

**GENERAL CONDITIONS OF SALE  
AND USE OF SKI LIFT PASSES FOR THE WINTER SEASON  
(17 December 2010 until 25 April 2011)**

**LIFT PASSES**

The **lift pass** is composed of a **chip card** on which is recorded a **transport title**. It gives access, during the duration of validity of the transport title, to the ski lifts in service and corresponding to the category of the said title. The user must carry his/her lift pass during the whole journey effected on the ski lift. To facilitate the transmission of the encoded information during the passage through the turnstiles, the lift pass must be carried on the left and, preferably, distant from any mobile phone, keys and any form of packaging made with or in part from aluminium.

The prices of lift passes, of the transport titles and the chip cards are displayed in the ticket offices. They can also be consulted on our website : [www.valmorel.com](http://www.valmorel.com) and [www.valmopass.com](http://www.valmopass.com)

**THE DIFFERENT CHIPS CARD :**

**The throwaway chips cards** are to be used once only: **Télébourg tickets**.

**The re-loadable chip cards** can be used once or several times during their period of guarantee of two years. The guarantee only applies under conditions of normal usage of the chip card. It consists of supplying a new chip card to replace the defective one. As well as being rechargeable at the ticket offices, the reusable chip cards make it possible to purchase a transport title by mail order or by going to the following Internet address: [www.valmopass.com](http://www.valmopass.com).

As long as the transport title encoded on the chip card has not expired, no further transport title can be recorded on the reusable chip card.

**THE DIFFERENT TRANSPORT TITLES:** all transport titles except Télébourg tickets are sold on a reusable chip card, subject to the payment of a supplement of three euro.

This supplement will be refund in our sales point at the end of your stay in return for the reusable chip card. It can also be exchange in some shops.

The price of the skipass does not include the price of the reusable chip card.

1-Day pass :	valid from 9.15 to 16.45
Morning pass:	valid until 13.00
Afternoon pass:	valid from 12.30
Grasse Matinée pass:	valid from 11.00
Week pass	valid from the 1 <sup>st</sup> day at 9.15 until the last day at 16.45

**The option card :**

The option card is a lift pass consisting of a re-loadable chip card and a title of transportation for a duration of several days. These days can be used either consecutively or not throughout the current season.

The titles of transportation supplied as option cards must be used up during the current season. Beyond this limit, they can no longer be used, furthermore there can be no refund, nor a prolongation or extension of validity.

**5 days not consecutively:** These days can be used either consecutively or not throughout 6 days. Beyond this limit, they can no longer be used, furthermore there can be no refund, nor a prolongation or extension of validity.

**CONDITION OF ISSUING AND OF INSPECTION OF  
TRANSPORT TITLES**

**PHOTO AND PROOF OF IDENTITY :**

the sale of a transport title for a duration equal or superior to 3 days and of an option card is subject to the supplying of a recent identity photo, frontal, without sunglasses or hat.

To benefit from a price reduction in function of an age category, the client must produce a proof of identity.

**PAYMENT METHODS :**

Payment can be effected :

- In cash euros ;
- By cheque drawn on a French bank account and made payable to DSV ;
- By credit card (Visa or Eurocard Master Card only) ;
- By holiday cheques issued by the ANCV.

Furthermore, purchases made by Internet can only be settled by credit card (Visa or Eurocard Master Card only).

**DELIVERERY NOTE AND PROOF OF PURCHASE :**

**Delivery note :** will be supplied on request, whatever the chip card used, a **receipt** on which will be shown, for each transaction, the number of products purchased, a list of said products, the total price of the transaction before tax and the total amount of the TVA (VAT).

**Proof of purchase :** each issue of a lift pass produces a **proof of purchase** on which figures the nature of the transport title, the date of validity and it's unique number. This proof of purchase must be kept carefully so as to be presented should there be any subsequent complaint.

**INSPECTIONS :** the lift pass must be presented at each inspection as requested by the lift pass company.

The absence of a transport title, the usage of a non conform transport title, the falsification of a transport title or the use of a falsified title, is subject to a fixed fine. The amount of this fine is fixed by the regulations currently in force, that is to say 5 times the price of the 1-day pass. In all of the cases cited above, the said passes can be withdrawn as elements of evidence for proof and/or to be given back to their owner.

