised within thirty minutes of the product offer being displayed, the selected products are automatically removed from the Client's basket. However, the products will continue to appear in the basket, although they have been removed, until the Website or Application page on which the Client is browsing has been refreshed. SAP therefore does not guarantee the availability or the price of products appearing in the basket beyond the time limit referred to above.

The sale is concluded subject to payment, at the time of the order, of the full price or, if the Client has chosen payment in instalments, of the first instalment. In addition, where an offer for Lift Passes or access passes for an Activity is valid until a specified date and time, the sale is concluded subject to the payment being finalised no later than that date and time.

As soon as the order has been paid for, the Client will receive a message confirming their order.

ARTICLE 5. PHOTOGRAPHS

When purchasing a Ticket for Travel valid for every day of the winter season, the Client must supply a photograph of the user of the Ticket for Travel. This must be a recent identity photograph, full face, without tinted glasses or headdress.

An identity photograph is also required for transport tickets for disabled people and their companion for validity periods of 4 hours to 8 days and season.

ARTICLE 6. PRICES

The price list for Tickets for Travel and Activities is available in Sales Points, on or near Automats, on the Web Site and the Application.

Prices are shown in Euros and include all taxes. They may be subject to alteration during the season in the event of these taxes being altered.

Price reductions are not cumulable.

If the Client wishes to benefit from a reduced price (child price, senior price, veteran price…) or free ticket, they must show at the time of purchase of a Ticket for Travel or ticket for entry to an Activity in a Sales Point, an original document proving that the user of the Ticket for Travel or ticket for entry to the Activity meets the conditions for benefiting from the reduced price or free Ticket on the date the Ticket for Travel becomes valid or the beginning of the Activity. The user must be able to present this document at any time during the validity of the Ticket for Travel or during the Activity, whether the Ticket for Travel or ticket for entry to the Activity was purchased in a Sales Point, on the Web Site, from an Automat or on the Application. No printed or digital copy will be accepted.

A person with a disability is eligible for a 50% discount upon presentation of a valid *Carte Mobilité Inclusion* (CMI Priority or CMI Disability) in their name, or an equivalent European card. A photo is required for all passes.
A 25% discount may be granted to an accompanying person, provided the disabled skier's proof of disability indicates a "need for an escort" (*besoin d'accompagnement*). Both passes must be purchased at the same time and cover the same duration, validity period, and ski area (La Plagne or Paradiski).

This offer does not apply to "Villages," pedestrian, "Coolski," 1-day extension, 1-day add-on, "1 day out of 7" (seasonal), "2 days out of 7" (seasonal), 20-non-consecutive-day passes or annual pass.
Offer available only at ticket offices.

No reduction or free pass is granted after the purchase of a Lift Pass or an access pass for an Activity.
The price of the Activities includes the provision of the equipment required to take part in these Activities and, where applicable, the Lift Pass required to access them.

The price of the Activities includes the provision of the equipment necessary to participate in these Activities and the necessary Transport Ticket, if applicable, to access them.

ARTICLE 7. PAYMENT

7.1. Currency

Payment for Lift Passes and Activities must be made in euros. By way of exception, the Client may pay at the Sales Points in a currency other than the euro by using the DCC (Dynamic Currency Conversion) service.

7.2. Means of payment

The means of payment accepted are:

- At the Sales Points: bank cards (Carte Bleue, Visa, Mastercard, American Express), cheques drawn on a bank account opened in France and made payable to SAP, cash within the applicable legal limits, ANCV holiday vouchers in paper or digital form (Chèques-Vacances Connect), and SAP-issued credit notes that are valid;
- On the Website: bank cards (Carte Bleue, Visa, Mastercard, American Express), digital ANCV holiday vouchers (Chèques-Vacances Connect), and credit notes issued by SAP that are valid;
- On the Mobile Application: bank cards (Carte Bleue, Visa, Mastercard, American Express);
- On the Ticket Machines: bank cards (Carte Bleue, Visa, Mastercard, American Express) and credit notes issued by SAP that are valid.

In the case of payment by cheque, the Client must present an original identity document in their name.
No change will be given on ANCV holiday vouchers.
Payment may be split between several means of payment only for orders placed at a Sales Point or via the Website.

