

TERMS AND CONDITIONS OF SALE WINTER

These terms and conditions of sale (the 'Conditions of Sale') govern the relationship between the Société d'Exploitation de la Vallée des Belleville ('Sevabel'), which company operates the ski lifts in the Les Menuires/Saint-Martin-de-Belleville mountain area, and any consumer (hereinafter the 'Client') who:

- Purchases from Sevabel a ticket (the 'Lift Pass') for use during the winter season of one or more of the ski lifts operated by Sevabel; or
- Purchases from Sevabel a ticket for an activity (hereinafter the 'Activity Pass') to be carried out during the winter season; or
- Takes out insurance (hereinafter the 'Insurance') offered by Sevabel and attached to a Lift Pass or to an Activity.

By way of exception, these Conditions of Sale do not apply in the event of the purchase from Sevabel of a 'Trois Vallées Liberté' Lift Pass. In this case, the Trois Vallées Liberté Participation Conditions apply.

By purchasing a Lift Pass or an Activity Pass, or by taking out Insurance, the Client accepts the Conditions of Sale without reservation.

ARTICLE 1. INFORMATION ABOUT SEVABEL

Sevabel is a société par actions simplifiée (simplified joint stock company) under French law with capital of €3,235,500.00, registered in the Chambéry Trade and Companies Register under number 353 065 964, and with the following intra-community VAT number: FR 02 353 065 964.

Its contact details are as follows:

- Registered office address: 1349 avenue de la Croisette, Les Menuires, 73440 Les Belleville, France;
- Tel: +33 (0)4 79 00 62 75 ;
- Email: contact@skipass-lesmenuires.com.

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

It is registered as an insurance intermediary under the Orias number 17007391.

ARTICLE 2. LIFT PASSES, ACTIVITIES AND INSURANCE

The list of Lift Passes, Activities and Insurances, their features and the conditions for benefiting from them are presented at Sevabel points of sale (the 'Points of Sale'), in the vicinity of or at the automatic terminals operated by Sevabel (the 'Automatic Terminals'), on the websites <https://www.skipass-lesmenuires.com> and <https://www.saison.skipass-lesmenuires.com> (the 'Websites') and on the 'Trois Vallées' application (the 'Application'). The details of the Insurances can also be consulted on the <https://www.carreneige.com> website.

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

Unless otherwise stated, Lift Passes valid for more than one day are valid for consecutive days.

Insurance may be taken out when ordering a Lift Pass or certain Activities. If the Insurance is taken out at a Point of Sale, it may be taken out at the same time as the purchase of a Lift Pass or an Activity Pass; it may also be taken

out at any time during the period of validity of the Lift Pass or Activity Pass. If the insurance is taken out during the period of validity of the Lift Pass or Activity Pass, the insurance cover only takes effect from the date of purchase and is not retroactive. If the Insurance is taken out on an Internet Site or at an Automatic Terminal, it can only be taken out at the time of purchase of a Lift Pass or an Activity Pass for an Activity.

ARTICLE 3. POINT OF SALE

Lift Passes can be purchased at the Points of Sale and, for a selection of them, on the Websites, on the Application and on the Automatic Terminals.

Activities can be ordered via the following channels:

- For the 'First Track' Activity, on the <https://www.skipass-lesmenuires.com> website and at the Points of Sale in Saint-Martin and La Croisette aux Menuires;
- For the 'La Mine' activity, at the Points of Sale and on the <https://www.skipass-lesmenuires.com> website;
- For the 'Roc'n Bob' Activity, at the 'Roc'n Bob' Point of Sale located at the start of the Roc 1 cable car.

Insurance policies can be taken out at the Points of Sale, on the Websites, on the Application or on the Automatic Terminals.

Certain offers may be presented exclusively at Points of Sale, on Websites or on Automatic Terminals or any of these.

ARTICLE 4. BOOKING

With the exception of recharging as provided for in article 10 and the two exceptions set out below, the Client may finalise the order for the purchase of a Lift Pass on the Web Site <https://www.skipass-lesmenuires.com>, on the Application and on the Automatic Terminals up to and including the day on which the Lift Pass is to be valid.

