

SKI PASSES

The **ski pass** comprises a **lift pass** saved on a **card**, and a receipt.

It grants access to the ski lifts that are in service and correspond to its category, throughout the validity period of the lift pass and subject to the terms and conditions set out below.

The user must carry his ski pass and the corresponding receipt at all times from the beginning to the end of his skiing activity.

The user must start his first day of skiing on the ski area managed by the company that issued the pass.

To ensure correct transmission of the data encoded on the card as the user passes a turnstile, the card must be carried in his left-hand pocket, away from his mobile phone, keys or packaging of any kind made of or including aluminium.

Under no circumstances may two cards be used simultaneously, even if one of them has expired.

In the case of undated, non-consecutive day cards, holders must only carry one card on them at any one time: SATA cannot be held liable if several passes held by the same person are validated simultaneously.

Ski pass prices are displayed at cash desks and may also be consulted on-line at www.sataski.com

TYPES OF PASS

a- Disposable one-day passes

Disposable one-day passes are single-use, and may be recycled in the bins provided at the bottom of the ski runs returning to the resort. A small gesture to help preserve the environment.

b- Re-encodable cards from 2 days (also for one day if purchased or reloaded on-line)

Reloadable passes can be reused one or more times up to the end of the three-year guarantee period. The guarantee only applies to normal use of the card, and consists in replacing it should it become damaged.

Re-encodable cards can be reloaded at cash desks, and can also carry some of the passes sold by SATA via its website www.sataski.com.

While the lift pass saved on the re-encodable card remains valid, other passes cannot be loaded on it apart from extensions. These cards are issued on payment of a deposit of €2, which will be refunded if the used pass is returned to a cash desk. The deposit will not be refunded if the card is returned damaged or bearing indelible writing. However, if a holder returns his card, he will be unable to use it for a future holiday, reload it via the www.sataski.com website at a "returning customer" rate for a purchase of 6 days or more, or benefit from exclusive offers proposed on our website. For a ski pass lasting 16 days or more, the "existing customer" rate must be requested before the start of the holiday in writing accompanied by the lift pass from a previous season. No other proof of purchase will be accepted.

INSURANCE

When purchasing a one-day ski pass, the customer may add optional "Assur'Gliss" insurance subject to the conditions laid down by the Gras Savoye company, which may be consulted on-line at: www.assuranceski.com (information) et www.grassavoymontagne.com (declarations)

This option is not available with the purchase of a season or annual ski pass: in this case, "Supporter" or "Carte Neige" insurance is proposed: <http://www.ffi.fr/site/carteneige/index.php?rub=ass>

LIFT PASS ISSUANCE AND INSPECTION CONDITIONS

1- Discount, photo and proof of identity

A customer wishing to purchase a ski pass lasting 16 days or more must supply a recent photo, taken facing forward, without sunglasses or head covering.

Customers must provide proof of identity to benefit from an age-related discount. Ski passes for children under five and complimentary passes for periods of 1 day or more require a photo. Students wishing to purchase passes for 2 or more consecutive days at their special rate must supply a photo. A certified inspector or the desk may require them to present proof of student status at the purchase or at any time on the ski area. The same applies for children aged between 5 and 12 and senior citizens aged over 65, who will have to provide proof of age.

Family discount on weekly pass: The weekly family pass rate is applicable for a minimum purchase of 4 SKI+ passes: the family must consist of 1 or 2 parents or grandparents and at least 2 children under 20 (of whom at least one must be their own).

The discount is only applicable to SKI+ passes for the same skiing period of at least 6 consecutive days.

High-season family discount: The high-season family rate is applicable for a minimum purchase of 4 SKI+ passes: the family must consist of 1 or 2 parents and at least 2 children under 20.

Important: the free ski pass for children under 5, the Grand Senior ski pass, and the PIETON+ (walkers) or FOND+ (cross-country) passes cannot be included in the family discount calculation.

SATA requires proof of age, relationship and address to be supplied. Certified inspectors on the slopes may inspect passes purchased on-line at any time.