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

7.3. Payment in instalments

All orders must be paid in full at the time they are placed.

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

- The total amount of the order is equal to or greater than €400 including VAT (before fees) in the case of three or four instalments;
- The total amount of the order is less than or equal to €5,000 including VAT;
- The order is placed via the Website;

- The order is paid in full using a bank card valid until the last 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, the Netherlands, Portugal;
- The Client has a mobile telephone number from one of the above-mentioned countries.

Fees are indicated on the Website, on the page where the Client selects their payment method.

If the Client chooses payment in three instalments, an amount equal to one third of the price of the order plus all fees is debited from their bank card at the time of the order. The second one-third instalment is debited one month later from the same bank card. The balance is debited one month after the second instalment.

If the Client chooses payment in four instalments, an amount equal to one quarter of the price of the order plus all fees is debited from their bank card at the time of the order. The second one-quarter instalment is debited one month later from the same bank card. The third one-quarter instalment is debited one month after the second instalment. The balance is debited one month after the third instalment.

To benefit from payment in instalments, the Client must select the corresponding option during the order process and must accept Alma's own general terms and conditions. Payment is made via Alma's secure platform.

The Client must ensure that the amount of each scheduled debit is below their authorised bank limit.

The Client may waive the instalment facility provided for in this Article under the conditions set out in Article 13. In which case, the order must be paid in full.

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

Alma reserves the option to refuse to grant the Client the payment facility described in this article. In this case, the Client must pay for their order when placing it.

ARTICLE 8. PROOF OF PURCHASE

A proof of purchase (hereinafter the «Proof of Purchase») will be issued to the Client, at their request, at the time of purchasing a Ticket for Travel or of payment for an Activity. For purchases made on the Web Site or the Application, the Proof of Purchase is the e-mail confirming the order.

For purchases made at a Sales Point, the Client can choose to receive a link by SMS to access their personal account, where the Proof of Purchase is made available. Otherwise, a printed Proof of Purchase will be issued to the Client.

The Client is asked to retain a printed or electronic version of this Proof of Purchase throughout the validity of the Ticket for Travel or ticket for entry to the corresponding Activity. The Proof of Purchase will be required when seeking compensation.

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

Every Ticket for Travel or ticket for entry to an Activity is issued in the form of a card.

1 € including all taxes is charged for the microchip cards on which the Ticket for Travel or ticket for entry to an Activity is encrypted.

If the Client has purchased a Ticket for Travel or a ticket for entry to an activity in a Sales Point, the card is issued to them immediately in the Sales Point.

If the Client has purchased a Ticket for Travel from an Automat, the card is issued to them immediately by the Automat.

If the Client has purchased a Ticket for Travel of ticket for entry to an Activity on the Web Site or the Application, except in the case of recharging as described in article 10, the Client may:

- Request that the card be sent by post; additional postage fees are at the Client's charge, unless they are a member of the La Plagne Smile programme;
- Collect it from a Sales Point. To this end, they must produce the Proof of Purchase and proof of identity;
- Collect it from an Automat. To this end, they must produce the Proof of Purchase.

As soon as the Ticket for Travel or ticket for entry to an Activity is issued the Client is invited to check that it conforms to their order.

ARTICLE 10. RECHARGING TICKETS FOR TRAVEL AND TICKETS FOR ENTRY TO ACTIVITIES

The card on which the Ticket for Travel or ticket for entry to an Activity is loaded is rechargeable one or more times. A new Ticket for Travel or ticket for entry to an Activity may be recharged onto this card.

Cards may be recharged on the Web Site, the Application or on Automats, only Tickets for Travel and tickets for entry to an Activity sold on the Web Site, the Application or Automats may be encrypted on a rechargeable card. Tickets for entry to the «Colorado Luge» Activity may be recharged at the Automate located near the Colorado Sales Point.

A Ticket for Travel may be recorded on a card on which a first Ticket for Travel has already been recorded, provided that the periods of validity of the two Tickets for Travel do not overlap. If the periods of validity do overlap, the first Ticket for Travel is cancelled when the second Ticket for Travel is recorded on the card. The first Ticket for Travel may then no longer be used, without the Client being entitled to any compensation. The Client is therefore invited to wait until the expiry of the first Ticket for Travel recorded on their card before recording a second Ticket for Travel on this card.

