



Val Thorens
RÉSERVATION

[CLIENT_SOCIETE] [CLIENT_CIVILITE] [CLIENT_PRENOM] [CLIENT_NOM]
[CLIENT_ADRESSE1] [CLIENT_ADRESSE2]
[CLIENT_CODE_POSTAL] [CLIENT_VILLE]
[CLIENT_PAYS]

Val Thorens, [PARAMETRE_DATE_CLASSIQUE_SLASH]

BOOKING AGREEMENT N°[DOSSIER_NUMERO]
[PACKAGE_LIBELLE]

Dear Sir/Madam,

We acknowledge receipt of the payment for your stay below:

[TABLEAU_CLIENT]

Additional information : [DOSSIER_COMMENTAIRE_CLIENT]

Amount paid: [DOSSIER_LISTE_REGLEMENT_CLIENT]

The amount of the balance remaining to be paid (in the case of a reservation more than one month before your arrival): **[DOSSIER_CLIENT_SOLDE] €**, must be paid before **[DOSSIER_DATE_ECHEANCE_SOLDE]**.

In the absence of payment of the balance on time, the reservation will be automatically canceled and the deposit will be retained (see the General Sales Conditions of Val Thorens Reservation).

If you have the balance of your reservation to pay, we remind you of the different payment options:

- **By credit card** through your web account on: <https://booking.valthorens.com>

Go to “My account”, top right, and enter your email address: **[CLIENT_EMAIL]** and password. If you don't have a password, click on “Forgotten your password?” to create one. Once you are in your account, you can pay for your booking with a bank card via our secure system.

IMPORTANT: Online payment constitutes your signature to the agreement and acceptance of the Val Thorens Réservation General Terms and Conditions of Sales (attached to this letter and available on our website).

- **by bank transfer**

Please contact us by e-mail or by phone. We will give you our bank details to make the transfer.

Important: any bank transfer charges are payable by the client

For bank transfer payments, please provide a copy of the ID of the person making the booking and a signed and dated copy of this agreement. You can email these documents to us at: reserver@valthorens.com.

The deposit and the tourist tax, for rental accommodation, will be pay directly to the host.

Additional information (if required) : [DOSSIER_COMMENTAIRE_CLIENT]



Team of Val Thorens Reservation.

[PACKAGE_LIBELLE]

[PACKAGE_PAVE1]

The price includes

[PACKAGE_PAVE2]

The price does not include

[PACKAGE_PAVE3]

[DESCRIPTIF_PRESTATAIRES_PRESTATIONS_POUR_UN_PRESTATAIRE]

Val Thorens Reservation team stays at your disposal for any information and wishes you an excellent stay in our resort.



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.

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.

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.

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 60 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.

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 offers clients the possibility to purchase an insurance (4% of the total amount) which covers cancellation of bookings in the following circumstances. (Cabinet SAM LOISIRS – 105 rue Jules Guesde CS 60165 92532 Levallois Perret CEDEX).

Once you have taken out the cancellation insurance it is not possible to cancel it.

Communication of the contract:

The details listed below are a summary of the proposed insurance contract. They are not contractual. As the Insurer is only bound by the full text of the contract, the latter can be consulted at the Underwriter, Val Thorens Reservation, who will make it available for consultation at the



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customer's request, by e-mail, at
reserver@valthorens.com

Definition:

The insured is the reserver of the stay, his or her spouse or concubine, their relatives in the ascending or descending lines, sons in law, daughters in law, brothers, sisters or persons mentioned or designated.

Declaration deadline:

Except in fortuitous circumstances or force majeure, you must notify us of the Claim within 5 working days of becoming aware of it. It is up to you to justify your claim for compensation with documents establishing the materiality of the facts. As such, you must send us as soon as the claim is made:

- A letter or email specifying the date, nature and exact circumstances of the event,
- Any objective document justifying the event at the origin of the Claim (medical certificate, death certificate, etc.).

CANCELLATION INSURANCE:

Refund of amounts paid for the price of the stay after deducting the insurance premium, including the related rental services, which the Insured should pay in the event of cancellation as a result of the following events (non-exhaustive list):

- Health accident and death
- Your dismissal or professional transfer requiring your move.
- The deletion or modification of your holiday dates by your employer provided that the holidays have been validated before the rental is booked and that they have been cancelled within 30 days preceding the start date stay.
- Your divorce or separation (PACS) registered at the court registry provided that the procedure was initiated after the date of reservation.
- Dams or strikes, flood or natural event, preventing traffic on the day the rental begins and within 48 hours.
- Theft or accidental material damage to your vehicle provided that it has not been repaired, found or replaced before the start date of the stay.
- Refusal of a visa for one of the Tenants by the authorities of the country visited, provided that the request has been made within the required

deadlines with the competent authorities of that country.

- Theft of the identity card or passport of one of the Tenants in the 24 hours preceding your departure,

preventing you from complying with the border police formalities.

- Serious material damage occurring at your home or in your second home or the premises of your company and which justifies your imperative presence on site.
- Obtaining a salaried job or a service assignment lasting at least three months taking effect before the start date of the stay and continuing during it, provided that it is not an extension or renewal.
- Lack of or excess snow
- Epidemic / Pandemic including: Health accident of the Tenant; Death of a tenant or a relative; Positive test carried out in the 7 days preceding the stay; Denied boarding by the carrier

IN THE EVENT OF INTERRUPTION OF STAY OR DELAYED ARRIVAL:

The refund of the stay price shall be calculated in proportion to the time unused as a result of the interruption, resulting from any of the events listed in the Cancellation coverage.

SPECIFIC CANCELLATION EXCLUSIONS:

It is agreed that the coverage shall not be effective in any of the situations specified below (non-exhaustive list):

- Sickness or accident that the Insured is aware of upon reserving, resulting in treatment during the month before the rental reservation date.
- Pregnancy except for any complications due to that condition, miscarriage, birth and consequences, within one month before the effective reservation date.
- Cosmetic (except following a health accident), psychic or psychotherapeutic treatment, including nervous breakdown, except in the event of hospitalization of at least 3 days.
- The costs of repairing and repairing or towing the vehicle, - accidents and breakdown due to a lack of maintenance of the vehicle.

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:

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/>



VAL THORENS RESERVATION GENERAL CONDITIONS OF SALE – COSMIC MOUNTAIN FESTIVAL

1/ PREAMBLE

The Cosmic Mountain Festival is distributed on two separate ticketing services.

The first ticketing service is organized, managed and controlled by VAL THORENS RESERVATION, declared association, registered under SIREN number 402 458 319, domiciled at the address Maison de Val Thorens, Val Thorens, 73440 - Les Belleville, (hereinafter referred to as “**LA CENTRALE**”), via its website:

<https://reservation.valthorens.com>

The contact details for LA CENTRALE are:

- Website: <https://reservation.valthorens.com>
- Contact form: <https://reservation.valthorens.com/contact.html>
- Phone number: +33 (0)4 79 00 01 06

A second ticketing service is organized, managed and controlled by DELTA AGENCY, SAS registered with the Marseille RCS under number 983 910 142 and domiciled at the address 68 rue Sainte, 13001 Marseille, (hereinafter referred to as “**the Organizer**”), via its website:

<https://cosmic-mountain-festival.with>

The Organizer’s contact details are: agence@delta-festival.com.

The present general conditions (otherwise known as “**CGV**”) have been updated and posted online on December 14, 2024.

It is previously specified that these general conditions of sale exclusively govern the sales of tickets for shows or events on the aforementioned websites.

These general conditions of sale concern only the **acts of ticket sales and the legal consequences arising from the purchase of a ticket allowing to participate in the “COSMIC MOUNTAIN FESTIVAL” event** taking place in the Val Thorens ski resort, 73440 VAL THORENS. The COSMIC MOUNTAIN FESTIVAL is a culture, music and sport event organized in the Val Thorens ski resort on April 19, 20 and 21, 2025. **The COSMIC MOUNTAIN FESTIVAL allows you to attend concerts organized by the company DELTA AGENCY, SAS** registered with the Marseille RCS under number 983 910 142 and domiciled at the address 68 rue

Sainte, 13001 Marseille, (hereinafter referred to as “**the Organizer**”).