Notwithstanding the above the order (i) of a Lift Pass purchased as part of the 'Samedi je skie' ("Saturday I ski") offer must be finalised no later than 11:59 pm on the day before the validity of the Lift Pass begins; (ii) the order of a Lift Pass for the season on the <https://saison.skipass-lesmenuires.com> website must be completed up to two days before the start of validity of the Lift Pass.

The Client may finalise the order of an Activity on the Website or on the Application up until the day on which the Activity begins. As an exception to the above, the 'First Track' Activity, the order must be finalised no later than 2 p.m. on the day before the Activity.

The order is finalised once the order confirmation message has been received.

However, if the Client chooses to receive by post the smart card on which the Lift Pass or Activity Pass is encoded, the order must be confirmed and paid for in full at least ten working days before the start of validity of the Lift Pass or Activity Pass if it is to be sent within Metropolitan France or Corsica, and at least fifteen working days before the start of validity of the Lift Pass if sent to another location. Failing this, the order cannot be finalised.

When placing an order on the Website, the Client:

1. Selects the Lift Pass(es), Activity(ies) and/or Insurance(ies) they wish to order;
2. Checks their order, modifies it if necessary and then validates it;
3. Creates a personal account (if he/she does not already have one) and enters his/her login details;
4. Provides the information required to personalise Lift Passes or Activity Passes;
5. Chooses the Lift Pass or Activity Pass delivery method;
6. Accepts the Conditions of Purchase and the conditions of use of Lift Passes and Activity Passes;

7. Pays for the order.

If an order placed on the Website is not finalised within thirty minutes of the product offer being displayed, the products selected are automatically removed from the Client's basket. However, the products continue to appear in the basket, even though they have been deleted, as long as the page of the Website on which the Client is located has not been refreshed. Sevabel therefore does not guarantee the availability or the price of the products appearing in the basket beyond the period mentioned above.

The purchase is concluded subject to payment, at the time the order is placed; (i) of either the full price or, (ii) if the Client has opted for payment in instalments, of the first instalment. In addition, if a Lift Pass or Activity Pass offer is valid until a specific date and time, the purchase is concluded subject to payment being finalised by that date and time at the latest.

Once the order has been paid for, the Client will receive an email confirming the order.

ARTICLE 5. PHOTOGRAPHS USED ON THE LIFT PASSES

The Client must provide a photograph of the Lift Pass user in the case of:

- the purchase of a Lift Pass valid every day of the winter season;
- the issue of a free Lift Pass valid for at least one day;
- the issue of a Lift Pass to a disabled person.

It must be a recent passport-size photograph, full face on, without tinted glasses or headgear.

ARTICLE 6. PRICES

The price list for Lift Passes, Activities and Insurance is available at Points of Sale, on the Website and at Automatic Terminals for Lift Passes, Activities and Insurance sold through these channels.

Prices are expressed in euros and include all taxes. They are subject to change during the season.

The price of an Activity includes the price of the Lift Pass and the hire of any equipment required to take part in the Activity. As an exception to the above, the price of the 'First Track' Activity does not include the price of the Lift Pass required for this Activity. The Client must therefore ensure that the participant in the Activity has this Lift Pass and, if necessary, purchase this Lift Pass in addition to ordering the Activity.

Sevabel may only offer Lift Passes or Activity Access Passes at a discounted rate or free of charge at Points of Sale. This is particularly the case for Lift Passes for people with disabilities.

Sevabel may also offer certain Lift Passes or Activity Tickets at a discounted rate exclusively on the Website or exclusively at Automatic Terminals.

Unless otherwise indicated, any price reduction is applied on the basis of the 'single adult' or 'individual adult' fare.

A price reduction cannot be combined with any other price reduction.

