



Val Thorens
RÉSERVATION

VAL THORENS RESERVATION GENERAL SALES CONDITIONS

1/ RESERVATIONS:

Option: VAL THORENS RESERVATION will send you an option contract detailing the different services reserved, the price of the holiday as well as the date on which the option expires.

The descriptions and pictures are not contractual. Please verify that the description of the services reserved correspond to those required. Please confirm your reservation with VAL THORENS RESERVATION before the option expires by returning a signed copy of the contract along with a deposit of 30% of the total sum of the holiday (100% of the total sum of the holiday for non-cancellable/non-refundable reservations).

IMPORTANT: Online payment denotes signature of the contract and acceptance of the present Val Thorens Reservation General Sales Conditions.

The confirmation of the reservation, which resumes the essential elements, such as the identification of the service and the price, will be sent to you, by e-mail for a maximum deadline of 1 working day. All our offers are subject to availability.

Minors: The reservation services offered by the Booking Office are exclusively intended for adults who have the legal capacity to enter into a contract. Accordingly, all reservations must be made by a person who is at least eighteen (18) years old at the time of booking. The keys to the accommodation will only be handed over in the presence of an adult guest, who is the holder of the reservation and able to provide proof of identity. The Booking Office and the service provider reserve the right to refuse the handover of the keys if the guest does not meet this condition. Unaccompanied minors who are not accompanied by a legal representative are not permitted to occupy accommodation booked through the Booking Office on their own. In the event of non-compliance with these provisions, the reservation may be cancelled without refund, without prejudice to any additional compensation that may be claimed.

Occupancy / number of persons authorised in the accommodation: The number of persons occupying the accommodation may under no circumstances exceed the maximum capacity indicated in the property description, expressed as a number of persons and/or available sleeping

arrangements. This capacity includes all occupants, including children and infants. The guest undertakes to strictly comply with this limit throughout the entire duration of the stay. The Booking Office and the service provider reserve the right to refuse access to the accommodation or to terminate the stay, without refund, in the event that the maximum authorised number of occupants is exceeded. Any such excess occupancy may also result in additional charges and/or penalties.

VAL THORENS RESERVATION reserves the right to correct any price error on its web site and/or on the reservations/option showing an erroneous price. In such circumstances, VAL THORENS RESERVATION will give you the opportunity to maintain your reservation (if possible) and to pay the rectified price, or to accept an alternative proposed by VAL THORENS RESERVATION, or to cancel your reservation without penalty.

VAL THORENS RESERVATION is not obliged to supply services with an incorrect or inferior price, even if you received a confirmation of reservation via e-mail.

If no deposit is received before the option expires, then the option will automatically be cancelled. The outstanding amount is due 30 days before arrival.

For any payment by credit card, the balance will be debited automatically on the same credit card 30 days before the arrival date. If you want to use another payment method, please let us know.

If payment is not received within the correct deadline, VAL THORENS RESERVATION has the right to consider that the reservation has been cancelled by the client and to apply the appropriate penalties as marked under 2 below.

For late bookings (less than 30 days before arrival) the signed contract must be returned along with full payment for the holiday.

For last minute bookings (less than 7 days before arrival), only payment by credit card will be accepted.

After receiving full payment for your holiday, VAL THORENS RESERVATION will send you a voucher which must be presented to your accommodation provider on arrival.



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For accommodation rentals, a breakage deposit will be required on key collection. If no breakage deposit is provided, the accommodation provider may not allow you to enter the accommodation. The breakage deposit will be returned at the latest 1 month after your departure, when any extra services have been paid, and after the deduction of any monies charged for damage caused.

Article L221-28 12 of the French consumer code states that the right of the consumer to change his mind 14 days after an online purchase does not concern the online purchase of travel, all-inclusive or otherwise, nor does it concern the online purchase of tourist services.

Any reservation or payment which would be irregular, ineffective, incomplete or fraudulent for an attributable motive to the client, will result in the cancellation of the reservation at the expense of the client, according to the conditions of article 2/B below, without prejudice to any civil or criminal proceedings against the latter.

VAL THORENS RESERVATION reserves the right to cancel any reservation if VAL THORENS RESERVATION has good reason to believe that it is fraudulent. In this case, VAL THORENS RESERVATION will try to get in touch with you by using the phone number and the e-mail address which you will have communicated on your reservation form.

If VAL THORENS RESERVATION is not able to get in touch with you, the reservation will be cancelled without VAL THORENS RESERVATION being held responsible.

In an effort to reduce credit card fraud, VAL THORENS RESERVATION reserves the right to carry out checks and can ask you to transmit by mail or by e-mail documentary evidence of your mailing address, electricity charges, a recent bank statement or any other document giving evidence of your place of residence as well as a copy of the credit card and the recent statements made before your reservation.

2/ MODIFICATION OR CANCELLATION:

A/ Modification by the client:

Any confirmed changes to your reservation must be notified in writing.