It is explicitly stated that **these General Conditions of Sale only govern the purchase of tickets for the concerts and cultural events organized by DELTA AGENCY**. Indeed, in accordance with article 1 of these General Terms and Conditions, certain types of tickets allow you to purchase tickets to participate in concerts and cultural events as well as to purchase an accommodation service and/or a ski pass. DELTA is not the Organizer and responsible for the sale of accommodation and ski pass services. The sellers and managers of these services are:

- **VAL THOREN'S RESERVATION**, declared association, registered under the number of SIREN 402 458 319, domiciled at the address Maison de Val Thorens, Val Thorens, 73440 - Les Belleville, (hereinafter referred to as “**LA CENTRALE**”), regarding the accommodation reservation service.
- **SETAM SOC EXPLOI TELEPHER TARENTEISE MAURIENNE (SETAM - VAL THORENS)**, Limited Company with Board of Directors (S.A.I.), Registered with Chambéry R.C.S. under number 776 220 584, domiciled at address 243 rue de la Lombarde, Val Thorens, 73440 Les Belleville, (hereinafter referred to as “**THE I SET**”), concerning the ski pass purchase service.

In this context, consumers/festival-goers having subscribed to packages including the purchase of accommodation and ski passes in addition to access to concerts and events, are informed that the **acts of sale of accommodation and ski passes and the legal consequences arising from the purchases, are governed by:**

- **LA CENTRALE’s General Conditions of Sale** (available at this address: <https://reservation.valthorens.com/https://reservation.valthorens.com/conditions-generales-de-vente.html.html>), regarding accommodation purchases.
- The General Conditions of Sale **LA SETAM** (available at this address: <https://www.calameo.com/read/0071835055020adc2437f>), regarding the purchase of packages (ski lift tickets).



In this context, the concerts and cultural events organized by DELTA will hereinafter be referred to as “the Event”. DELTA AGENCY will hereinafter be referred to as “the Organizer”.

The consumer/festival-goer is requested to carefully read all of these general conditions of sale before ordering a ticket.

By ordering with payment obligation one of the tickets to go to “COSMIC MOUNTAIN FESTIVAL 2025”, the consumer/festival-goer automatically gives their agreement on the provisions described below since at the end of the order the latter must click on the button “/ have read and accept the general conditions of sale as well as the privacy statement”. The consumer/festival-goer acknowledges having the legal capacity to commit to these general conditions of sale.

In the event of refusal of acceptance of these general conditions of sale by the consumer/festival-goer, the latter will not be able to order the tickets offered at the sale on the aforementioned websites.

2/ ARTICLES

ARTICLE 1 - TYPE OF TICKETS OFFERED FOR SALE

Different types of passes are available for purchase:

- **Festival package:**
 - 3-day ski pass,
 - Accommodation 2 night,
 - Access to all concerts and cultural event venues: Malaysia, Arena – The Board, Folie Douce, 360.
- **Ticket + Festival Package:**
 - 3-day ski pass,
 - Access to all concerts and cultural event venues: Malaysia, Arena - The Board, Folie Douce, 360.
- **Festival package Night Only:**
 - 3-day ski pass,
 - Accommodation 2 nights,
 - Access only to concerts organized in the event venue Cultural Arena - The Board.
- **Ticket + Night Package:**
 - 3-day ski pass,
 - Access only to concerts organized in the event venue Cultural Arena - The Board.

- **Single Arena Ticket:**
 - Access only to concerts organized in the event venue Cultural Arena - The Board.
- **Festival Only Ticket:**
 - Access to all concerts and cultural event venues: Malaysia, Arena – The Board, Folie Douce, 360.

It is specified that “Single Ticket” passes may be offered for sale in the form of passes. 1 day or 2 days. It is also specified that the ticketing organized by LA CENTRALE via its website:

<https://reservation.valthorens.com/cosmic-mountain-festival-3valleys.html> offers for sale all of the above-mentioned passes.

The ticketing organized by the Organizer via its website: <https://cosmic-mountain-festival.com>, only offers “Tickets + Packages” packs for sale and the “Single Tickets” the “Festival Package” including accommodation cannot be purchased only from the LA CENTRALE ticket office.

In accordance with the information mentioned in the preamble to these General Terms and Conditions, certain types of passes include services that are not organized and sold by the Organizer (accommodation and ski pass reservation services). In this context, the consumer / festival-goer is informed that the purchase price of the ticket(s) purchased on the LA CENTRALE ticket office website (<https://reservation.valthorens.com/cosmic-mountain-festival-3valleys.html>) and on the website of the Organizer's ticket office (<https://cosmic-mountain-festival.with>) will be ventilated from the following way:

- The “Festival Package” pass on sale for a total price of €460.00 including tax / person:
 - €205.00 is intended for access to concerts and cultural events organized by the Organizer,
 - €135.00 is intended for the purchase of the 3-day ski pass distributed by LA SETAM,
 - From €120.00 per person are intended for the purchase of accommodation for 2 nights distributed by LA CENTRALE (at full capacity).
- The “Ticket + Festival Package” pass on sale for a total price of €340.00 including tax:
 - €205.00 is intended for access to concerts and cultural events organized by the Organizer,
 - €135.00 is intended for the purchase of the 3-day ski pass distributed by LA SETAM.
- The “Festival Package Arena” pass on sale for a



total price of €335.00 including tax:

- €80.00 is intended for access to concerts and the cultural event organized by the Organizer within the ARENA,
- €135.00 is intended for the purchase of the 3-day ski pass distributed by LA SETAM,
- From €120.00 per person (in full capacity) are intended for purchase accommodation for 2 nights distributed by LA CENTRALE.
- The “Ticket + Arena Package” pass on sale for a total price of €215.00 including tax:
 - €80.00 is intended for access to concerts and the cultural event organized by the Organizer within the ARENA,
 - €135.00 is intended for the purchase of the 3-day ski pass distributed by LA SETAM.
- The “Arena Single Ticket” pass: 100% of the ticket price is intended for access to the concerts and cultural events organized by the Organizer within the Arena.
- The “Single Festival Ticket” pass: 100% of the ticket price is intended for concerts and cultural events organized by the Organizer.

It is specified that on the website the Organizer (<https://cosmic-mountain-festival.with>) fees of mandatory services accruing to SAS WEEZEVENT in its capacity as service provider ticketing technique will be applied.

ARTICLE 2 – PRICE

The prices of show tickets (face value) are indicated in euros all taxes included on the online ticketing site and appear on the front of the euro ticket all taxes comprises. Show ticket prices include fees.is rental excluding participation in management fees (which are a contribution to processing and shipping costs).

The ticket purchased by the consumer/festival-goer remains the property of the Organizer until full and final collection of the price.

Ticket prices are subject to change at any time. However, the updated and authentic price for the consumer / festival-goer – when purchasing their ticket for the event – will be the price invoiced on the basis of the price indicated during the order summary and in the e-mail order confirmation received.

Access to the “COSMIC MOUNTAIN FESTIVAL 2025” event by the consumer/festival-goer will only be possible after full payment of the price by the latter.

ARTICLE 3 – NUMBER OF PLACES & CHOICE OF EVENT

The total number of places in cumulative reservations per person cannot be greater than the number of ten (10) places per fare where this number is set by the Organizer and indicated on the official COSMIC MOUNTAIN FESTIVAL ticket office and on all the websites of the ticketing providers mentioned in the preamble to these General Terms and Conditions.

The same person cannot circumvent this rule by making several purchases spaced out in the time or through several purchases by several email addresses with the same donor of the same order (whether a natural or legal person).

Ticket reservations for the event are made in real time depending on availability and the number of places decided by the Organizer.

The price, date and time mentioned on the event presentation page and on the official ticketing page of the event must be verified by the consumer / festival-goer prior to payment, as provided for in article 3 of these General Terms and Conditions, so that the latter can ensure that it corresponds to the ticket requested.

No subsequent complaints will be taken into account in this respect.

Unless otherwise specified on the official ticketing website of the Event, the places offered for sale are available for free placement on the day of the Event.