If the Client wishes to benefit from a reduced fare or free travel, he/she must present, when ordering the Lift Pass, Activity Pass or Insurance at a Point of Sale, an original document certifying that the user of the Lift Pass, the person registered for the Activity or the beneficiary of the Insurance meets the conditions for benefiting from this reduced fare or free travel on the date on which the Lift Pass comes into force, on the date on which the Activity begins or on the date on which the Insurance takes effect. By way of exception, if a Lift Pass is purchased that is

valid every day during the winter season, the date taken into account to determine whether the user is entitled to a reduced fare or free travel is:

- the first opening date of the ski lifts to which the Lift Pass gives access if the Lift Pass is purchased before this opening date;
- the date of purchase if the Lift Pass is purchased after the opening of at least one of the ski lifts to which it gives access.

The user, registered person or beneficiary must be able to present the document at any time during the period of validity of the Lift Pass, Activity or Insurance, whether the Lift Pass, Activity or Insurance was ordered at a Point of Sale, on the Websites or at Automatic Terminals.

No price reduction or free travel will be granted once a Lift Pass, Activity or Insurance has been ordered.

ARTICLE 7. PAYMENT

7.1. Currency

Subject to the second paragraph below, payment for Lift Passes and Activities must be made in euros.

The Client may pay at Points of Sale and on the Websites in a currency other than the euro by using the DCC (Dynamic Currency Conversion) service.

7.2. Payment methods

The following methods of payment are accepted:

- At Points of Sale: bank cards (Debit cards, Visa, Mastercard and American Express), cash up to the legal limit, printed ANCV holiday vouchers, Okay Savoie card;
- On the <https://www.skipass-lesmenuires.com> website: bank cards (Debit cards, Visa, Mastercard and American Express) and digital ANCV holiday vouchers (Connect holiday vouchers);
- On the <https://www.saison.skipass-lesmenuires.com> website: bank cards (Debit cards, Visa, Mastercard and American Express) and, only for the purchase of a 'season unlimited' Lift Pass, digital ANCV holiday vouchers (Connect holiday vouchers);
- On the Application: credit cards (Debit cards, Visa, Mastercard, American Express), Google Pay, Apple Pay;
- On Automatic Ticket Machines: credit cards (Debit cards, Visa, Mastercard).

It is only possible to split payment into several methods when ordering at a Point of Sale or on the Websites.

Change is not given for holiday vouchers.

7.3. Payment in instalments

Subject to the second paragraph below, all orders are payable in full as soon as they are placed.

Notwithstanding the above, the Client may pay for his/her order by credit, in three instalments with charges, if the following conditions are met:

- They purchase an 'unlimited season' Lift Pass from the <https://www.saison.skipass-lesmenuires.com> website;
- The total amount of their order is equal to or greater than €300 inclusive of all taxes (before charges);
- The total value of the order is less than or equal to €5,000 inclusive of all taxes;

- They pay the full amount of their order using a bank card valid until the last payment date for their order 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 and Portugal;
- They have a mobile phone number from one of the above countries.

The amount of the charges is shown on the Website, on the page on which the Client chooses the method of payment for his/her order.

If the Client chooses to pay in three instalments, a sum equal to one third of the price of the order and the total amount of the charges will be debited from their bank card at the time the order is placed. The second instalment of one third of the price of the order is taken one month later from the same bank card. The balance will be debited one month after the second debit.

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

The Client must ensure that the amount of each planned direct debit is lower than the ceiling authorised by his/her bank.

The Client may waive the payment facility provided for in the present article under the conditions set out in article 14. They must then pay cash for their order.

If an order is cancelled in accordance with the Conditions of Purchase, recourse to the payment facility provided for in the present article is cancelled and the sums paid by the Client are reimbursed.

Alma reserves the right to refuse to grant the Client the payment facility provided for in the present article. In this case, the Client must pay cash for the order.

ARTICLE 8. PROOF OF PURCHASE

A proof of purchase (hereinafter the 'Proof of Purchase') is sent to the Client by e-mail when a Lift Pass or Activity Pass has been ordered. In the event of a purchase on the Website or at an Automatic Terminal, the Proof of Purchase is the order confirmation email. In the event of a purchase at a Point of Sale, the Client may refuse to have the Proof of Sale sent by e-mail. A printed Proof of Purchase will then be issued.

