



SAEM¹ with an Executive Committee and Supervisory Board with share capital of €73,865,940
Albertville Trade and Companies Registry number B 429 852 668
Registered office: S3V –La Croisette – BP 40 – 73122 COURCHEVEL Cedex – France
Tel: +33 (0)4 79 08 04 09 contact@s3v.com

General terms and conditions of sale and use of ski lift passes

1 – Preamble

When an individual (hereinafter the “customer”) buys a ski lift pass, this fact entails that he/she has perused and accepts all of these general terms and conditions of sale and use, without prejudice to the usual legal remedies.

If a provision is missing in these general terms and conditions, this missing provision shall be deemed to be governed by current practices in the ski lift sector for companies having their registered offices in France.

2 – Pass

The pass is comprised of a card on which a ticket is registered.

It gives access, during the term of validity of the ticket and under the terms and conditions specified hereinafter, to ski lifts in operation corresponding to the ticket category.

The user must in possession of his/her pass during the entire journey on the ski lift, from the loading area to the unloading area.

To facilitate the transfer of encoded information during passage through the inspection terminals, the pass must be worn on the left side and, preferably, away from a mobile phone, keys and any form of packaging comprised in whole or in part of aluminium.

The rates of passes, tickets and cards are displayed near the cash desks. They may also be viewed on the website site: www.s3v.com

The passes, the term of which is longer than the shortest term proposed, are strictly personal, non-assignable and non-transferable.

2.1 – Disposable cards

Disposable cards cannot be used again as they cannot be re-encoded. For recycling purposes, please place them in the boxes close to the cash desks.

2.2 – Re-encodable cards or P@S

Re-encodable cards can be re-used one or more times within the limit of a three year warranty period.

The warranty applies only for normal use of the card. The warranty covers the issue of a new card to replace the defective card.

Besides the fact that cards that can be topped up at the cash desks, they can be used to buy a half day ticket to a 21 consecutive day ticket (-13 years, adult or 65/-75 years only) by logging on to the following website: www.s3v.com

The holder of a re-encodable card is not entitled to any reduction on the ticket price in the event the card is topped at cash desks or on the Internet.

As long as the ticket registered on re-encodable card has not expired, another ticket, apart from an extension, may not be registered.

2.3 – The various tickets

Season tickets are sold on re-encodable cards.

The 1/2 day, day and stay tickets are sold on disposable cards.

In the two aforementioned cases, the price of the pass includes the price of the card.

The 1/2 day, day and stay tickets can be sold on a re-encodable card upon payment of a supplement of three euros, including VAT.

¹ La société anonyme d'économie mixte (semi-public limited company)

2.4 - 3 Vallées Liberté

The 3 Vallée Liberté pass is a personal pass comprised of a re-encodable card and an unlimited right of access during the current season on the 3 Vallées skiing area.

The unit of use of the 3 Vallée Liberté pass is the day per adult (Courchevel, Méribel or 3 Vallées Valley). Said days may be used consecutively or not during the current season.

The days are invoiced weekly and debited from the holder's bank card based on the days per adult at a discounted rate.

3 – Terms and conditions of issue and of inspection of tickets

3.1 - Photo and proof of identity

The sale of the season pass or the 3 Vallées Liberté pass as well as the delivery of free tickets are subject to the delivery or taking of a recent photograph, facing the camera, without sunglasses or without headgear.

The S3V keeps this photograph in its electronic ticket system to facilitate any topping up (re-encoding) of the ticket, unless the customer objects thereto.

A rate reduction based on age bracket is subject to the production of proof of identity.

3.2 – Methods of payment

Payment is made in euros:

- > by cheque drawn up on a bank account opened in France and made payable to S3V,
- > by bank card (Visa, Eurocard, Master Card, American Express),
- > holiday vouchers issued by the ANCV².

As a security measure, cash payments are only possible for purchases at cash desks, to the exclusion of remote purchases of passes.

Moreover, purchases made on-line may be paid only by bank card (Visa, Eurocard, Master Card, American Express)

3.3 – Delivery slip and proof of sale

3.3.1 – Delivery slip

Regardless of the card used, a **delivery slip** is issued, upon request, to show for a single transaction, the number of products bought, a brief itemisation of said products, the total price, before VAT, of the transaction and the total amount of VAT.

3.3.2 – Proof of sale

When a pass is issued, **proof of sale** is delivered showing the type of ticket, its date of validity and its sole number.

This proof must be kept carefully for presentation upon any claim.