The only modifications accepted are those marked on a new contract sent by VAL THORENS RESERVATION. (No corrections made directly by the client on a VAL THORENS RESERVATION document will be taken into account).

The modifications do not, in any circumstance, change the payment conditions for the balance. All changes to the holiday date or to the accommodation or other extra services (ski-pass, transfer, ski school lessons and all extra activities) originally booked by the client constitutes a cancellation of the initial booking (along with the charges that this implies) and the booking of a new order.

The booking of a new order is liable to the individual sales conditions and will depend on the number of places available.

Each individual change to the booking will be charged at 15 € TTC.

B/ Cancellation by the client

All full cancellation of a confirmed reservation must be notified to VAL THORENS RESERVATION by registered letter or by e-mail, the date of receipt counting as the cancellation date:

- Up to 60 days of your arrival we retain 50 €
- Between 59 and 23 days before the arrival date, we retain 30% of the total sum of the holiday (equivalent to the deposit paid).
- Between 22 and 16 days before the arrival date: penalty of 50% of the total sum of the holiday
- Between 15 and 8 days before the arrival date: penalty of 75% of the total sum of the holiday
- Between 7 days and NO SHOW: penalty of 100% of the total sum of the holiday

If the client has bought a cancellation insurance through VAL THORENS RESERVATION and if the reason for the cancellation is covered by the insurance company's policy, the client may ask for the sums paid to be reimbursed exclusively to the insurance company.

In all circumstances, the booking fees and the cancellation insurance premium will be kept by VAL THORENS RESERVATION.

C/ Interruption of the holiday:

If the holiday is cut short, the client will not receive any repayments unless he has bought a cancellation insurance which covers the client's particular case.



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D/ Interruption or cancellation of the holiday as a result of a ruling by a national or local French administrative authority (public authority) or any measures implemented by such an authority.

In the event that a national or local French administrative authority takes a decision (closure etc.), or implements one or more measures restricting the movement of persons and preventing a client from having access to the accommodation and holiday location that they booked in the resort or requiring them to end their holiday in the resort early, VAL THORENS RESERVATION will refund a percentage of the full amount paid pro rata to the number of days lost. VAL THORENS RESERVATION reserves the right to retain any booking charges.

EXCLUSION: This clause will not be applicable if a decision is taken or measure implemented by a foreign authority.

3/ INSURANCE:

VAL THORENS RESERVATION draws the client's attention to the existence of optional cancellation insurance with two options: with supporting documents or without supporting documents (MEETCH contract - 15 rue des Halles, 75001 PARIS), covering the cancellation of the booking resulting from one of the following causes (Contract CMAM + VVY + MEETCH FLEX No. 55003450953 / Flex). The cost of this cancellation insurance is specified in the optional contract and/or the booking confirmation.

This insurance can only be taken out when the booking file is created and only covers the accommodation service(s) ordered by the client at that time. Once subscribed, the cancellation insurance cannot be removed and the insurance premium paid is non-refundable.

Policy Information:
Details of the insurance contract are available as a downloadable PDF at the time of subscription. The Insurer is only bound by the full text of the contract, which can be consulted at the office of the Policyholder, Val Thorens Reservation. It will be made available for consultation upon simple request by email to: reserver@valthorens.com

Definition:

A claim eligible for coverage is defined as an individual event, justifiable, beyond the control of the insured, and unforeseeable at the time of booking.

Declaration Deadlines:

- **Insurance without supporting documents: must be declared no later than 48 hours before your stay.**
- **Insurance with supporting documents: unless in cases of accident or force majeure, the claim must be declared within 72 business hours from the time you became aware of it. It is your responsibility to support your compensation request with documents proving the facts.**

As such, you must send, at the time of the claim declaration:

- **A letter or email specifying the exact date, nature, and circumstances of the event,**
- **Any objective document justifying the event that caused the claim (medical certificate, death certificate, etc.).**

4/ RESPONSABILITY:

VAL THORENS RESERVATION is in no case responsible for incidents to the holiday, accommodation or the services offered during the holiday caused by force majeure or by someone outside the organisation.

The client must insure himself against rental risks, theft, fire and water damage.

5/ PROBLEMS:

Any problems concerning the holiday must be sent to VAL THORENS RESERVATION by registered mail no later than 8 days after the end of the holiday.

If a client does not take advantage of one or several services included in the package, no reimbursement or any other sort of compensation will be offered by VAL THORENS RESERVATION.

In the case of a dispute, only the Tribunal de Grande Instance d'Albertville (Magistrate's Court) is competent to judge the affair. (73200)

6/ INFORMATION AND PERSONAL DATA



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Personal data acquired from the client for identification purposes is subject to computer processing by the VT RESERVATION centre pursuant to the amended Data Protection Act 78-17 of 6th January 1978 and Regulation (EU) 2016/679 of 27/04/2016 – the General Data Protection Act, effective from 25th May 2018. This makes VT RESERVATION responsible for the processing.