ARTICLE 11. ALTERATION OF AN ORDER

The Client may alter an order free of charge if the following conditions are met:

- The modification concerns a Ticket for Travel or a ticket for entry to an Activity that was not purchased as part of a promotional offer.
- The alteration only involves a change to the date of validity of the Ticket for Travel or the Activity reserved, the new validity date being a day in the same winter season for which the Ticket for Travel was originally purchased or the Activity reserved;
- The alteration does not affect the price of the Ticket for Travel purchased or the Activity reserved;
- The alteration request is received by the SAP no later than forty-eight hours before the Ticket for Travel becomes valid or the Activity begins;
- The Ticket for Travel has not been used, even partially, and the person entered for the Activity has not taken part in the Activity, even partially, including after the alteration request was sent.

The Client must send their alteration request to the address shown in article 19 or make the request in a Sales Point.

The Client must show in their request:

- The reference number of their order;
- Their surname, forename, mail address;
- The number of the microchip card associated with the Ticket for Travel or ticket for entry to the Activity.

ARTICLE 12. CANCELLING AN ORDER

The Client may cancel an order either wholly or partially if the following conditions are met:

- The cancellation concerns a Ticket for Travel not purchased as part of a promotional offer;
- The SAP is informed of the cancellation no later than forty-eight hours before the Ticket for Travel becomes valid;
- The Ticket for Travel has not been used, even partially, including after the cancellation request has been sent.

The Client must inform the SAP of the cancellation of their order by contacting them at the address shown in article 19.

To ensure that the cancellation is valid, the Client must provide:

- The reference number of their order;
- Their surname, forename, mail address;
- The number of the microchip card associate with the Ticket for Travel or ticket for entry to the Activity;

The corresponding price of the cancelled Ticket for Travel will be credited to the credit/debit card used to pay for the Ticket for Travel or by bank transfer if the order was paid by cheque.
By way of exception, if the order was paid for wholly or in part by ANCV holiday cheques (printed or digital) or by a credit note, that part of the price will be refunded by a credit note. This credit note is valid for one year from its issue date.

The refund being 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 at the Client's expense. The Client's postal costs for informing the SAP of the cancellation will not be refunded.

Tickets for entry to an Activity may not be cancelled.

ARTICLE 13. COMPENSATION

The Client, the user of the Ticket for Travel, the person entered for an Activity or the beneficiary of an Insurance policy may not benefit from any refund or exchange of the Ticket for Travel, the Activity or the Insurance, or any extension or postponement of their validity, even if the Ticket for Travel has not been used or has only been partially used, if the person has not used all the tickets for entry to the Activity they possess or has not claimed on the Insurance even if the impossibility of using the Ticket for Travel or of participating in the Activity results from weather or snow conditions.

By way of exception, the Client may be entitled to compensation in the cases detailed below.

No compensation will be granted before the Ticket for Travel or the Activity has expired. Compensation will be paid within the four months following receipt of the Client's request and all the items necessary to the processing of the request.

No compensation will be granted to the Client if they have purchased a Ticket for Travel or reserved an Activity through any person or organisation other than the SAP. In this case, the Client must contact the person or organisation from whom they purchased the Ticket for Travel or reserved the Activity.

Where a refund is granted, it will be based on the price in Euros of the order and any variations in the exchange rate between the date of the order and the date of the refund will be at the Client's expense. The cost of the microchip card on which the Ticket for Travel or ticket for entry to an Activity is encrypted will not be refunded.

13.1 Interruption to the operation of the lift system for health reasons on the decision of the public authority

Should all the lifts operated by the SAP be closed as a result of a decision by the public authority for one or more whole days for health reasons, the Client may request the refund of the Ticket for Travel which they have purchased from the SAP or the Activity which they have reserved with the SAP (subject to the Activity requiring access by ski lift).

The amount refunded will be calculated pro rata to the number of days of closure in compliance with the administrative decision during the period of validity of the Ticket for Travel or the Activity.