ARTICLE 4 – PAYMENT & PLACING AN ORDER

Article 4.1/ General provisions

All orders, regardless of their place of issue, are payable in euros.

Validation of the order entails the obligation for the consumer / festival-goer to pay the price indicated by the total amount of the basket.

Payment of tickets by the consumer/festival-goer on the LA CENTRALE website



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(<https://reservation.valthorens.com/cosmic-mountain-festival-3valleys.html>), is carried out exclusively by the following means of payment defined during purchase: VISA, Mastercard, Carte Bleue.

The payment service is entirely provided by LA CENTRALE via its payment system. secure online payments "PAYZEN" compatible with the "3D Secure" standard. In the event of a technical problem or question related to payment in installments, the festival goer / consumer must contact LA CENTRALE using these means of contact:

- Website: <https://reservation.valthorens.com>
- Contact form: <https://reservation.valthorens.com/contact.html>
- Phone number: +33 (0)4 79 00 01 06

Payment of tickets by the consumer / festival-goer on the Organizer's website (<https://cosmic-mountain-festival.with>), is carried out exclusively by means of following payment options defined during purchase: VISA, Mastercard, AMEX, Paypal, Klarna.

The payment service is entirely provided by SAS WEEZEVENT via its system secure online payments compatible with the "3D Secure" standard. In case of technical problem or question related to payment in several installments, the festival-goer / consumer must contact SAS WEEZEVENT using this email address contact: contact@weezevent.com. The consumer/festival-goer's bank account will be debited for the amount of the order upon final validation of the transaction. Proof of payment will be automatically consultable by the consumer / festival visitor, at the end of the transaction, on the order confirmation page but also by sending an order confirmation email.

Article 4.2/ Placing an order

The order of a ticket for the "COSMIC MOUNTAIN FESTIVAL 2025" event, gives rise to the issuance of an e-ticket and m-ticket, in application of appendices 1 and 2 of these general conditions of sale, allowing access to the event.

The consumer / festival-goer will receive a confirmation e-mail which materializes the conclusion of the contract after placing the order on one of the ticketing websites the Event.

In case of purchase on the Organizer's website (<https://cosmic-mountain-festival.with>), the e-ticket or m-ticket will be sent within two hours following validation of

the purchase.

In case of purchase on the LA CENTRALE website (<https://reservation.valthorens.com/cosmic-mountain-festival-3valleys.html>), the e-ticket or m-ticket will only be sent to the festival-goer / consumer three days before the start of the Event.

If the consumer/festival-goer has not acknowledged receipt of their ticket 24 hours before the start of the Event, they may contact the following support address: contact@weezevent.com.

After validation of the purchase, it is firm and final and no exchange will be possible.

The Organizer also reserves the right to refuse any order from an identified consumer/festival-goer with whom there is a dispute relating to a previous order.

Article 4.3/ Payment security

Electronic payments made as part of transactions carried out on the site of LA CENTRALE are secured by using the PAYZEN payment solution compatible with the "3D Secure" standard. When paying by credit card, the consumer/festival-goer is sent to the secure interface of the payment provider.

LA CENTRALE guarantees the reliability of transactions where the banking data of consumers / festival-goers is encrypted as soon as they are entered.

LA CENTRALE does not hold do not at any time provide consumers/ festival-goers' banking details which are only and temporarily kept by the service provider aforementioned payment.

Electronic payments made as part of transactions carried out on the site of the Organizer are secured by using a payment solution compatible with the "3D Secure" standard. When paying by credit card, the consumer / festival-goer is sent to the secure interface of the payment provider.

The Organizer guarantees the reliability of transactions where the banking data of consumers / festival-goers is encrypted as soon as they are entered.

The Organizer does not hold do not at any time provide consumers/ festival-goers' banking details which are only



and temporarily kept by the service provider aforementioned payment.

ARTICLE 5 – FIGHT AGAINST FRAUD

In order to fight against fraud, in particular by bank card, LA CENTRALE and the Organizer reserve the right to use the personal data of the consumer / festival-goer to contact them, ask them to provide their identity document and, where appropriate applicable, to cancel the ticket(s) ordered.

ARTICLE 6 – PROCESSING OF PERSONAL DATA

Article 6.1/ Collection of personal data

When placing the order, the Organizer is required to collect certain information and personal data from the consumer / festival-goer such as their first and last name, their email address, their mobile phone number, their postal code, their title and date of birth, without this list being exhaustive.

The controller is the Organizer.

Article 6.2/ Purposes, legal bases of processing and duration of data retention

Information and data concerning the consumer/festival-goer are necessary for the management of the order and the commercial relationship.

Information and data are also retained for security purposes and to comply with legal and regulatory data retention obligations.

This data will be used as part of the processing and monitoring of the consumer / festival-goer's order, as well as in the event of a possible postponement or cancellation of the corresponding event.

The consumer / festival-goer accepts that the Organizer will notify them of any decision affecting the conditions of the said event (such as cancellation, postponement, modification of the place of organization) and use the contact details that they will have provided in the context of his order, in order to inform him of said modifications as well as the procedure to follow.

These processing of personal data are necessary for the execution of the contract to which the consumer / festival-

goer is a party and for the execution of pre-contractual measures taken at the latter's request (acceptance of the general conditions of sale) within the meaning of b) of Article 6 of the GDPR.

The personal data of the festival-goer/consumer may also be used by the Organizer to send it its newsletters and inform it by email of future events he organizes.

This processing of personal data is consistent with the legitimate interest of the Organizer as provided for in f) of Article 6 of the GDPR.

The festival-goer/consumer retains the possibility of objecting to the sending of such newsletters by clicking on the link allowing them to unsubscribe at the end of the emails which will be sent to them.

He can also express his wish to no longer receive these newsletters by sending an email to the address: dpo@delta-festival.com.

The festival-goer/consumer is informed that the personal data concerning him, collected by the data controller, will be kept for a period of three years.

Article 6.3/ Data recipients

As part of the processing and monitoring of the order, companies with which the Organizer is contractually linked and who have undertaken to ensure the strictest confidentiality may have access to this data.

Article 6.4/ Rights of opposition and withdrawal, access, rectification, erasure and limitation

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 relating to the protection of individuals with regard to the processing of personal data and the free movement of such data and Law no. 78-17 of January 6, 1978 relating to computing, files and freedoms, modified by law n°2004-801 of August 6, 2004 and the law of June 20, 2018 relating to the protection of personal data having modified the "Informatique et Libertés" law to adapt it to the provisions of General Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of data (GDPR), applicable everywhere in Europe since May 25, 2018, the consumer / festival-goer has a right of access (article 15 of the GDPR), rectification (article 16 of the GDPR) and, subject to the legal provisions



applicable to the matter, erasure of data concerning him (article 17 of the GDPR).

The consumer/festival-goer may demand the erasure of the data when (I) they are no longer necessary, (II) when the consumer/festival-goer has withdrawn their consent, (III) when the consumer/festival-goer objects to the processing and (IV) when the processing is unlawful or to comply with a legal obligation.

He may also – for legitimate reasons – object to the processing of data concerning him (article 21 of the GDPR).

He can also – for processing based on his consent – exercise his right of withdrawal allowing him to no longer consent to this processing.

For more information on their rights, consumers / festival-goers can consult the CNIL website: <https://www.cnil.fr/fr/les-droits-pour-maitriser-vos-donnees-personnelles>.

The consumer / festival-goer can exercise these rights by contacting: dpo@delta-festival.com or at the postal address located: DELTA AGENCY, Service GDPR, 68, rue Sainte, 13001 Marseille.

The letter must be signed and accompanied by a photocopy of an identity document bearing the signature of the consumer / festival-goer and specify the address to which the response must be sent. Users can file a complaint with the supervisory authorities and in particular the CNIL (<https://www.cnil.fr/fr/plaintes>).

ARTICLE 7 – VALIDATION OF THE ORDER & ACCEPTANCE OF THE CGV

Before confirming his order, the consumer / festival-goer declares to fully and unconditionally accept these general terms and conditions of sale by ticking a box provided for this purpose.

