

Specific terms of sale for the remote sale of ski passes

Operator

DEUX ALPES LOISIRS – Le Meijotel – 38860 Les 2 Alpes – FRANCE
GRENOBLE trade and companies register B 06450140600058
Tel. +33 (0)4 76 79 75 00
www.2alpes-skipass.com

General terms

Ski passes can be purchased remotely by placing an order on-line after logging onto the www.2alpes-skipass.com website. Clients are clearly identified by filling in the on-line form that enables issue of their ski passes.

These terms of sale must be accepted by the client in order to finalise his/her order. In compliance with article 1369-5 of the Civil Code, the client may check the details of his/her order and the total price and correct any errors before final confirmation. A confirmation email will be sent by the operator. This email serves as proof of purchase and must be presented for any claims. The act of placing an order implies acceptance of the description of the services and prices indicated on the website.

Prices and payment terms

The prices shown on the website are given inc. VAT in Euros. Delivery costs will be added if home delivery is requested. The total amount due for the passes selected is payable upon order and secure payment is made by way of credit/debit card (Visa, Eurocard, Master card). The relevant bank must accept the credit/debit card payment before the order is confirmed. If no payment authorisation is received, the order process will be cancelled automatically.

Delivery

Clients may choose between two delivery solutions:

Home delivery : Remote-purchased rechargeable ski passes are delivered by post to the address given by the client within 5 days. Home delivery is payable.

If the passes do not arrive before the date of departure, the client must present his/her proof of purchase at the central ski pass sales desk.

Deux Alpes Loisirs cannot be held liable in the event of *force majeure* situations, service disruptions, total or partial strikes affecting postal, distribution and transport services.

Pick-up points : A certain number of partner pick-up points in mainland France are available for clients to pick up ski passes purchased on-line. Delivery to a pick-up point in a partner shop is free of charge.

Particularities of on-line recharging

There is no purchase lead-time when recharging on the www.2alpes-skipass.com website. The pass can be recharged with the products proposed directly on the

website. Payment is made by credit/debit card. A confirmation email is sent and will serve as proof of purchase. The pass will be recharged automatically the first time the pass is presented at a checkpoint.

Refunds and exchanges

Passes purchased on-line cannot be refunded. Clients may select the Insurance option, which enables cancellation of ski pass orders. Cancellation requests must be sent to DEUX ALPES LOISIRS – Caisse Centrale – Le Meijotel – 38860 LES 2 ALPES FRANCE. However, ski passes may be exchanged.

Cooling off period

The Consumer laws governing remote sales state that the cooling off period is not applicable to tourism services (article L121-20-4 of the Consumer Code).

Automatic processing of nominative information

Nominative information is subjected to automatic processing with a view to compiling a ski pass sales database. Deux Alpes Loisirs is responsible for this automatic processing.

In compliance with the personal data protection act dated January 6th 1978, amended by the act dated August 6th 2004, any person concerned by the automatic processing of nominative data has a right to oppose, access, modify, rectify and delete any data pertaining to them. To exercise this right, contact the www.2alpes.com website or write to: DEUX ALPES LOISIRS - CNIL – LE MEIJOTEL – 38860 LES 2 ALPES FRANCE.

Only the information contained in the chip on the ski pass is considered legally binding and skiers must be able to produce confirmation of the order or recharge.

Ski pass control

Anyone using the ski lifts to access the ski area concerned by these terms and conditions without a ski pass or without a valid ski pass (non-conformity of validity dates and ski area, age category, etc.) may be prosecuted and/or held liable for payment of the compensation as stipulated below.

DEUX ALPES LOISIRS officials will record any breaches which will be subject to the following, depending on the situation:

Payment of fixed compensation equal to five times the value of a day ski pass (articles L. 342-15, R. 342-19 and R. 342-20 of the Tourism Code)

Legal proceedings.

In addition to the fixed compensation or legal proceedings, the officials will immediately confiscate any ski pass that does not correspond to its holder.

Loss – destruction – theft

In the event of loss, destruction or theft, ski passes will only be replaced upon presentation of the proof of purchase issued at the time of purchase and enabling identification of the lost, destroyed or stolen ski pass. Any ski passes reported

stolen will be disabled.

Duplicates will be issued by the main ski pass sales desk.

Closure of the ski lifts

Ski pass holders will be entitled to receive compensation for the prejudice suffered if complete closure for more than half a day affects more than 75% of the ski area's lifts.

Compensation may be proposed in any of the following forms: immediate extension of ski pass validity, day credits to be used at a later date.

Only holders of ASSUR 2 ALPES insurance will be eligible for financial compensation in the event of bad weather conditions (2-day and longer ski passes).

For ski passes valid less than 2 days, the customer is responsible for checking the weather conditions posted at the ski pass sales desks and is then fully responsible for any ski pass purchase made. No compensation will be proposed.

Unused ski days

No refund or exchange is offered for ski passes issued that are unused or not used in full.

Illness – accident – early departure

No refunds shall be made for ski passes unused because of accident, illness or any other personal reason, regardless of the ski pass validity.

Insurance policies are available to cover such risks. Sales staff can provide information on this subject.