**TRANSMISSION AND RESALE FORBIDDEN :** during the validity of the transport title, the lift pass is neither transmissible, nor transferable. It can not be lent to a third person whether the loan be free or subject to cost.

**REIMBURSEMENT OF LIFT PASSES**

Lift passes prices for several days, season, not consecutively pass or option cards take into account discount.

**LIFT PASSES NOT OR PARTIALLY USED :** in the case of a supplied transport title not being used, nor totally expired, the **said title(s) will be neither refunded, nor exchanged**.

**LOSS, DESTRUCTION OR THEFT :** skipass over 1 day : **on presentation of the delivery note proof of purchase**, a transport title will be supplied for the period left to run on the pass.

This action will only be possible on presentation of delivery note proof of purchase accompanied by the payment of a sum of 10 € for administrative costs (to stop the lift pass) plus 3 € for the reusable chip card (guarantee).

Lift passes that are found will be kept at the central lift pass office. Lost or stolen ski passes over 1 day, will be cancelled.

**CLOSURE OR INTERRUPTION OF SERVICE :** should there be an interruption in service, the holder of a transport title may be offered a compensation for the prejudice suffered in the case of a stoppage of over a day of 80 % of the lifts. (S.N.T.F rules)

The holder will be able to benefit from, after supplying the justifying paperwork (delivery note or proof of purchase) :

- Either an immediate extension in days
- Or a credit note in euros to be used at one of our salespoint
- Or a deferred reimbursement equal to the average price paid by the holder at one of our salespoint multiplied by and the number of days not used.

The justifying paperwork and documents must be produced within the month following the interruption of service. The reimbursement will take place within the two months following the receipt of the documents.

**ILLNESS OR ACCIDENT AND OTHER PERSONNAL EVENTS :** there will not be any reimbursement of transport title for any accident, illness or other personal reason whatever may be the duration of the validity of the lift pass.

An insurance service exists to cover this risk and more detailed information can be obtained from our salespeople.

**SALES BY INTERNET OR MAIL ORDER**

Whatever the duration of the validity of the transport title, any transaction effected by Internet or by mail order will attract a fee of 2.50 € if it is delivered by post.

Order must be placed at least 8 days before beginning of the lift passes.

On request, except for the promotional products, and up to the day before the first day of validity, ski passes over 3 days may be reimbursed on request. A cancellation fee of 10 € per order will be charged. The customer will be responsible for the mail costs of return. The reimbursement will take place within one month after reception of the said transport title by the Domaine Skiable de Valmorel S.A.S.

**INFRACTIONS TO THE TRANSPORT CLAUSES**

In the case of non respect of the police regulations or the present general conditions of sale and use, the lift passes can be withdrawn to serve as elements of proof and/or to be given back to their owner.

According to the gravity of the infraction committed, the said infraction will give rise to payment of a fixed fine, to which may be added administrative costs or to legal action being brought, as well as payment of damages and costs.

**AUTOMATIC TREATMENT OF NOMINATIVE  
INFORMATIONS**

**AUTOMATIC TREATMENT :** there is an automatic system of nominative data capture, the object of which is to constitute a database concerning lift passes and analysis of sales. The Domaine Skiable de Valmorel S.A.S. is responsible for this processing system.

**RIGHTS OF ACCESS AND RECTIFICATION :** so as to conform with the law concerning computers and freedom to information of the 6th January 1978, any person concerned by this processing system has a right of opposition, access, modification, rectification and deletion of any information concerning them.

They can exercise this right by writing to :

Domaine Skiable de Valmorel – La Tour – 73260 VALMOREL  
or by email to [dsv@dsv-valmorel.com](mailto:dsv@dsv-valmorel.com)

**EXPENSES INCURRED WHILST SKIING**

The local councils can require skiers or their families to refund the cost of rescue work. Act n° 85-30 of 9th January 1985, article 97, decree 87.141 of 3rd March 1987, published in the Official Journal of 5th March 1987.

In order to avoid problems of a financial nature, we advise you to buy the Carré Neige Insurance.

All information [www.carreneige.com](http://www.carreneige.com)

1<sup>st</sup> October 2010,  
The manager.

The language of these conditions of sale shall be French.  
Translation into English shall be for information purposes only

**Déclarations CNIL n° 1331000 et 1339418**