Unless proven otherwise, the data recorded by the Organizer will represent proof of transactions made by the consumer/festival-goer on the official ticketing site of the Event.

ARTICLE 8 – DELIVERY OF TICKETS

The consumer/festival-goer will receive their ticket as an e-ticket (ticket printed at home on A4 paper) or m-ticket

(ticket downloaded as an image using a smartphone):

- Three (3) days before the start of the event, for consumers who have purchased their ticket on the LA CENTRALE website;
- Within two (2) hours of their purchase, for consumers who have purchased their ticket on the Organizer's website.

This ticket will be sent by SAS WEEZEVENT, a simplified joint stock company, registered with RCS of Dijon under the number 503 715 401, domiciled at 14 RUE DE L'EST, 21000 DIJON, where SAS WEEZEVENT is the technical service provider of the Organizer responsible for generate and send tickets to consumers/festival-goers.

By accepting these general conditions of sale, the consumer / festival-goer also accepts the conditions of use of e-ticket and m-ticket tickets provided for in Appendices 1 and 2 of these General Terms and Conditions.

Festival-goers/consumers who have purchased a “Festival Package” pass and a “Ticket” pass + Package” will also be awarded a bracelet.

This bracelet must be collected from the Val Thorens tourist office.

This bracelet will allow access to the different locations of the Cosmic Mountain Festival and ski lifts.

ARTICLE 9 – ACCESS & CONTROL OF TICKETS DURING THE “COSMIC MOUNTAIN FESTIVAL 2025”

Article 9.1/ Access to the event & minority

Access to the “COSMIC MOUNTAIN FESTIVAL 2025” event is by presentation a valid e-ticket or m-ticket. In the event of loss or inaccessibility of an e-ticket or m-ticket, the consumer / festival-goer must first contact LA SAS WEEZEVENT, (contact@weezevent.com), where DELTA AGENCY should only be used as a last resort.

Each consumer / festival-goer accessing the “COSMIC MOUNTAIN FESTIVAL 2025” event must have a valid ticket.

Consumers/festival-goers who have purchased a “Festival Package” and “Ticket + Package” pass will be issued a bracelet. This bracelet must be presented at Festival checkpoints. However, access to the “COSMIC MOUNTAIN FESTIVAL 2025” event is prohibited for minors under sixteen (16) years of age. A minor between sixteen (16) and



eighteen (18) years old must be accompanied and supervised by an adult and remains under his responsibility.

When the ticket is nominative, the consumer / festival-goer must present a valid identity card when accessing the event.

Each ticket has a unique barcode and/or QR code.

The event begins at the time communicated by the Organizer except in cases of force majeure.

In the event of a delay by the festival-goer/consumer, access to the event is no longer guaranteed and no refund can be made in this regard.

Article 9.2/ Ticket control

Tickets will be checked using barcode readers by the Event Organizer – under its responsibility – upon entry to the event.

In the event that several purchases have been made don't web or by a mobile phone, each purchase will result in the creation of a ticket containing a digital seat code present on the ticket, in the form of a barcode, and will be checked at the entrance to the place where the event takes place.

The place code allows the identification of the buyer and access to the details of their order. Each place code can only be presented once per day at the checkpoint.

Article 9.3/ Identity check and security check

The Organizer reserves the right to check the identity of the consumer / festival-goer upon entering the venue where the event is taking place.

The consumer/festival-goer must therefore have an official identity document – valid – and with a photo: national identity card, passport, driving license or residence card.

The consumer/festival-goer may be required to undergo a security pat-down upon entry of the event and during the event.

Access may be refused to any person refusing to submit to this security measure. For security reasons, it is strictly forbidden to bring weapons, explosive, flammable or volatile substances, bottles, containers, sharp or blunt

objects and, in general, any object likely to be used into the event premises. projectile, any dangerous object and any pyrotechnic article, signs and banners of any size of a political, ideological, religious or advertising nature and without this list being exhaustive.

Any offender may be refused access to the festival, incur liability and may be subject to prosecution.

ARTICLE 10 – USE AND VALIDITY OF TICKETS

Article 10.1/ Resale of tickets

Each ticket is nominative and personal and can only be resold in compliance with law n°2012-348 of March 12, 2012 tending to facilitate the organization of sporting and cultural events, which prohibits, under penalty of criminal sanctions, from selling in the usual manner, tickets for cultural or sporting events without the express authorization of the Organizer or the owner of the exploitation rights.

The Organizer also recalls the provisions of article 313-6-2 of the Penal Code which provides that:

« The fact of selling, offering for sale or exhibiting with a view to sale or transfer or providing the means for the sale or transfer of access tickets to a sporting, cultural or commercial or live show, in the usual manner and without the authorization of the producer, organizer or owner of the exploitation rights of this event or show, is punishable by a fine of €15,000. This penalty is increased to a fine of €30,000 in the event of a repeat offense.

For the application of the first paragraph, any ticket, document, message or code, whatever the form and medium, attesting to obtaining it from the producer, organizer or owner of the exploitation rights of the right to attend the event or show. »

Article 10.2/ Reproduction of tickets

It is prohibited to reproduce, duplicate or counterfeit a ticket in any way. Reproduction of tickets is prohibited and would not provide any benefit.

The Organizer may refuse access to the location where the Event takes place if it becomes aware that one or more prints or reproductions of a printable ticket are in circulation and that access to the location of the Event has already been granted to the bearer of a print or reproduction.



The Organizer is not obliged to verify the identity of the person in possession of the printable at home ticket or the m-ticket, nor to verify the authenticity of the ticket, to the extent that the copy of the e-ticket cannot be detected with certainty as well as the holder of the m-ticket; only the first person presenting the ticket or a reproduction thereof will be admitted to the venue where the event will take place.

This person is presumed to be the legitimate holder of the ticket. In this case, if the person holding a printable ticket or an m-ticket is refused access to the venue where the event is taking place, they will not be entitled to any reimbursement of the price paid.

The person who reproduced the ticket and the user of the copy of the ticket are liable to criminal prosecution according to the provisions of articles 313-1 and 441-1 of the Penal Code.

Article 10.3/ Validity of the ticket

The ticket is only valid for the event it concerns, on the date, time and conditions appearing on the ticket.

This title must be retained until the end of the event.

ARTICLE 11 – WITHDRAWAL, POSTPONEMENT, CANCELLATION AND REFUND

Article 11.1/ Scope of application

These conditions of withdrawal, refund, postponement and cancellation are applicable to all tickets sold on the official COSMIC MOUNTAIN FESTIVAL ticket office site mentioned in the Preamble to these General Terms and Conditions.

These conditions of withdrawal, reimbursement, postponement and cancellation are only applicable to concerts and cultural events organized by the Organizer in accordance with the Preamble to these General Terms and Conditions.

Therefore, these conditions of withdrawal, reimbursement, postponement and cancellation do not apply to the purchase of accommodation and ski passes offered by LA CENTRALE and LA SETAM. To find out the conditions of withdrawal, reimbursement, postponement and cancellation applicable to these services, the festival-goer / consumer is invited to read the General Terms and Conditions applicable to these

services or to contact LA CENTRALE and LA SETAM directly using the links and addresses given in the preamble to these General Terms and Conditions.

Article 11.2/ Absence of right of withdrawal concerning the “COSMIC MOUNTAIN FESTIVAL 2025” event

In accordance with article L. 221-28 of the Consumer Code, show tickets are not subject to any right of withdrawal.

Article 11.3/ Reimbursement, exchange and insurance cancellation of tickets

As of their purchase by the consumer/festival-goer, the ticket(s) cannot be neither exchanged nor refunded (except in the case of cancellation or postponement under the conditions provided for in clause 11.4 of this article 11), even if the ticket was not used by the consumer/festival-goer.

Article 11.4/ Cancellation, postponement of the “COSMIC” Event MOUNTAIN FESTIVAL” and substantial modification artistic programming

In the event of permanent cancellation of the Event, reimbursement will only be made to the initial purchaser upon return of the ticket.

However, in the event of partial cancellation of the event, reimbursement will be made per day of the event.

In the event of cancellation of a day, a total refund for the canceled day will be provided.