To obtain compensation, the Client must forward a request to the SAP at the address shown in article 19. This request must be accompanied by the Proof of Purchase and, in the case of the purchase of a Ticket for Travel, a copy of the Ticket for Travel.

13.2 Interruption to the operation of the lift system for any cause other than a decision by the public authority for health reasons

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

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

- They purchased the Ticket for Travel on the Web Site, the Application or from an Automat without having benefited from any promotional offer;
- The SAP offers for the day for which the Ticket for Travel is valid a reduced price due to unfavourable weather or snow.

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

By way of exception, if the order was paid for wholly or in part by ANCV holiday cheques (printed or digital) or by a credit note, that part of the price will be refunded by a credit note. This credit note is valid for one year from its issue date.

To obtain the partial refund of the Ticket for Travel, the Client must forward a request to the SAP at the address shown in article 19. This request must be accompanied by a copy of the Ticket for Travel and of the corresponding Proof of Purchase.

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

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

- They purchased from the SAP a Ticket for Travel other than a Ticket for Travel valid for one day, for every day of the winter season or for non-consecutive days;
- The operation of more than 50 % of the ski lifts operated by the SAP to which the Ticket for Travel grants access is interrupted for more than four consecutive hours during the course of one day.

A Client having purchased a «1/7» or «2/7»Ticket for Travel for example, cannot obtain compensation under the terms of this article.

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

- Either the benefit of a new Ticket for Travel of the same type as the Ticket for Travel which they purchased valid for a duration equal to the number of days during which the operation of the lifts was interrupted during the period of validity of the initial Ticket for Travel. This extension will come into effect the day after the expiry date of the initial Ticket for Travel or the first day on which the lifts become operational again if this is the later date;
- Or a refund of a sum equal to a fraction of the price of the Ticket for Travel, excluding any Insurance. This sum is calculated pro rata to the number of days of the interruption to the operation of the lifts during the period of validity of the Ticket for Travel relative to the number of days for which the Ticket for Travel is valid (e.g.: the Client who purchased a Ticket for Travel valid for six days will be refunded a sum equal to 50 % of the price of this Ticket for Travel if the operation of the lifts is interrupted for three days during the period of validity of this Ticket for Travel). By way of exception, if the order was paid for wholly or in part by ANCV holiday cheques (printed or digital) or by a credit note, that part of the price will be refunded by a credit note.
- Or a credit note the value of which is calculated as described above. This credit note cannot be sold or transferred and can be used for any product or service sold by the SAP until the validity date indicated on the dedicated credit note page in the Client's Personal account on the website.

To obtain this compensation, the Client must go to a Sales Point or forward a request to the address shown in article 19. This request must be accompanied by the Proof of Purchase and a copy of the Ticket for Travel.

13.3 Cancellation of an Activity by the SAP

If an Activity which they have reserved with the SAP is cancelled by the latter, the Client may obtain the postponement of the Activity or the refund of their reservation.

To obtain the postponement of the Activity, the Client must go to a Sales Point with the Proof of Purchase or contact the SAP's Customer Service Department by e-mail at the following address: ventes@ski-laplagne.com

To obtain the refund of their reservation, the Client must forward a request to the SAP at the address shown in article 19. This request must be accompanied by the Proof of Purchase and the Client's bank details.

ARTICLE 14. RIGHT OF WITHDRAWAL AND RIGHT OF RENUNCIATION

The Client does not benefit from the right of withdrawal provided for by the French consumers' code in the case of the purchase of Ticket for Travel or a ticket for entry to an Activity on the Web Site, on the Application or from an Automat.

If they take out Insurance, the Client will benefit 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 is taken out online and if the insurance was taken out for purposes which do not form part of the Client's professional activity, if the insurance cover is for a period of at least one month and if the policy 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 when the insurance is taken out, if the policy has not been fully executed or if the Client has not claimed under any element of the cover provided.

The means of exercising the rights of renunciation and their consequences are outlined on the web site https://www.carreneige.com.

The Client has a period of fourteen calendar days from the date of the order to renounce the payment facility provided for in article 7.3, by announcing their decision directly by e-mail to the following address: support@getalma.eu.