2- Methods of payment

Payments must be made in euros.

Payments at cash desks must be made:

- by cheque drawn on a French bank made out to SATA (proof of identity will be required)

- by bank card (Visa, Eurocard Master Card or American Express);

- using "chèque vacances" holiday vouchers issued by ANCV.

On-line purchases must be paid for by Visa, Eurocard Master Card or American Express.

3- Receipt and Inspections

a - Receipt

Each ski pass issued is accompanied by a **receipt** indicating the type of lift pass, its validity period, its unique number and any insurance. This receipt must be kept as it will be needed in the event of a subsequent claim (loss, insurance, assistance, etc.). If insurance cover is purchased, the receipt is the only acceptable proof.

b – Inspections and breaches of transport-related conditions

Anyone who uses a ski lift without a ski pass or with an invalid or forged ski pass, or who misuses a ski pass, is liable to be prosecuted and will be obliged to pay a standard fine of five times the value of the day ski pass plus any administrative costs. Certified representatives of the operator will issue these fines.

In all the cases listed above, the ski passes and their associated cards may be confiscated and used as evidence (articles R342-19 and R342-20 of the French tourism code).

CONDITIONS OF USE

Only the information held on the card chip is binding.

1 – Not transferable and not for resale

Ski passes are personal; they may not be transferred or lent either free of charge or in exchange for payment (with the exception of the shortest ski pass).

For this reason, passes must be purchased at official cash desks. SATA cannot be held liable for the failure of any partner company to fulfil any of its obligations.

2- Ski pass refunds

a – Partially used or unused ski passes

Lift passes issued for any validity period that are not used, or only partially used, **will not be refunded or exchanged**. Non-consecutive days must be used during the current season. Holders of lift passes are informed that certain insurance companies offer coverage for this type of risk. Further information on this subject can be obtained at cash desks.

b - Loss, destruction or theft

In the event of the loss, destruction or theft of a ski pass for 2 or more consecutive days or of a season pass, a lift pass for the remaining period will be issued minus a deductible of a pass corresponding to a minimum period of one day. The new pass is issued **subject to presentation of the receipt** and to the standard checks. If the customer wishes to ski on the same day, he must purchase the corresponding pass at the current standard price. Reissuance of a lost or stolen pass is subject to a handling charge of €10 (€8 administrative costs and €2 deposit). Anyone finding a lost ski pass must hand it in to the main cash desk at the Grandes Rousses cable car.

Ski passes for less than 2 days will not be replaced. In the case of undated cards for non-consecutive days, a replacement will be issued for the remaining number of days, minus the day on which the original card was declared lost.

All passes that have been replaced will be blocked at the turnstiles.

c – Closure or interruption of service

In the event of a service interruption, holders of lift passes for 2 consecutive days and over will be offered compensation for the resulting loss if all the facilities to which the pass grants access are shut down completely and continuously for a period lasting longer than half a day. On presentation of proof of purchase (the receipt), the holder will be entitled to:

- an immediate extension by the equivalent number of day(s), or
- a credit note for the equivalent number of days(s) to be used by the end of the second winter season following that during which the refund was granted, or

- a deferred refund corresponding to the number of days for which the service was interrupted, calculated on a pro rata basis. An application form may be obtained from the cash desks and must be sent, along with supporting documents, to our insurer at the following address:

GRAS SAVOYE MONTAGNE

Service Clients Alpe d'Huez

3 B Rue de l'Octant - BP 279

F - 38433 ECHIROLLES Cedex

No compensation will be offered holders of day passes, non-consecutive day cards or season ski passes in the event of a service interruption or the early closure of the ski area.

d – Illness, accident and other personal events

Lift passes will not be refunded in the event of an accident or illness or for any other personal reason (except the death of a close relative on presentation of proof), irrespective of their validity period.

Holders of lift passes are informed that certain insurance companies offer coverage for this type of risk. Further information on this subject can be obtained at cash desks.

