

# Special conditions

## for on-line ski pass sales

### 1 General Information

Ski passes may be purchased at distance, by ordering on-line via the internet site: [www.valthorens.com](http://www.valthorens.com).

### 2 Operator

The Val Thorens ski lift system operator is:  
SETAM – Le Généri – 73440 Val Thorens - RCS Albertville  
B 776 220 584

All requests for information or any complaints should be addressed to:

SETAM – Service caisses – Le Généri – 73440 Val Thorens

forfaitinternet@valthorens.com

Tel. 00 33 4 79 00 07 08 - Fax 00 33 4 79 01 44 84 -

[www.valthorens.com](http://www.valthorens.com)

### 3 On-line purchases

If the ski pass is to be sent to the purchaser's home address, the order must be placed at least 10 days before the first skiing day.

This delay is not applicable for the recharging of a support on [www.valthorens.com](http://www.valthorens.com).

### 4 Details

#### 4.1 Payment

Full payment is required when the order is passed. Whatever the duration of the ski pass, except those for recharging a support, all transactions effectuated on the Internet are subject to a fixed charge of three Euros per ski pass ordered.

Payment must be effectuated by credit card (Visa, Eurocard, MasterCard or American Express).

#### 4.2 Ski pass delivery

Ski passes purchased on-line will be posted to the address indicated by the client within a delay of 10 days.

If the ski passes do not arrive before you leave to come skiing, please come to one of our ski pass ticket offices with your purchase confirmation so as to collect new ski passes.

In this case the ski passes received too late, must be returned to the SETAM.

The SETAM cannot be held responsible for any problem out of their control including a total or partial strike by the postal or transport services.

#### 4.3 Conditions of use

Ski passes purchased on-line are subject to the current special conditions as well as the general sales and ski pass usage conditions which can be downloaded from the following site: [www.valthorens.com](http://www.valthorens.com).

The tariffs can also be found on [www.valthorens.com](http://www.valthorens.com).

Tariffs are in Euros and net of all taxes.

#### 4.4 Reimbursement and exchanges

On request, and up to the day before the first day of validity, ski passes may be reimbursed by bank transfer within a fifteen day delay, and subject to a 10% deduction of the full amount to cover costs.

Ski passes can be exchanged at the ski pass ticket offices only after the first day's skiing.

### 5 Confirmation

When the order is validated, a confirmation email will be sent. This is a sales receipt and should be printed out and presented for any further requests.

### 6. The right to retract

Legal rights relating to on-line sales, covered by the Consumers Code which give a right to retract, are not applicable to tourist services (article L121-20-4 of the Consumers Code).

### 7 Automatic personal information processing

Personal information will be automatically treated to create a ticket data base.

The manager of this automatic processing is the SETAM.

In conformity with the law concerning computer data information and liberty dated 6<sup>th</sup> January 1978 and modified by the law dated 6<sup>th</sup> August 2004, people concerned by automatic personal information processing have a right to oppose, modify, correct and eliminate data which concerns them. They can exercise this right using the [www.valthorens.com](http://www.valthorens.com) site or by writing to the following address: SETAM – Traitement automatisé - Le Généri - 73440 VAL THORENS.

Personal information communicated by the client during the sales transaction is protected by encoding.

### 8 Only the information contained on the ski pass's microchip is deemed authentic