The Client is asked to keep this Proof of Purchase for as long as the Lift Pass or Activity Pass is valid. This Proof of Purchase will be required in order to make a claim for compensation.

ARTICLE 9. ISSUE OF LIFT PASSES AND ACTIVITY PASSES

Each Lift Pass and Activity Pass is issued in the form of a smart card on which it is encoded.

This card is provided free of charge.

The card (which may or may not be named) can be reused. It can therefore be recharged as described in article 10.

If the Client has purchased a Lift Pass or an Access Pass for an Activity (with the exception of the 'First Track' Activity) at a Point of Sale, the card is issued to him/her immediately at the Point of Sale.

If the Client has purchased a Lift Pass or an Access Pass for an Activity (with the exception of the 'First Track' Activity) on the <https://www.skipass-lesmenuires.com> website or on the Application, they may:

- Either collect the card no later than the first day of validity of the Lift Pass or Activity Pass from the Automatic Terminals provided for this purpose. To do this, they must bring the Proof of Purchase and proof of identity;
- Or ask for the card to be sent by post to the address given when the order was placed, provided that the deadlines given in article 4 are met. Postage is free.

If the Client has purchased a Lift Pass on the <https://saison.skipass-lesmenuires.com> website, they may:

- Either collect the card from a Point of Sale. To do this, they must take the Proof of Purchase and a form of identification with them;
- Or ask for the card to be sent by post to the address given when the order was placed, provided that the time limits mentioned in article 4 are respected. Postage is free.

If the Client has purchased a Lift Pass or an Activity Pass at an Automated Terminal, the card will be issued to him/her immediately by the Automated Terminal.

If the Client has purchased a 'First Track' Activity Pass at a Point of Sale or on an Internet Site, no card will be issued.

The Client is invited to check, as soon as the Lift Pass or Activity Pass is issued, that it conforms to his/her order..

ARTICLE 10. RECHARGING LIFT PASSES AND ACTIVITY PASSES

The card referred to in article 9 can be recharged one or more times. A new Lift Pass or Activity Pass may therefore be encoded on this card, no later than fifteen minutes before the start of the validity period of the Lift Pass or Activity Pass.

Recharging can be carried out at Points of Sale, on Websites, via the Application or at Automatic Terminals.

No new Lift Pass or Activity Pass may be encoded on a card while the Lift Pass or Activity Pass encoded on it is still valid.

ARTICLE 11. MODIFICATION OF AN ORDER

The Client may have an order placed on a Website, the Application or an Automatic Ticket Machine modified if the following conditions are met:

- The change relates solely to the first day of validity of a Lift Pass or Activity Pass with a date or to the number of the smart card on which the Lift Pass or Activity Pass is encoded;
- The modification does not entail any change to the period of validity of the Lift Pass or Activity Pass;
- The modification does not lead to a change in the price paid by the Client;
- The request for modification must be received by Sevabel no later than the day before the first day of validity of the Lift Pass or the start of the Activity;
- The Lift Pass or Activity Pass has not been used, even partially, even after the request for modification has been sent.

The Client may obtain the modification of a purchase made at a Point of Sale if the following conditions are met:

- If a Lift Pass has been purchased and this Lift Pass has not been used, even partially, even after the request for modification has been sent in:
 - o The request for modification must be received by Sevabel no later than the day before the first day of validity of the Lift Pass;

- The modification does not result in the Lift Pass becoming valid for a season other than that for which it was purchased;
 - If the change results in an increase in the price of the Lift Pass, the Client will pay the difference in price;
- If a Lift Pass has been purchased and the Lift Pass has been partially used at the time the request for change is made:
 - The change relates solely to an extension of the geographical area for which the Lift Pass is valid;
 - If the change results in an increase in the price of the Lift Pass, the Client shall pay the difference;
- In the case of the purchase of a 'First Track' Access Pass:
 - The request for modification must be received by Sevabel no later than 2 p.m. on the day before the Activity;
 - The modification does not result in the validity of the Activity Pass being postponed to a season other than the one for which it was purchased.