In the event of cancellation of a day where fifty percent (50%) of the event will have taken place during that day, no refund will be made.

It is specified that the percentage of progress of the event is assessed by the following way: if the opening of the Festival day was scheduled at 4:00 p.m. and the closing at 2:00 a.m., the planned duration of the event is then 10 hours. In this context: - 10 hours = 100% of the event.

- So that the day is considered canceled and is eligible for the reimbursement, the Festival must be accessible to the festival-goer / consumer on a cumulative duration of less than 5 hours;
- Conversely, if the Festival is accessible to the consumer/festival-goer for a lasting more than 5 hours, the day will not be considered canceled and will not be eligible for reimbursement.



It is also specified that the percentage of the event cannot be assessed according to the number of places open or not. In other words, if due to bad weather for example, certain places at altitude are closed to the public, but the public can access another indoor venue such as the ARENA and attend concerts, the progress of the event will be maintained at 100%.

The percentage of progress of the event will be assessed according to the schedules defined for each day of the Event.

As part of a two (2) day pass purchased and a three (3) day pass purchased, the amount reimbursement will depend on the day:

- On a two (2) day pass purchased:
 - The day of Saturday April 19, 2025 is valued at 50% of the ticket share;
 - The day of Sunday April 20, 2025 is valued at 50% of the ticket share.
- On a three (3) day pass purchased:
 - The day of Saturday April 19, 2025 is valued at 45% of the ticket share;
 - The day of Sunday April 20, 2025 is valued at 45% of the ticket share;
 - The day of Monday April 21, 2025 is valued at 10% of the share of the ticket.

The rule of 50% progress of the event naturally also applies to multi-day passes.

Concrete examples of reimbursement:

Example 1 - Case of purchasing a "Festival Package" ticket:

→ The Organizer is responsible for reimbursement of the concerts and cultural events portion, the valuation of which is provided for in article 1 of the General Conditions of Sale. In this context, the concerts and cultural events part is valued at €205.00:

- In the event of cancellation of more than 50% of the event, each day of the Festival, the consumer / festival-goer will have the possibility of requesting a refund of €205.00.
- In the event of cancellation of more than 50% of the event on Saturday April 20, 2025 only, the consumer / festival-goer will have the possibility of requesting a refund of 45% of €205.00 or €92.25.
- In the event of cancellation of more than 50% of the event on Monday April 21, 2025 only, the consumer / festival-goer will have the possibility

of requesting a refund of 10% of €205.00 or €20.50.

Example 2 - Case of purchasing a "Ticket + Night package" ticket:

→ The Organizer is responsible for reimbursement of the concerts and cultural events portion, the valuation of which is provided for in article 1 of the General Conditions of Sale. In this context, the concerts and cultural events part is valued at €80.00:

- In the event of cancellation of more than 50% of the event, each day of the Festival, the consumer / festival-goer will have the possibility of requesting a refund of €80.00.
- In the event of cancellation of more than 50% of the event on Saturday April 20, 2025 only, the consumer / festival-goer will have the possibility of requesting a refund of 45% of €90.00 or €36.00.
- In the event of cancellation of more than 50% of the event on Monday April 21, 2025 only, the consumer / festival-goer will have the possibility of requesting a refund of 10% of €80.00 or €8.00.

Example 3 - Case of purchasing a ticket "Festival only ticket valid for 3 days":

→ The Organizer is responsible for reimbursement of the entire ticket since the ticket only provides access to concerts and cultural events (no purchase of accommodation or ski pass) in accordance with article 1 hereof T&Cs. In this context, the concerts and cultural events part is valued at €220.00:

- In the event of cancellation of more than 50% of the event, each day of the Festival, the consumer / festival-goer will have the possibility of requesting a refund of €205.00.
- In the event of cancellation of more than 50% of the event on Saturday April 20, 2025 only, the consumer / festival-goer will have the possibility of requesting a refund of 45% of €205.00 or €92.25.
- In the event of cancellation of more than 50% of the event on Monday April 21, 2025 only, the consumer / festival-goer will have the possibility of requesting a refund of 10% of €205.00 or €20.50.

No additional costs purchased independently of the ticket of any nature whatsoever (cancellation insurance, transport, hotels, parking, etc.) will be refunded or compensated.



Each consumer / festival-goer purchasing a ticket for the “COSMIC MOUNTAIN FESTIVAL 2025” will be able – in the event of postponement of the Event – to request a refund or a credit for their ticket if the request refund/credit note is made within the month following the day the postponement is announced by the Organizer.

If the reimbursement request is not made within the month, the consumer/festival-goer will no longer be able to request or benefit from a refund and the ticket purchased by the consumer/festival-goer will be automatically validated for the next postponed edition of the “COSMIC MOUNTAIN FESTIVAL 2025” where said edition must take place during the year 2025.

The festival-goer/consumer will be informed of the procedure to follow to obtain the refund of your ticket in the days following the announcement of the cancellation by the Organizer.

In addition, each consumer/festival-goer will benefit from a duty refund in the following limited cases:

- If the artistic programming undergoes a substantial modification of more than seventy percent (70%) where said modification will be assessed on the date of purchase of the ticket by each consumer / festival-goer;
- If the “COSMIC MOUNTAIN FESTIVAL 2025” is postponed to new dates in 2025 and provided that the consumer / festival-goer has requested reimbursement in the month following the day of the announcement of the postponement of the Event;
- If the “COSMIC MOUNTAIN FESTIVAL 2025” is cancelled.

Reimbursement requests must be sent following a procedure indicated by the Organizer to each festival-goer/consumer electronically.

Any request that does not meet the conditions provided for in this procedure will be rejected.

ARTICLE 12 – LIABILITY

Article 12.1/ Responsibility of the Organizer

In accordance with article L. 221-15 of the Consumer Code, the Organizer is responsible, towards its consumers/festival-goers, for the proper execution of obligations resulting from contracts concluded remotely.

The Organizer therefore declines all liability in the event of unavailability of the online ticketing service resulting from a case of force majeure, particularly during:

- Any anomalies in the consumer's/festival-goer's computer equipment;
- Unforeseeable, insurmountable events beyond the control of the Organizer;
- The unavailability of the internet network.

Article 12.2/ Absence of liability of the Organizer in the event of loss or theft of the ticket

The Organizer is not responsible in the event of loss, theft or illicit use of the ticket purchased by the consumer / festival-goer.

In addition, it is specified that the Organizer is under no circumstances required to respond to a request for an edition or duplicate in the event of loss or theft of the ticket.

Article 12.3/ Responsibility of the consumer / festival-goer during the Event

The Organizer sets the regulations specific to the organization of the Event. The regulations established by the Organizer appear in the appendix to these General Terms and Conditions (Appendix 3).

Therefore, any consumer/festival-goer purchasing a ticket to attend the “COSMIC MOUNTAIN FESTIVAL 2025” undertakes to read, accept and respect the internal regulations established by the Organizer appearing in Appendix 3.

The consumer/festival-goer will strictly comply with the Organizer's regulations under penalty of being held liable, being refused access to the event or being excluded from said event without the latter being able to request or claim a any refund of the ticket(s) purchased or any compensation in this regard.

The consumer/festival-goer will strictly comply with the national health rules in force (wearing a mask, hydroalcoholic gel, social distancing, screening, vaccination, etc.) and the health rules put in place by the Organizer under penalty of being held liable, to be refused access to the event or to be excluded from said event without the latter being able to request or claim any reimbursement of the ticket(s) purchased or any compensation in this respect.



Unless specifically authorized, the consumer/festival-goer is prohibited – for professional and commercial purposes – from photographing, filming or recording the event in any way.