3.4 - Inspections

The customer must hold a ticket during the entire journey on the ski lift from the loading area to the unloading area.

The pass must be presented at each inspection requested by the operator.

Not holding a ticket, use of a non-compliant ticket or **non-compliance with the police regulations posted at the lift loading area recorded by a sworn inspector** gives rise to a fixed indemnity, which is increased, where applicable, by closing costs, the amount of which is set under current regulations.

The forging of a ticket or use of a forged ticket gives rise to criminal proceedings as well as to the payment of damages.

In all the aforementioned cases, the passes may be withdrawn for the purpose of evidence and in order to return them to their owners.

3.5 – Transfer and resale prohibited

During the term of validity of the ticket, the pass cannot be assigned or transferred. It cannot be lent free of charge or for a fee.

4 - Rates

All retail prices of passes, tickets and cards are displayed at the sales outlets. Said rates are expressed in euros, including VAT.

² Agence Nationale des chèques-vacance (French national holiday voucher agency)

They also appear on the website www.s3v.com

Reductions or complimentary passes are proposed to various categories of individuals in accordance with terms and conditions available at sales outlets and on presentation of documents to prove the special rate when making the purchase. No photocopies of supporting documents will be accepted. No reduction or complimentary reduction shall be granted after the purchase.

The age of the customer to be taken into account will be the age determined on the date of the commencement of validity of the pass to be issued.

5 – Refund of passes

Stay/season passes take account of a special sliding scale.

5.1 – Partly used or non-used passes

In the event the tickets issued are not used or not totally used, **they are not refunded or exchanged.**

5.2 - Loss, destruction or theft

In the event of loss, destruction or theft, and on presentation of the delivery slip or the proof of sale, a ticket shall be delivered for the unexpired period less one waiting day and a card corresponding to this residual period.

Said measure shall be subject to the delivery to the delivery slip or proof of sale as well as to payment of an amount of ten euros for operating costs (stop payment and blocking of the ticket).

Any passes found can be handed into at the central cash desk.

5.3 - Closing or service outage

In the event of a service outage of more than a half day of all of the facilities to which the ticket gives access, the holder of a ticket may be offered compensation for the loss sustained.

The holder may, upon delivery of supporting documents (delivery slip or proof of sale and duly completed refund request), be granted:

- > either an immediate extension in days,
- > or a credit note in days to be used no later than the end of the second winter season following that for which the refund is granted,
- > or deferred rate compensation set by S3V and calculated as follows: (value in € of the ticket that the customer brought for a period x)– (value in € of a ticket identical to that which the customer bought but for a consecutive period x-y, y being the service outage period of more than a half day).

The supporting documents must be produced within two months following the service outage. Compensation shall be made within four months following receipt of the documents.

5.4 - Illness or accident and other personal event

Tickets shall not be refunded in the event of accident, illness and any other personal reason, regardless of the term of validity of the pass.

Insurance can be taken out to cover this risk and useful information can be obtained from out sale hostess(es).

6 – Remote sale

Regardless of the term of validity of the ticket, any on-line transaction shall give rise to the payment of a fixed amount of three euros per pass ordered if the pass is sent by post or delivered at the ski resort.

Passes bought on-line shall, at the purchaser's choice:

- > sent by post to the address given by the customer,
- > collected at the Tourist Office of the purchaser's resort (Courchevel 1850 / 1650 / 1550 / Le Praz/ La Tania / Méribel-Mottaret).

On simple request, dated tickets (first and last day of validity) may be refunded or exchanged no later than on the eve of the first day of validity.

7 – Violation of transport clauses

In the event of non-compliance with police regulations or these general terms and conditions of sale and use, the passes may be withdrawn for the purpose of proof.

Depending on the seriousness of the violation committed, it may give rise to the payment of a fixed indemnity increased, where applicable, by the closing costs, or to legal proceedings as well as to the payment of damages.

8 – Automated processing of personal information

8.1 – Automated processing

Automated processing of personal information has been set up for the purpose of creating a ticket and consumer follow up data base.

S3V is responsible for automated processing.

8.2 – Right of access and rectification

In accordance with the French Data Protection Act (*la loi informatique et liberté*) of 6 January 1978, individuals concerned by the automated processing of personal information have a right to object, to modify, to rectify and to delete data relating to them.

They may exercise this right on the www.s3v.com website or by sending a letter to the following address: S3V - Service Commercial traitement automatisé - BP 40 - 73122 Courchevel cedex – France.