In the event of a request to modify a Lift Pass 'pack' (a product comprising several Lift Passes, such as a 'Family Flex pack'), this request can only be processed if the modification concerns all the people benefiting from this 'pack'.

The Client must visit a Point of Sale, call the customer relations department on +33 (0)4 79 00 62 75, or send a request for modification by e-mail to the following address: contact@skipass-lesmenuires.com. In their request, they must give the reference number of their order, the first name and surname of the holder of the Lift Pass or Activity Pass, the e-mail address given by the Client when the order was placed, and the number of the smart card on which the Lift Pass or Activity Pass is encoded.

ARTICLE 12. CANCELLATION OF AN ORDER

The Client may cancel all or part of an order if the following conditions are met:

- The order has not been paid for in full by printed or digital holiday vouchers;
- If the order relates to the 'First Track' Activity, the postponement of this Activity to another date in the winter season for which this Activity has been booked is not possible;
- Sevabel is informed of the cancellation:
 - for a Lift Pass or Activity dated no later than the day before the first day of validity of the Lift Pass or the start of the Activity;
 - for a non-dated Lift Pass or Activity, at the latest on the last day of opening of the ski lifts operated by Sevabel during the winter season for which the Lift Pass or Activity was ordered;
- the Lift Pass or Activity Pass has not been used, even partially, even after the cancellation has been sent.

The Client must inform Sevabel of the cancellation of its order using the contact details indicated in article 18. It must indicate in its request the reference number of its order and the number of the chip card on which the Lift Pass or Activity Pass is encoded. In the event of cancellation of a 'First Track' Activity Pass, the Client must also indicate the first name and surname of the participant in the Activity. In the event of a purchase at a Point of Sale or Automatic Ticket Machine, the Client may be asked to provide a bank details form.

In the event of a purchase paid for by bank card, on the Website, on the Application, at a Point of Sale or at an Automatic Terminal, the amount corresponding to the price of the Lift Pass or Activity cancelled will be credited to the bank card used to pay for the Lift Pass or Activity. If the purchase was paid for by means other than a bank card, the sum will be transferred to the bank account details provided. As the refund is based on the price of the order in euros, any exchange rate variations between the date of the order and the date of the refund will be borne by the Client. The cost of any insurance attached to the Lift Pass or Activity will not be reimbursed.

If the order was paid for partly by printed or digital holiday vouchers and partly by bank card, the amount refunded cannot exceed the amount paid by bank card.

ARTICLE 13. COMPENSATION

The Client, the user of a Lift Pass or the person taking part in an Activity may not benefit from a total or partial refund or exchange of this Lift Pass, Activity or Insurance, or the extension or deferment of their validity, even if the Lift Pass has not been used or has only been partially used, if the person has not taken part in the Activity or has only partially taken part in it, or if the beneficiary of the Insurance has not used it.

By way of exception, the Client may obtain a refund or postponement of a Lift Pass or Activity under the conditions set out in Articles 11 and 12, and receive compensation in the cases detailed below.

No compensation will be paid before the Lift Pass has expired or the Activity has ended.

In the event of a refund, this refund will be based on the price of the order in euros, and any exchange rate fluctuations between the date of the order and the date of the refund will be borne by the Client. Furthermore, the sum mentioned in article 9, if paid to obtain a name card, will not be reimbursed.

No compensation will be paid to a Client who has ordered a Lift Pass, Activity or Insurance from an operator other than Sevabel. In this case, the Client must contact the operator from which he/she ordered the Lift Pass, Activity or Insurance.

13.1. Total suspension of ski lift operations for health reasons by decision of the public authorities

In the event of closure of all the ski lifts operated by Sevabel for one or more whole days by decision of the public authorities for health reasons, the Client may request reimbursement of the Lift Pass, Activity or Insurance that he/she has ordered from Sevabel (provided that the Activity requires access to the ski lifts or that the Insurance is attached to such an Activity).