ARTICLE 12 – CUSTOMER SERVICE, MEDIATION, DISPUTE RESOLUTION & APPLICABLE LAW

Article 13.1/ Customer service

If the consumer/festival-goer needs any information or has a question following an order:

- In case of purchase on the CENTRALE website: the latter can contact as a priority the LA CENTRALE after-sales service:
 - Website: <https://reservation.valthorens.com>
 - Contact form: <https://reservation.valthorens.com/contact.html>
 - Phone number: +33 (0)4 79 00 01 06
- In the event of a purchase on the Organizer's website: the latter may contact the LA SAS WEEZEVENT after-sales service: contact@weezevent.com

Article 13.2/ Mediation

In the event of a dispute, the consumer / festival-goer must make a prior complaint and contact the Organizer as a priority. by email to the following addresses: juridique@delta-festival.com or postal to DELTA AGENCY, Complaints department, 68, rue Sainte, 13001 Marseille, concerning disputes relating to the concerts and events part of the COSMIC MOUNTAIN FESTIVAL implemented by DELTA.

In the event of failure of the complaint request to the Organizer or in the absence of a response from them within two (2) months, the consumer / festival-goer may submit the dispute relating to the purchase of their ticket or the application of the provisions of these general conditions of sale, opposing it to the Organizer, to a mediator who will attempt – with complete independence and impartiality – to bring the parties together with a view to reaching an amicable solution.

The parties to the contract remain free to accept or refuse recourse to mediation as well that, in the event of recourse to mediation, to accept or refuse the solution proposed by the mediator.

The consumer/festival-goer wishing to contact a mediator free of charge may contact the following mediator:

Tourism and Travel Mediation (MTV), competent in matters of Services leisure activities, show ticketing, organization of festivals, tourist accommodation.

- Contact details: BP 80 303, 75 823 Paris Cedex 17
- Website: <https://www.mtv.travel>

You can also find the complete list of approved mediators on the website of the French government at this address: <https://www.economie.gouv.fr/mediation-conso>.

Article 13.3/ Dispute and applicable law

Ticket sales made on the official ticketing website of the Event are subject to French law.

In the absence of an amicable agreement, any dispute pursuant to these general conditions of sale will be under the exclusive jurisdiction of the French courts.

The competent court will be that of the place of domicile of the defendant (article 42 of the Code of Civil Procedure) or that of the place of the actual delivery of the thing or the execution of the service (article 46 of the Code of Civil Procedure).

ARTICLE 14 – MODIFICATION OF THE CGV BY THE ORGANIZER & VOID

Consumer / festival-goer is deemed to accept the current version of the general conditions of sales conditions with each new connection on the website of the official ticket office of the Event and when purchasing your ticket.

If one or more clauses of these general conditions of sale are canceled or held to be invalid in application of a law, a regulation or following a court decision which has become final, the other clauses of the These general conditions of sale will remain applicable and will retain all their force, scope and enforceability.

ARTICLE 15 – USE OF THE CONSUMER'S / FESTIVAL-GOER'S IMAGE RIGHT

By accepting these general conditions of sale, the consumer / festival-goer is informed – that in the event of filming and broadcasting of a film (even video clip) or retransmission of the event on any digital, computer and / or photographic – that his image is likely to appear there.

By adhering to these general conditions of sale, the consumer / festival-goer authorizes the Organizer and their



agents (professional photographers, drones, filmmakers and others) to reproduce its fixed image in the context of photographs for the provision of promotion and communication of the “COSMIC MOUNTAIN FESTIVAL 2025”.

This authorization entails the possibility for the Organizer and their agents to make to the initial fixation of the image of the consumer / festival-goer any modifications, adaptations or deletions that they deem useful (in particular by using it, publishing it, reproducing it, adapting or modifying it, alone or in combination with other materials, by all means, methods or techniques currently known or to come).

Unless expressly agreed by the consumer/festival-goer, the latter's image may under no circumstances be used and exploited for commercial purposes (e.g. promotion of commercial partners).

By accepting these general conditions of sale, the consumer/festival-goer only consents to the use, by the Organizer, of their image so that the Organizer can promote and communicate about the “COSMIC MOUNTAIN FESTIVAL 2025” event.

The consumer / festival-goer also and expressly accepts the terms of article 3 – Image rights and use of the image by the user as provided for in the Internal Regulations which appear in Appendix 3 of these general conditions of sale.

ARTICLE 16 – INTELLECTUAL PROPERTY

The Organizer holds the intellectual or industrial property rights (for example copyright, trademark rights, patent rights, rights to registered presentation models and rights to designs and models, etc.) over all information, software, documentation, data, data structures, services, logos, brands, designs, texts, video files, audio files, images and other content published on or used in the presentation and promotion of the event on the official ticketing website or other sites.

The absence of mention of property rights cannot, however, mean that these elements it is covered by any rights belonging to the Organizer.

These items may not be downloaded, displayed and/or printed for private and commercial purposes since:

- The total or partial reproduction of these

elements is strictly prohibited;

- These elements cannot be subject to modification, decomposition or translation;
- Notices of all kinds, relating to copyright or other rights, which are linked to the content downloaded by the user, are maintained and reproduced by the latter.

Any reproduction or total or partial representation of the official ticketing website of the event (as well as any partner website of the Organizer “and/or” of one/or more of its elements is strictly prohibited, except prior written authorization from the Organizer or the holder of the Organizer's partner site.

3/ ANNEXES TO THE GENERAL CONDITIONS OF SALES

ANNEX 1: CONDITIONS OF USE OF THE E-TICKET

The ticket is subject to the Organizer's general conditions of sale as well as the following specific conditions of use of the e-ticket that the consumer/festival-goer has accepted before purchasing the ticket.

A/ Validity conditions

The e-ticket is only valid if it is printed on white A4 paper, blank on both sides. Good print quality is necessary.

Partially printed, soiled, damaged or illegible tickets will not be accepted and will be considered invalid.

To check the good quality of the printing, the consumer / festival-goer must ensure that the information written on the ticket as well as the barcode are clearly readable.

B/ E-ticket control

Entry to the event is subject to checking the validity of the e-ticket.

During checks, the consumer / festival-goer must have a valid official identity document with a photo: national identity card, passport, driving license or residence card.

C/ Use of the e-ticket

The e-ticket is non-exchangeable and non-refundable, except in the limited cases provided for in article 11.4 of these general conditions of sale.
The e-ticket is personal.

The e-ticket is only valid for the event where this ticket must be kept until the end of the event.

It is strictly prohibited to reproduce, duplicate or counterfeit a ticket in any way.



Val Thorens
RÉSERVATION

Reproduction of the ticket and use of the copy of this ticket are subject to criminal prosecution.

In the event of non-compliance with all of the rules specified above, this ticket will be considered invalid.

D/ Responsibility

The Organizer declines all responsibility for anomalies that may occur during ordering, processing or printing of the ticket to the extent that it did not cause them intentionally.

Likewise, the Organizer is not responsible in the event of loss, theft or illicit use of the ticket.

ANNEX 2: CONDITIONS OF USE OF THE M-TICKET

The ticket is subject to the Organizer's general conditions of sale as well as the following specific conditions of use of the m-ticket, which the consumer / festival-goer has accepted before purchasing the ticket.

A/ Phone required

The m-entry ticket is only valid if displayed on a mobile phone screen such as a smartphone.

B/ Access and use of the m-ticket

The m-ticket is available via the email sent by SAS WEEZEVENT, the technical service provider responsible for generating and sending the tickets. The m-ticket is non-exchangeable and non-refundable, except in the limited cases provided for in article 11.4 of these general conditions of sale.

The m-ticket is personal.

The m-ticket is only valid for the event where this ticket must be kept until the end of the event.

It is strictly prohibited to reproduce, duplicate or counterfeit a ticket in any way.

Reproduction of the ticket and use of the copy of this ticket are subject to criminal prosecution.

In the event of non-compliance with all of the rules specified above, this ticket will be considered invalid.

C/ Ticket check

The m-ticket will be checked at the entrance to the event and must be readable on the smartphone.

During checks, the consumer / festival-goer must have a valid official identity document with a photo: national identity card, passport, driving license or residence card.

To verify the good quality of the ticket, the consumer / festival-goer must ensure that the information on the ticket as well as the barcode are clearly readable.

D/ Responsibility

On the day of the event, the Organizer declines all responsibility in the event of loss or theft of the mobile phone containing the m-ticket.

The Organizer does not hold itself responsible for access to the network of mobile operators on the day of the event.