Data is recorded in their client file and processed for the following purposes:

- General client relationship management
- After-sales service
- Order management and processing, invoice and unpaid invoice processing and handling disputes
- Registering and creating a client account for ordering at reservations.valthorens.com,
- Sending newsletters.

Access to personal data is strictly limited to employees of VT RESERVATION authorised to process it as part of their role.

Information obtained is sent to Val Thorens Tourist Office as part of the Cycle Relationnel de Séjour (CRS), which involves sending information about the resort, via newsletters in particular. VT RESERVATION partner service providers also receive client reservations showing their contact details. Partners are required to use them in compliance with the statutory provisions applicable with regard to personal data protection. In addition to the above instances, VT RESERVATION may not sell, lease, transfer or divulge personal data to third parties without the prior consent of the client, unless required to do so for a legitimate reason.

Should data be transferred outside the EU, the client will be informed and the measures taken to secure the data will be stated (for example, external service provider's membership of "Privacy Shield", adoption of standard protection clauses approved by the CNIL, adoption of a code of conduct, obtaining CNIL certification, etc.).

Information and personal data are kept by VT RESERVATION in accordance with its statutory obligations and for the processing time required for the purposes referred to above (for example, as part of a business relationship, a maximum of 5 years from the end of this relationship).

Under the provisions of the applicable regulations, the client has the right to access, rectify, erase and restrict the portability of their

personal data, and the right to object to processing for a legitimate reason. Rights may be exercised by letter to VT RESERVATION: Maison de Val Thorens – VAL THORENS – 73440 LES BELLEVILLE FRANCE or by email to reserver@valthorens.com. The client must provide a copy of their ID. The client must also communicate any complaint to VT RESERVATION and will receive an answer within thirty (30) days of receipt. If the problems persist and they consider that they have not had satisfaction, the client may go to the CNIL. <https://www.cnil.fr/>

7/ GENERAL TERMS AND CONDITIONS OF SALE FOR ADDITIONAL SERVICES PROVIDED BY A SKI SCHOOL:

A/Prices:

The prices indicated include the teaching service provided by an instructor, excluding any other services (insurance, ski lifts, accommodation, etc.), unless otherwise specified. Consequently, the student must, before the scheduled lesson time, obtain a ski pass for access to ski lifts and, depending on their choice, an insurance policy that covers them against the inherent risks of practicing sports in a mountain environment (liability, rescue, etc.).

B/Registration and Payment Terms:

The prices are presented on our online sales website. Full payment is required at the time of booking. This payment signifies the conclusion of the contract and is confirmed by the sending of an email summarizing your services. The right of withdrawal within 14 days, as provided for in Article L221-18 of the Consumer Code, does not apply to services offered for sale under 12° of Article L.221-28, as they are leisure activity services to be provided on a specific date.

C/Cancellation or Interruption by the Client:

- Cancellation more than 7 days before the start of the service: Val Thorens Réservation will refund the full amount of the service.
- Cancellation within 7 days before the start of the service: Val Thorens Réservation will refund the service with a 30% retention of the amount paid.

8/ GENERAL TERMS AND CONDITIONS OF SALE FOR SKI LIFTS VAL THORENS - ORELLE AND LES 3 VALLEES



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These General Terms and Conditions of Sale apply to all passes on ski lifts sold by Val Thorens Réservation via the SETAM (ski lift company), and giving access to the ski areas of Val Thorens-Orelle or Les 3 Vallées (area connected with the ski areas of Les Menuires, St Martin de Belleville, Meribel and Courchevel).

A/ Prices:

The prices indicated are subject to change, in particular in the event of changes in applicable taxes or very high inflation.

B/ Registration and payment terms:

Any purchase of a lift pass with our preferential rate is only possible with the booking of an accommodation through us, **up to 5 days before the start date of the lift pass**. There are two types of lift pass from 2 days: Val Thorens-Orelle or Les 3 Vallées. The number of lift pass purchases is limited to the total capacity of the person in the accommodation booked. Rates are shown on our online website. This payment manifests the conclusion of the contract. It is confirmed by sending an email summarizing your services. The sale of "3 Vallées" lift pass may be deferred in case of insufficient snow cover or closure of 3 Vallées lifts.

C/ Cancellation or interruption by the client:

- Lift pass not used: in the case that the ski pass is not used, a request for a full refund of the order may be requested either by email, phone or on site within 90 days. You will have to provide the lift pass number.

- Lift pass partially used: in the case that the lift pass is partially used, it's not possible to get a refund or exchange. In case of illness, accident or other personal event, an insurance service can cover this risk. This is the Carré Neige insurance that you can subscribe when buying a lift pass through us.

The rate 6 days = 5 days which means that one day is offered for any 6 days lift pass purchased, a total or partial closure of the ski area during one day of the week does not give right to any financial compensation.