The amount reimbursed is calculated on a pro rata basis for the days of closure in application of the administrative decision during the period of validity of the Lift Pass or Activity.

As an exception, for Lift Passes valid every day during the winter season, the amount refunded is calculated according to the following formula:

Amount refunded = Price paid for the Lift Pass x (Guaranteed number of days of ski lift operation - Number of days of actual ski lift operation) / Guaranteed number of days of ski lift operation.

The guaranteed number of days of operation of the ski lifts is equal to 65% of the number of days in the winter season that the ski lifts operated by Sevabel are open. A day is considered to be a ski lift operating day if the following conditions are met:

- At least 20% of the ski lifts operated by Sevabel are open;
- If the operation of the open ski lifts was interrupted during the day, this interruption did not exceed five consecutive hours.

To obtain this compensation, the Client must send a request to Sevabel via the website <https://ticketoski.fr/fr/les-menuires>. This request must be accompanied by the Proof of Purchase, a copy of the Lift Pass or Activity Access Pass and a bank statement.

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

13.2.1. If the Client has purchased a Lift Pass valid for one day or less, for the Les Menuires/Saint-Martin-de-Belleville area only

The Client may obtain a partial refund of the Lift Pass purchased from Sevabel if the following conditions are met:

- The Lift Pass is valid for one day or less;
- The Lift Pass is valid only for the Les Menuires/Saint-Martin-de-Belleville ski area;
- The Lift Pass has been purchased on a Website, on the Application or on an Automatic Terminal without having benefited from any promotional offer whatsoever;
- Sevabel offers a discounted fare for the day on which the Lift Pass is valid due to unfavourable weather or snow conditions.

The amount of the refund is equal to the difference between the price of the Lift Pass paid by the Client and the discounted price.

To obtain a partial refund of the Lift Pass, the Client must send a request to Sevabel using the details given in Article 18. This request must be accompanied by a copy of the Lift Pass and the corresponding Proof of Purchase.

13.2.2. If the Client has purchased a Lift Pass valid for more than one day, with the exception of a Lift Pass valid every day during the winter season

13.2.2.1. In the event of closure of the ski lifts in the Les Menuires/Saint-Martin-de-Belleville area and possibly the links in the Trois Vallées (Three Valleys) area

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

- He has bought a Lift Pass from Sevabel;
- This Lift Pass is valid for more than one day;
- It is not valid every day of the winter season;
- During the period of validity of the Lift Pass, the operation of at least 80% of the ski lifts in the Les Menuires/Saint-Martin-de-Belleville area is interrupted for more than five consecutive hours on any one day;
- If the Lift Pass is valid for the Trois Vallées area, all the following links are closed for more than five consecutive hours on the same day: Saint-Martin Express, Becca, Granges, Teppes, Roc 2, Bruyères 2, Mont de la Chambre ;
- The interruption in the operation of the ski lifts and, where applicable, the links, is not due to an event of force majeure nor is it the application of the calendar and opening times of the ski lifts and links displayed in the Points of Sale or on the Internet Sites..

Compensation may take the form of, at the Client's option:

- Either a credit note equal to a fraction of the price of the Lift Pass. This amount is calculated on a pro rata basis according to the number of days of interruption in the operation of the ski lifts during the period of validity of the Lift Pass in relation to the number of days of validity of the Lift Pass (e.g.: a Client who has purchased a Lift Pass valid for seven days will be reimbursed a sum equal to 2/7ths of the price of this Lift Pass in the event of interruption in the operation of the ski lifts for two days during the period of validity of this Lift Pass). This credit note is valid until the end of the winter season in which Sevabel operates the ski lifts following the season in which the ski lifts were interrupted;
- or the reimbursement of a sum calculated as above.

To obtain this compensation, the Client must send a request to Sevabel using the contact details given in article 18. This request must be accompanied by the Proof of Purchase, a copy of the Lift Pass and a bank statement.

This compensation cannot be combined with that mentioned in Article 13.2.2.2.