The Organizer also declines all responsibility for anomalies that may occur during the ordering or processing of the m-ticket to the extent that it did not cause them intentionally.

ANNEX 3: INTERNAL RULES OF COSMIC MOUNTAIN FESTIVAL 2025

ARTICLE 1 - PURPOSE

Internal regulations are established which govern the operation of the “**COSMIC MOUNTAIN FESTIVAL**” (hereinafter referred to as “**le Festival**”) during the event which will take place from on April 19, 20 and 21, 2025 and which will take place in the Val Thorens ski resort (73440 Savoy).

These internal regulations (hereinafter referred to as the “**Regulations**”) is published by DELTA AGENCY, simplified joint stock company, registered with the Marseille RCS under number 983 910 142, domiciled at the address 68, rue Sainte, 13001 Marseille (hereinafter referred to as “**DELTA**”).

The COSMIC MOUNTAIN FESTIVAL is an event of culture, music and sport which consists of the organization of concerts and cultural events. DELTA organizes concerts and cultural events during the COSMIC MOUNTAIN FESTIVAL.

Any person entering the perimeter of the Festival must comply with these Regulations throughout the duration of the event.

It is specified that this regulation does not provide for the rules applicable to:

- The use of hosting services offered by **VAL THORENS RESERVATION**, Declared association, registered under SIREN number 402 458 319, domiciled at the address Maison de Val Thorens, Val Thorens, 73440 - Les Belleville, (hereinafter referred to as “**THE CENTRAL**”);
- The use of ski pass reservation services offered by **SETAM SOC EXPLOI TELEPHER TARENDAISE MAURIENNE (SETAM - VAL THORENS)**, Limited



Val Thorens
RÉSERVATION

Company with Board of Directors (S.A.I.), Registered with the R.C.S. of Chambéry under number 776 220 584, domiciled at the address located 243 rue de la Lombarde, Val Thorens, 73440 Les Belleville, (hereinafter referred to as “LA SETAM”).

The rules governing these services are set by LA CENTRALE and LA SETAM.

ARTICLE 2 – CONDITIONS OF ACCESS

Article 2.1/ Access to the festival subject to holding a ticket

Access to the event requires presentation of a valid e-ticket or m-ticket.

In the event of loss or inaccessibility of an e-ticket or m-ticket, the festival-goer must contact SAS WEEZEVENT as a priority (contact@weezevent.com) where DELTA should only be requested as a last resort.

Each festival-goer entering an event must have a valid ticket.

Each festival-goer holding a valid ticket of the “Festival Package” or “Package + ticket” type will be given a bracelet.

Access to the Festival site is subject to possession of a valid ticket and a valid security check.

Any person presents within the Festival grounds must keep their ticket, access permit or accreditation at all times, and be able to present it at any time upon request from the Organizer's staff; and this until the end of the event.

The festival-goer is informed that any cut bracelet and/or any bracelet including the ring tightening will have been removed, will no longer be valid and will no longer allow access to the Festival.

Each festival-goer is informed that their bracelet is non-transferable and cannot under any circumstances be replaced in the event of loss.

A bracelet not fixed around the wrist, cut, hand-knotted, will not be valid and the festival-goer will automatically be refused access.

Article 2.2/ Access to authorized personnel

Any person presents for an intervention on the current event (artist, technician, journalist, service provider, organizer, etc.) must be equipped with a bracelet or a visible identification badge.

These bracelets or badges are issued only by DELTA.

The Organizer reserves the right to request proof of identity upon entering the Festival and throughout the event.

Article 2.3/ Acceptance of risk

Anyone who enters the Festival accepts the risk of being confronted with a large crowd and declares themselves to be in good physical, mental and moral health.

Article 2.4/ Access for people with reduced mobility

Appropriate equipment is in place within the ski resort hosting the Festival allowing access for people with reduced mobility.

ARTICLE 3 – IMAGE RIGHTS AND USE OF THE IMAGE BY THE ORGANIZER

Without this list being exhaustive, each festival-goer, partner, professional, influencer, public figure, political figure, institution, etc. is informed that, during the Festival, it may be photographed and/or filmed.

Each festival-goer, partner, professional, influencer, public figure, political figure, institution, etc. expressly acknowledges that his image may be exploited in the context of the production of *after movie*, photos, videos and reports produced for the purposes of promoting the Festival, by all means, in all formats, without restriction of time or place.

This use may be made by the Organizer on all of their means of communication and social networks in order to promote, within the framework of non-commercial communication, the “COSMIC MOUNTAIN FESTIVAL” event.

By accessing the Festival, each festival-goer, partner, professional, influencer, public figure, political figure, institution, etc. accepts – that in the event of filming and broadcasting a film (even video clip) or retransmission of



the event on any digital, computer and/or photographic medium – that his image is likely to appear there.

By adhering to these Regulations, each festival-goer, partner, professional, influencer, public figure, political figure, institution, etc. authorizes the Organizer and their agents (professional photographers, drones, filmmakers and others) to reproduce its fixed image in the context of photographs for the provision of promotion and communication of the Festival.

This authorization allows the Organizer and their agents to contribute to the initial fixation of the image of the festival-goer, partner, professional, influencer, public figure, political figure, institution, etc. any modifications, adaptations or deletions that it deems useful (in particular by using, publishing, reproducing, adapting or modifying it, alone or in combination with other materials, by any means, methods or techniques currently known or to come).

Unless expressly agreed by the festival-goer, partner, professional, influencer, public figure, political figure, institution, etc., the image of the latter may under no circumstances be used and exploited for commercial purposes (e.g. promotion of commercial partners).

It is expressly specified that authorization to film or photograph is entrusted to named persons and for precisely defined subjects.

The Organizer reserves the right to refuse access to any person who has received authorization to photograph or film during the Festival for a reporting subject which is not the one it is actually pursuing.

ARTICLE 4 – MINORITY

Access to the festival is prohibited for minors under 16 years of age.

Minors aged between 16 and 18 must be accompanied by an adult.

ARTICLE 5 – OFFER OR ASSIGNMENT OF DRINKS PROHIBITED TO MINORS AND PERSONS IN A STATE OF OBVIOUS DRUNKENNESS

In application of articles L. 3342-1 et seq. and R. 3353-1 of the Public Health Code, it is prohibited to sell or offer free alcohol to minors under 18 years of age as well as 'to

obviously drunk people.

The person who delivers an alcoholic beverage may require proof of majority from the festival-goer, in particular by producing their identity document.

ARTICLE 6 – SECURITY AND PROHIBITIONS

Article 6.1/ Beverage supply

It is prohibited for bartenders and servers at the Festival to give a drink to a clearly intoxicated person.

The person delivering the drink reserves the right not to serve a festival-goer. Any person identified as being intoxicated will be refused access to the Festival.

Any person identified as being intoxicated will be expelled from the Festival site. No refund will be made under this clause. Any offender assumes responsibility and is exposed to prosecution. The Organizer reserves the right to contact law enforcement.

Article 6.2/ Safety and what to do in the event of evacuation

In the event of a major incident endangering the safety of festival-goers and staff located within the perimeter of the event, such as a major technical problem, fire, bomb threat or discovery of suspicious packages, the evacuation of the said perimeter will be triggered by an order given to the microphone.

In order for the evacuation to take place in the best conditions of safety and time, people present on the Festival site must immediately and calmly move towards the emergency exits provided for this purpose to be guided outside by the security personnel.

Article 6.3/ Smoking

In application of articles L. 3512-8 and R. 3512-1 et seq. of the Public Health Code, smoking is prohibited in all closed and covered places open to the public.

This ban applies in all closed and covered places of the Festival.

It is forbidden to throw cigarette butts on the ground. Cigarette butts must be thrown into the ashtrays provided for this purpose within the Festival grounds.



Article 6.4/ Narcotics

The Organizer reminds that article 222-37 of the Penal Code provides that:

“The illicit transport, possession, offer, transfer, acquisition or use of narcotics is punishable by ten years' imprisonment and a fine of 7,500,000 euros.

