

# TERMS OF SALES AND USE OF SKIPASSES

## 1 - SKIPASS

The lift pass is made up of a card (reprogrammable, single-use or bar code) on which a permit to travel (pass) is registered.

It offers access, during defined validity and in accordance with following conditions, to the working lifts corresponding to the pass area.

The user must keep his pass during the whole journey on the lift, from the start until the arrival area, or his sales receipt in case of a single journey sold on single-use card.

In order to make detection easier, the ski'card must be kept in a left pocket and preferably away from a mobile phone, keys or any materials made in part or in full from aluminium.

Prices of skipasses, journeys and ski'cards are displayed in the ticket offices.

### 1.1. - The different cards

#### 1.1.1 The rechargeable cards (Ski'carte)

The purchase of a rechargeable card is compulsory for passes covering 4 hours until season, against a non-reimbursable supplement of 1.50€.

The rechargeable cards can be used again one or several times within a lifetime warranty of 3 seasons.

The warranty only applies to a normal use of the card. A new card will be given to replace the defect card.

Apart from being rechargeable in the ticket offices, the cards allow their owners to load a skipass online using the following internet address : [www.skipasslaclusaz.com](http://www.skipasslaclusaz.com)

#### 1.1.2 Other types of cards

The products such as single journeys are sold on single-use cards that cannot be recharged and have to be put back in the boxes just after the turnstiles.

The products such as single journey using Beaufort cable-car are sold on bar code tickets.

In those last two cases, the journey price includes the ticket price.

## 2 - TERMS OF SALES AND CONTROL OF PASSES

### 2.1 - Photograph and ID :

The sale of season pass, as well as passes covering 5 days and more, and free passes from 2 days, requires a recent passport-type photo.

An ID will be requested to benefit from any discount linked to an age category.

### 2.2 - Payment :

Payments can be made :

- In Euro currency,
- With a cheque issued from an account opened in France and whose beneficiary is GROUPEMENT DES REMONTEES MECANIQUES or SATELC,
- With credit card (Visa, Eurocard, Master Card),
- With cheque vacances issued by the ANCV.

For security reasons, cash payments can only be made in ticket offices and not for online or postmail sales.

Furthermore, online sales via internet can only be paid with credit card (Visa, Eurocard, Master Card).

### 2.3 - Delivery order and sales receipt :

#### 2.3.1 Delivery order :

Whatever card is used for passes, a delivery order can be printed on request on which will be displayed number of products sold, summary of those products, total price without VAT and amount of VAT.

#### 2.3.2 Sales receipt :

Every skipass sale creates a sales receipt on which can be found the characteristics of the pass, the validity period and its unique number. This receipt has to be kept for every request or accident.

### 2.4 - Control :

The skipass and the receipt have to be shown to the ski-lift company on request. The absence of a valid pass or the use of a non-valid pass is liable to a penalty plus legal costs where applicable, for which the total amount is fixed by current regulations.

The forging of a pass or the use of a forged pass will be liable to legal proceedings and the payment or any damages.

In all the above-mentioned cases, as well as in the cases where police regulations are not respected, the lift passes may be removed as evidence or in the goal of giving it back to its owner.

### 2.5 - Transmission and resale forbidden :

During the validity period of the lift passes, the pass may not be transferred or passed on to anyone else. It may not be loaned either for free or for a payment.

## 3 - REFUND OF SKIPASSES

The several-day passes and season passes offer a discount linked to their validity period.

### 3.1 - Partial use or unused lift passes :

Unused lift passes or those that have not been used in full may be reimbursed or exchanged.

### 3.2 - Loss, destruction or theft :

In the case of lost, destruction or theft of a lift pass, this will be replaced for the remaining duration or the pass less one day excess and upon payment of a 10€ management fee (to cover the cancellation and release or the permit to travel). Recovered lift passes will be held at the main lift pass office.

The new pass will be delivered by the ski-lift company which delivered the first pass and only upon presentation of sales receipt or delivery order.

### 3.3 - Closing or interruption of service :

If service is interrupted, the holder of a lift pass may be eligible for compensation in the case where there is no service on any of the lifts for which the lift pass is valid for a period of more than half a day.

The holder can benefit from the following compensation upon presentation of sales receipt or delivery order :

- Either extension for the day,
- Or a credit of days to use before the end of the winter season following the one creating the compensation,
- Or a postponed refund which equals to the difference between the price paid by the user and the number of used days multiplied by the day price.

The requested receipts have to be given within two months after the interruption of service. The compensation will take place within 4 months after reception of this documentary.

### 3.4 - Disease, accident or any other personal event :

No refund will be made in case of illness, accident or any other personal event, whatever the pass validity period.

## 4 - SALES FROM A DISTANCE

Whatever pass validity period, every order placed on the internet (except pass reload) will include a 5€ booking fee per order if the pass is delivered in the ticket office or sent at home.

The passes bought from a distance will be (choice of the customer) :

- Delivered by post mail to the address given by the customer,
- Collected in the Central Ticket Office.

The opening hours of the Central Ticket Office are displayed in the General Terms on the website [www.skipasslaclusaz.com](http://www.skipasslaclusaz.com).

Upon request, the dated passes (first and last day of ski) can be refunded or changed latest on the day before their first day of validity. The passes without a date can be refunded or changed latest 13 days after order reception by La Clusaz.

## 5 - OFFENCE MADE TO THE TRANSPORTATION RULES

In case of non-respect to the police regulation or to those General Terms of sales and utilisation of lift passes, the passes may be removed as evidence.

Depending on the gravity of the offence made, this one can be liable to a penalty plus legal costs where applicable, as well as the payment of any damages.

## 6 - AUTOMATIC HANDLING OF PERSONAL INFORMATION

### 6.1 - Automatic handling :

An automatic handling of personal information is in place, which aims at working a database and a customer follow-up out. The Groupement des Remontées mécaniques de La Clusaz is responsible for this automatic handling.

### 6.2 - Access and modification rights :

According to the Loi Informatique et Liberté dated January 6th, 1978, the persons concerned by an automatic handling of personal information have a right to access, modify or cancel their personal data. They can use this right by sending a post mail to the following address :

GRM LA CLUSAZ - 26 Route de l'Etale - BP 35 - 74220 LA CLUSAZ - FRANCE