13.2.2.2. In the event of closure of the Trois Vallées links only

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

- The Client has purchased a Lift Pass from Sevabel;
- The Lift Pass is valid for more than one day;
- It is not valid every day of the winter season;
- It is valid for the Trois Vallées ski area;
- All the following links are closed for more than five consecutive hours in any one day: Saint-Martin Express, Becca, Granges, Teppes, Roc 2, Bruyères 2, Mont de la Chambre;
- The interruption in the operation of the links is not due to an event of force majeure nor is it the application of the calendar and opening times of the links displayed in the Points of Sale or on the Websites.

Compensation will take the form, at the Client's choice, of:

- Either the repayment of the sum of:
 - o 15,00 € o Including VAT for each day on which the connections are closed during the period of validity of the Lift Pass if it is valid for a person aged between 18 and 74;
 - o €12.30 incl. VAT per day on which the connections are closed during the period of validity of the Lift Pass if it is valid for a person aged between 5 and 17 or if it has been purchased as part of a 'family pack';
 - o 3.80 inc. VAT per day on which services are closed during the period of validity of the Lift Pass if it is valid for a person aged 75 or over.
- These amounts are halved if the Lift Pass is valid for a disabled person. No amount is paid if the Lift Pass is valid for a person under 5 years of age;
- or a credit, the amount of which is calculated as above. This credit is non-transferable and valid until the end of the winter season in which the ski lifts are operated by Sevabel following the season in which the links were closed.

To obtain this compensation, the Client must send a request to Sevabel at the address indicated in article 18. This request must be accompanied by the Proof of Purchase, a copy of the Lift Pass and a bank statement.

This compensation cannot be combined with that mentioned in article 13.2.2.1.

13.3. Cancellation of an Activity by Sevabel

If an Activity ordered from Sevabel is cancelled by Sevabel, the Client may obtain a postponement of the Activity or a refund of the order.

To have the Activity postponed, the Client must present the Proof of Purchase at a Point of Sale.

To obtain a refund of the order, the Client must send a request to Sevabel using the details given in article 18. This request must be accompanied by the Proof of Purchase, a copy of the Activity Pass and a bank statement.

If the Activity Pass has been partially used at the time when the Activity is cancelled, the amount refunded is calculated on a pro rata basis according to the use of this pass (e.g.: a Client who has purchased a pass valid for ten descents in 'La Mine' is refunded an amount equal to $\frac{2}{10}$ ths of the price of this pass if the 'La Mine' Activity is closed before the end of the season and the pass has been used twice by the date of this closure).

ARTICLE 14. RIGHT TO WITHDRAW

The Client does not benefit from the right of withdrawal provided for in the French Consumer Code in the event of the purchase of a Lift Pass or an Access Pass for an Activity on a Website, the Application or an Automatic Terminal.

If the insurance is taken out, 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 taking out the insurance, if the insurance was taken out at a distance and for purposes that do not fall within the scope 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 express request of the Client;
- 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 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 procedures for 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 from the date of the order to renounce the payment facility provided for in article 7.3, by notifying his decision directly by e-mail to the following address: support@getalma.eu.

ARTICLE 15. LIABILITY

It is the Client's responsibility to choose the Lift Pass, Activity or Insurance best suited to his/her needs and constraints.

Restrictions on access, linked for example to the age, size or physical condition of the user, may apply to certain ski lifts and Activities. These restrictions may be consulted at the Points of Sale, on the Websites and at the boarding area of each ski lift.

Sevabel may not be held liable if the Lift Pass, Activity or Insurance chosen is unsuited to the needs and constraints of the Client, the user of the Lift Pass, the person registered for the Activity or the beneficiary of the Insurance.

Sevabel accepts no liability in the event that the Client is unable to complete an order on an Internet Site, on the Application or on an Automatic Terminal before a given deadline, due for example to the inaccessibility or malfunctioning of the Internet Site or the Automatic Terminal, the inaccessibility or malfunctioning of the payment system, or the failure of the Client's bank to authorise payment.