The same penalties apply to facilitating, by any means whatsoever, the illicit use of narcotics, to having narcotics delivered by means of fictitious or convenience prescriptions, or to dispensing narcotics upon presentation of such orders knowing their fictitious or complacent nature. The first two paragraphs of article 132-23 relating to the security period are applicable to the offenses provided for in this article.”

Pursuant to article L. 3421-1 of the Public Health Code, the illicit use of narcotics is also prohibited.

In application of article L. 5132-7 of the Public Health Code, each festival-goer is invited to consult the decree of February 22, 1990 establishing the list of substances classified as narcotics.

It is therefore prohibited to use and trade drugs within the Festival grounds.

Any person identified as being under the influence of drugs will be refused access to the Festival.

Any person identified as being under the influence of drugs will be expelled from the Festival site.

Any person identified as being in possession of drugs will be refused access to the Festival.

Any person identified as being in possession of drugs will be expelled from the Festival site.

No refund will be made under this clause. Any offender assumes responsibility and is exposed to prosecution. The Organizer reserves the right to contact law enforcement.

Article 6.5/ Miscellaneous safety rules

Everyone must strictly comply with the instructions of Festival security personnel.

The mission of security personnel is to ensure the necessary interventions in the event of an incident,

accident, violence, evacuation as well as the application of these Regulations.

The festival-goer undertakes to submit to all control or verification measures intended to ensure the safety of people and property within the Festival grounds.

The festival-goer may be required to undergo a security pat-down.

Access may be refused to any person who does not comply with these measures.

ARTICLE 7 – GENERAL PROHIBITIONS

Article 7.1/ Prohibited items

For security reasons, it is strictly forbidden to introduce:

- Bulky objects;
- Bags and suitcases (containers) of more than twenty (20) liters;
- Umbrellas;
- Syringes or any other medical equipment unless a medical certificate is presented proving that the said equipment is necessary to maintain the state of health of the person concerned;
- Motorcycle and bicycle helmets as well as all other types of helmets; - animals (with the exception of dogs accompanying the visually impaired);
- Glass bottles or flasks, metal boxes and sharp and/or blunt objects;
- Plastic bottles;
- Gas bottles;
- Alcoholic drinks;
- Objects that can be used as projectiles;
- Weapons and ammunition of all categories, tear gas bombs, etc.;
- Objects dangerous to the safety, security and health of people present on the Festival site;
- Pyrotechnic articles, chemicals, explosive, flammable or volatile substances, aerosol bombs;
- Signs and banners of any size of a political, ideological, religious or advertising nature; - megaphones and foghorns;
- Lasers and drones;
- Professional cameras and cameras;
- Portable speakers;
- Selfie sticks;
- Fireworks, firecrackers, tear gas, smoke bombs,



- candles;
- Folding chairs or tables as well as headlamps or flashlights;
- Any type of deodorant;
- Talkie walkie.

Any offender assumes responsibility and is exposed to prosecution.

These items will be automatically recorded [and/or confiscated for delivery to law enforcement] – by security personnel – then placed in consignment in exchange for a countermark (if they have not been confiscated).

This list is not exhaustive and objects not listed but presenting a dangerous nature for others or for oneself, according to the sovereign assessment of the security personnel, may be deposited / confiscated by the latter in the same way and in the same conditions mentioned above for the objects contained in said list.

The festival-goer must collect their items upon exiting if they have not been confiscated. In the event of loss of these objects or damage, the Organizer declines all responsibility.

Article 7.2/ Captures of images and sounds by festival-goers

Any professional recording (sound, film, audiovisual) is prohibited before, during and after the Festival. Professional cameras, cameras and recording devices are prohibited within the Festival grounds.

Any photo/video taken with this type of device is prohibited, with or without flash, unless expressly authorized by the Organizer.

Any offender will have their devices confiscated upon entry and/or during the Festival.

Article 7.3/ Leaflets and surveys

Opinion polls are not authorized within the Festival grounds without authorization of the Organizer. Promotions, distribution of leaflets or prospectuses within the premises of the Festival or its surroundings are prohibited because it is contrary to the desire to preserve the environment promulgated by the Organizer.

Collecting donations is prohibited in and around the

Festival.

ARTICLE 8 – RESPECT FOR PLACES, THE ENVIRONMENT AND PEOPLE

The places and spaces of the Festival must be used in accordance with their intended purpose. All theft and damage will be subject to prosecution.

To preserve the quality of the Festival's infrastructure, it is prohibited to put inscriptions or posters on any movable or immovable place. In accordance with the spirit of the Festival and with the aim of preserving the environment, it is strictly forbidden to throw trash on the ground, on the beach or in the sea.

Festival-goers are asked to respect the premises and not to urinate anywhere other than in the toilets made available to them free of charge.

Any use of the electrical network installed for the occasion is prohibited for any person other than duly authorized personnel.

Any offender is liable and may be expelled from the Festival.

Article 8.1/ Respect for the neighborhood

Festival-goers must ensure not to disturb – when they go to or leave the Festival site – the neighborhood by any indecent behavior or disruptive behavior of residents (urinating on the public highway, throwing waste, noise, cause damage or damage, etc.).

Article 8.2/ Respect for the environment

Festival-goers must not throw cigarette butts or any other waste on the ground.

The treatment of cigarette butts and waste is managed by the Organizer and their partners in order to recycle or revalorize them.

Each festival-goer is asked to respect all eco-responsible and waste management systems put in place by the Organizer and indicated on the Festival website.

Each festival-goer is asked not to throw away the *Ecocups* or any type of waste on the ground.



As the Festival is located in the heart of the Trois Vallées ski area, Festival-goers are asked to respect the fauna and flora of the place.

It is prohibited to bring plastic or glass bottles into the Festival grounds.

It is also recommended to bring your own water bottle so that you can stock up on water at the water points provided.

Article 8.3 - Respect for morals and ethics

Festival-goers are asked to refrain from any aggressive, violent or insulting behavior, or any attitude contrary to good morals, likely to inconvenience other festival-goers, artists or staff.

ARTICLE 9 - PREVENTION OF VIOLENCE AND HARASSMENT

Sexual and gender-based violence and harassment (SVHS) have no place at the COSMIC MOUNTAIN FESTIVAL.

In the event of outrage, harassment, assault, rape or any other endangerment or attempt to endanger the lives of others, the festival-goer who is guilty of these misdeeds may be held liable after having been turned away by security and expelled from the Festival.

The Organizer reserves the right to contact law enforcement.

The Organizer cannot be held responsible for these VHSS carried out by festival-goers against other festival-goers.

No type of discrimination will be accepted within and around the Festival such as LBGTPhobia, racism, sexism, fatphobia, all forms of discrimination against religions or cultural affiliations, etc.

ARTICLE 10 - NEUTRALITY & RESPECT FOR THE PRINCIPLE OF SECURITY

It is prohibited to engage in proselytizing, religious or political acts, to carry out collection, subscription and/or collection of signatures.

Commerce and advertising are also prohibited within the Festival grounds without the authorization of the

Organizer.

ARTICLE 11 - FOUND OBJECT

Any items found will be returned to the information point (at the entrance) of the Festival.

ARTICLE 12 - LIABILITY

As accepted when purchasing their ticket or as part of an invitation to the event, the festival-goer is required to comply with article 12 of the Organizer's general conditions of sale.

Furthermore, the Organizer cannot be held responsible for:

- In the event of a change in the content of the Festival;
- In the event of a change in the artistic program and the artists' visiting times;
- In the event of a change in the opening and closing times of the festival;
- In the event of a change in the location of the festival;
- Any fact beyond its control.

The festival-goer is responsible for any damage, direct or indirect, that he may cause during his presence and/or by his actions and must respond, civilly and/or criminally.

ARTICLE 13 - RESPONSIBILITY DURING THE EVENTS

The festival-goer undertakes to respect the safety instructions inherent to each activity. In order to avoid any type of incident that could be dangerous for themselves or others festival-goers.

The Organizer reserves the right to prohibit access to events or activities to a festival goer who has not respected these rules or who behaves dangerously or inappropriately.

ARTICLE 14 - PERSONAL EFFECTS

Festival-goers are responsible for their unrecorded personal belongings.

The Organizer cannot be held for any damage, loss or theft affecting such effects.