ARTICLE 15. RESPONSABILITY

It is the Client's responsibility to choose the Ticket for Travel or Activity which is best suited to their needs and limitations. The SAP cannot be held responsible if the Ticket for Travel or Activity chosen does not match the needs or limitations of the Client, the user of the Ticket for Travel or the person entered for the Activity.

SAP accepts no liability in the event that the Client is unable to complete an order on the Website, on the Application or on an Automat before a given deadline, due for example to the inaccessibility or malfunction of the Website, the Application or the Automat, the inaccessibility or malfunction of the payment system, or the refusal of payment authorisation by the Client's bank.

ARTICLE 16. PERSONAL DATA

The company Compagnie des Alpes (RCS Paris 349 577 908) and SAP, its subsidiary, act as joint controllers for the processing of personal data carried out in connection with the sale of Tickets for Travel and tickets for entry to Activities.

Details of this processing are set out in the privacy policy available on the Website (on the following page: https://www.skipass-laplagne.com/fr/donnees-personnelles) and in the Sales Points.
Clients have the right to access their personal data, to request its rectification or erasure, to restrict its processing, and to object to such processing. These rights may be exercised by contacting SAP at the contact details indicated in Article 19.

ARTICLE 17. COMMUNICATION OF THE SALES CONDITIONS AND DETAILS OF THE ORDER

The Client may obtain a copy of the Sales Conditions.

Furthermore, if they placed the order by electronic means, they may be provided with the details of the order as well as the Sales Conditions applicable on the date of the order for 5 years following the order if the amount is less than 120 € inclusive of 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 the SAP at the address shown in article 18.

ARTICLE 18. FOLLOW-UP OF AN ORDER

The Client may obtain information about an order placed on the Web Site or the Application:

- Either by e-mail to the following address: ventes@ski-laplagne.com ;
- Or by post to the following address: SAP, Service clientèle, Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France ;
- Or by telephone to the folling number: +33 (0)4 79 09 68 18.

ARTICLE 19. REQUEST AND COMPLAINTS

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

- Either by e-mail to the following address: privacy.sap@compagniedesalpes.fr ;
- Or by post to the following address: SAP, Protection des données personnelles, Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France.

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

Unless stated otherwise in the Sales Conditions, the Client may submit any request or complaint :

- Either via the web site https://www.ticketoski.fr/fr/la-plagne ;
- Or by post to the following address: SAP, Service clientèle, Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France.

If the complaint concerns the non-conformity of a Ticket for Travel or a ticket for entry to an Activity issued by the SAP with the Client's order, it must be made to the SAP before the first use of that ticket. If the complaint concerns another matter, it must be submitted to the SAP within two months following the occurrence of the event giving rise to the complaint.

If the Client wishes to make an insurance claim they must contact Carré Neige. The SAP is not authorised to process such a request.

ARTICLE 20. SETTLEMENT OF DISPUTES

In the event of a dispute between the Client and the SAP relating to the validity, interpretation or application of the Sales Conditions, the Client may have recourse free of charge to a conventional mediation procedure or any other means of settling disputes.

They may also have recourse to a mediation procedure:

- With the *Médiateur de la Consommation* (Consumer Mediator) at the AFEPAME, in accordance with the terms stated on the web site https://mediateur-consommation-afepame.fr, in the case of differences concerning payment in instalments;
- For other matters, with the *Médiateur du Tourisme et du Voyage* (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 – E-mail: info@mtv.travel in accordance with the terms established on the web site: https://www.mtv.travel within a maximum of one year from the written complaint being submitted to the SAP.

Should an amicable settlement not be reached, the Client may take legal action either through one of the courts within whose jurisdiction the matter falls in accordance with the French code of civil actions or where they were resident at the time the contract was concluded or the event giving rise to the complaint took place.

ARTICLE 21. COMING INTO FORCE OF THE SALES CONDITIONS

The Sales Conditions come into force on the 1st October 2026.

ARTICLE 22. ALTERATION OF THE SALES CONDITIONS

The SAP reserves the option to alter the Sales Conditions at any time.

ARTICLE 23. TRANSLATION OF THE SALES CONDITIONS

Should a contradiction arise 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.