ARTICLE 16. PERSONAL DATA

Compagnie des Alpes (RCS Paris 349 577 908) and Sevabel, a subsidiary of this company, are jointly responsible for processing personal data in connection with the marketing of Lift Passes and Activity Passes.

This processing is described in the personal data protection policy available on the Websites and at the Points of Sale.

Any person whose data is processed has a right of access to the data concerning him or her, a right to rectify and delete such data, a right to limit the processing thereof and a right to object to such processing. He or she may exercise these rights by contacting Sevabel at the address given in Article 18.

ARTICLE 17. COMMUNICATION OF THESE CONDITIONS OF SALE AND DETAILS OF THE ORDER

The Client may obtain a copy of the Conditions of Sale.

In addition, if he/she has placed an order electronically, he/she may have access to the details of this order, as well as the Conditions of Sale applicable on the date of this order, for 5 years following this order if the amount is less than 120 € including VAT, 10 years if its amount is equal to or greater than 120 € including VAT.

To do this, the Client must send a request to Sevabel at the address indicated in article 18.

ARTICLE 18. CLAIMS AND COMPLAINTS

When ordering a Lift Pass or Activity on a Website, the Client may obtain information about his/her order:

- either by telephone on +33 (0)4 79 00 62 75 ;
- or by post to the following address: Sevabel, Service accueil-relations client, 1349 avenue de la Croisette, Les Menuires, 73440 Les Belleville, France;
- or by e-mail to the following address: contact@skipass-lesmenuires.com.

The Client may send any request or complaint concerning the processing of his/her personal data:

- either by post to the following address: Sevabel, Protection des données personnelles, 1349 avenue de la Croisette, Les Menuires, 73440 Les Belleville, France;
- or by e-mail to the following address: sevabel.privacy@compagniedesalpes.fr.

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

Unless otherwise specified in the Terms and Conditions of Purchase, the Client may send any other request or complaint by e-mail to the following address: contact@skipass-lesmenuires.com. If the request or complaint concerns an order placed at a Point of Sale or at an Automatic Ticket Machine, the Client may also send this request or complaint:

- either by post to the following address Sevabel, Service accueil-relations client, 1349 avenue de la Croisette, Les Menuires, 73440 Les Belleville, France;
- or via the website <https://www.ticketoski.fr/fr/les-menuires>.

If the complaint relates to the non-conformity of a Lift Pass or Activity Pass issued by Sevabel with the Client's order, it must be made to Sevabel before the first use of this Pass. If the complaint has another purpose, it must reach Sevabel within two months of the occurrence of the event giving rise to the complaint.

If the Client wishes to make use of the Insurance that it has taken out, it must contact Carré Neige. Sevabel is not authorised to process the Client's request.

ARTICLE 19. DISPUTES

In the event of a dispute between the Client and Sevabel relating to the validity, interpretation or performance of these Conditions of Sale, the Client may have recourse, free of charge, to a mediation procedure or any other alternative dispute resolution method with:

- the AFEPA Consumer Mediator, in accordance with the procedures set out on the website <https://mediateur-consommation-afepame.fr>, in the event of a dispute concerning payment in instalments;
- for other matters, with the Tourism and Travel Ombudsman (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 procedures set out on the website <https://www.mtv.travel> and within a maximum period of one year from the date of the written complaint submitted to Sevabel.

The Client may also have recourse to the online dispute resolution platform set up by the European Commission, accessible on the website <https://webgate.ec.europa.eu/odr/>.

In the absence of an amicable settlement, the Client may refer the matter either to one of the territorially competent courts under the French Code of Civil Procedure, or to the court in the place where he resided at the time the contract was concluded or at the time the harmful event occurred.

ARTICLE 20. EFFECTIVE DATE

14. The Conditions of Sale come into force on March 14, 2025.

ARTICLE 21. MODIFICATION OF THESE CONDITIONS OF SALE

Sevabel reserves the right to modify these Conditions of Sale at any time.

ARTICLE 22. TRANSLATION OF THESE CONDITIONS OF SALE

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

ARTICLE 23. LAW

The Conditions of Sale are governed by French law.