ON-LINE SALES

See special conditions applicable to on-line sales at www.sataski.com

AUTOMATED PROCESSING OF PERSONAL DATA

Personal data are processed automatically with the aim of constituting a ticket sales database.

SATA is responsible for processing this data.

Right to access and rectify personal data

In accordance with the French data processing act of 6 January 1978, the holder of a pass (or his legal representative) retains the right to access, rectify, cancel and remove any personal data disclosed to SATA. This right may be exercised via the www.sataski.com website or by sending a letter to the following address: **SATA - Service Commercial – BP 54 – F-38750 ALPE D'HUEZ.**

SKI+ SERVICES

When the wording **Ski+*** appears on the receipt issued with a ski pass lasting at least 2 consecutive days, throughout its validity period the holder is granted unlimited access to the following activities: Alpe d'Huez outdoor swimming pool, Alpe d'Huez, Oz-en-Oisans, Auris en Oisans and Vaujany ice rinks, Musée d'Huez et de l'Oisans, night-time skiing, night-time sledding, shuttles, cross-country skiing, the Vaujany wellness centre (swimming pool, sauna, hammam and jacuzzi up to 6.00 pm), table tennis at the Palais des Sports in Alpe d'Huez, and the Grande Galaxie ski area (passes for 6 days or more).

Two special packages are available:

- **Piéton+** (for walkers): 7 days comprising access to 23 ski lifts and all the activities listed above not related to skiing (no access to downhill, cross-country or night-time skiing or the Grande Galaxie ski area).

- **Fond+** (for cross-country skiers): 7 days comprising access to 23 ski lifts (of which 5 for cross-country trails) and all the activities listed above not related to downhill skiing (no access to downhill or night-time skiing or the Grande Galaxie ski area).

N.B.: some Ski+ activities are delivered by companies independent of SATA (town hall, Ski Anim'Alp) and under their responsibility.

ACCESS TO OTHER RESORTS

Grande Galaxie: Ski+ passes valid for 6 days or more on the Grand Domaine Ski at Alpe d'Huez also entitle holders to access the Grande Galaxie ski area (excluding complimentary passes, passes benefiting from special conditions, free passes and Grands Seniors passes). Without calling at a cash desk, holders may ski for 2 days at Les 2 Alpes*, 1 day at Serre Chevalier/Briançon, and 1 day at Puy Saint Vincent. If they call at a cash desk and present the proof of purchase issued at the same time as their pass, they are entitled to ski for 1 day at Montgenèvre/Via Lattea.

Ski+ season or annual ski passes give access to the Grande Galaxie ski area (excluding complimentary passes, passes benefiting from special conditions, free passes and Grands Seniors passes). Without calling at a cash desk, holders may ski for 10 days at Les 2 Alpes*, 3 days at Serre Chevalier/Briançon, and 3 days at Puy Saint Vincent. If they call at a cash desk and present the proof of purchase issued at the same time as their pass, they are entitled to ski for 3 days at Montgenèvre/Via Lattea.

Grande Galaxie validity period: from 17 December 2011 to 13 April 2012 and subject to identical opening of the ski areas concerned by the reciprocal agreement.

Customers who purchase their ski pass on-line must use their pass for the first time in the resort that issued it.

Passes for children aged under 5 and senior citizens aged over 72 must be presented at a cash desk in the aforementioned resorts in order to activate access to the Grande Galaxie area.

Agreement with Bormio 2011-2012: on presentation of a 2011-2012 annual Alpe d'Huez Grand Domaine Ski pass and its receipt at a cash desk, the holder is entitled to a pass valid for 6 consecutive days at the Bormio ski area – free and valid once per season.

Agreement with La Grave: on presentation of a pass valid for at least 6 consecutive days or a season/annual 2011-2012 Alpe d'Huez Grand Domaine Ski pass and its receipt at a cash desk, the holder is entitled to a 25% discount off the purchase of a day ski pass at La Grave – valid throughout the season.

APPLICABLE LAW

The present general conditions of sale are subject to French law.

TVA

Price as on 01.01.2012.

Legal TVA rate is applicable.