

TERMS AND CONDITIONS OF SALE

WINTER

These sales terms and conditions apply to the relations between the company Méribel Alpina (hereafter "Méribel Alpina"), operator of the ski lifts of the Méribel ski area, and any consumer (hereafter the "Client") who:

- Purchases from Méribel Alpina or one of its agents a Transport Ticket (hereinafter a "Transport Ticket") allowing the use of one or more ski lifts operated by Méribel Alpina; or
- Orders an activity (hereinafter the "Activity") marketed by Méribel Alpina or one of its agents and to be carried out during the winter season; or
- Takes out an insurance policy (hereinafter "Insurance") offered by Méribel Alpina in an add-on to a Transport Ticket or an Activity.

By purchasing a Transport Ticket, ordering an Activity or subscribing to Insurance, the Client accepts these Terms and Conditions of Sale without reservation.

ARTICLE 1. INFORMATION RELATING TO MÉRIBEL ALPINA

Méribel Alpina is a simplified joint stock company under French law with a capital of €3,287,169.01 registered with the Chambéry Trade and Company Register under the number 075 520 064 and whose VAT Number is: FR 20 075 520 064.

Its contact details are as follows:

- Headquarters address: Les Allues – 73 550 MERIBEL LES ALLUES, France
- Postal Address: 350 Route de Mottaret – 73 550 Méribel, France
- Tel No: +33 (0)4.79.08.65.32
- Email: contact@meribel-alpina.com

Méribel Alpina is insured with Allianz IARD (1 cours Michelet, CS 30051, 92076 Paris La Défense Cedex, France).

It is registered as an Intermediary Insurance Agent under the ORIAS number 17007390.

ARTICLE 2. TRANSPORT TICKETS, ACTIVITIES AND INSURANCE

The list of Transport Tickets, Activities and Insurances, their characteristics and the conditions to benefit from them are displayed in the points of sale operated by Méribel Alpina (hereafter the "Points of Sale"), or on the Automated machines operated by Méribel Alpina (hereafter the "Automated Machines"), on the websites <https://www.skipass-meribel.com> and <https://saison.skipass-meribel.com/fr> (hereinafter the "Méribel Alpina websites"), <https://reservations.meribel.net> and <https://brides-les-bains.secureticket.fr> (hereafter the "Tourist Offices Websites") as well as in the Méribel Tourist Offices. The details of the Insurances can also be consulted on the website <https://www.carreneige.com>.

Transport Tickets, Activities and Insurances are only valid for all or part of the winter season for which they were ordered.

If participation in an Activity requires access to a ski lift operated by Méribel Alpina, the Client must ensure that the participant in the Activity has the Transport Ticket allowing him/her to access the lift and, if necessary, purchase this Transport Ticket in addition to the Activity ordered.

Insurance may be taken out when ordering a Transport Ticket or Activity, and at any time during the period of validity of the Transport Ticket or Activity. In the event of subscription after the order of the Transport Ticket or Activity, the insurance cover only takes effect from the date of subscription and is not retroactive.

ARTICLE 3. PLACES OF SALE

Transport tickets can be purchased at the Sales Points, on the Websites and at the Automated Machines. As an exception, Transport tickets valid for the entire winter season cannot be purchased at Automated machines.

Activities can only be ordered at the Sales Points at la Chaudanne or the Tougnette gondola lift.

Some offers may be presented exclusively at the Sales Points, on one or more Websites, or on the Automated machines.

ARTICLE 4. ORDERING

The Client may not purchase more than twenty-five Transport Tickets per order on a Méribel Alpina Internet Site or at an Automated Machine.

The Client may finalise the order of a Transport Ticket on a Website at the latest two clear days before the start of the validity of the Transport Ticket. However, if he chooses to receive by post the smart card on which the Transport Ticket is encoded, the order must be confirmed and paid for in full at least six clear days before the start of the validity of the Transport Ticket if sent to Metropolitan France or Corsica, at least eight clear days before the start of the validity of the Transport Ticket in the case of posting to another country in the European Union, at least ten clear days before the start of the validity of the Transport Ticket in all other cases. Otherwise, the order cannot be finalised.

When placing an order on a Méribel Alpina website, the Client:

1. Selects the Transport Ticket(s) and, if applicable, the Insurance(s) that he wishes to order;
2. Checks his/her order, modifies it if necessary, and then validates it;
3. Creates a personal account (if he/she does not already have one) and then enters his/her login details to access his/her personal account, or chooses to order without creating a personal account and fills in his email address (however, the creation of a personal account is essential in the case of the purchase of a Transport Ticket valid for the entire season).

4. Provide the information required to personalise the Transport Tickets;
5. Chooses the method of issuing the Transport Tickets;
6. Accepts the Terms and Conditions of Sale and the Terms and Conditions of Use of the Transport Tickets;
7. Pays for the order.

Once the order has been paid for, the Client receives an email confirming the order.

ARTICLE 5. PHOTOGRAPHY

When purchasing certain Transport Tickets (Transport Tickets valid for the entire winter season, Free Transport Tickets, etc.), the Client must provide a photograph of the user of the Transport Ticket. This must be a recent passport photograph of the face, without tinted glasses or headgear.

ARTICLE 6. TARIFFS

The tariffs for Transport Tickets, Activities and Insurance are available at the Sales Points, on the Websites and on the Automated machines.

Transport Tickets at a discounted rate are liable only to be offered by Méribel Alpina in the Points of Sale.

Prices are given in euros and include all taxes. They may be modified during the season in the event of a change in these taxes.

The price of an Activity does not include the price of the Transport Ticket required, if any, to participate in this Activity. On the other hand, unless otherwise stated, the price of an Activity includes the supply of the equipment necessary to participate in that Activity.

A price reduction cannot be combined with any other price reduction.

If the Client wishes to benefit from a free or reduced rate, he/she must present the following when ordering the Transport Ticket, Activity or Insurance at a Sales Point or with the Méribel Alpina agent, an original document certifying that the user of the Transport Ticket, the person registered for the Activity or the beneficiary of the insurance fulfils the conditions to benefit from this free or reduced rate on the date on which the Transport Ticket comes into force, the Activity begins or the Insurance takes effect. By exception, in the case of the purchase of a Transport Ticket valid for the entire winter season, the date taken into account to determine whether the user is entitled to a reduced rate or free travel is:

- The first date of opening of the ski lifts to which the Transport Ticket gives access if the Transport Ticket is purchased before this opening;
- The date of purchase if the Transport Ticket is purchased after the opening of at least one of the ski lifts to which it gives access.

The user, registered person or beneficiary must be able to present the document at any time

during the period of validity of the Transport Ticket, Activity or Insurance, whether the Transport Ticket, the Activity or the Insurance has been ordered at a Sales Point, on the Websites or on the Automated machines.

No reduction in price or free Transport Ticket, Activity or Insurance will be granted after the order has been made.

ARTICLE 7. PAYMENT

7.1. Currency

Payment for Transport Tickets, Activities and Insurance must be made in euros. As an exception, the Client may pay in the Sales Points and on the Méribel Alpina Internet Sites in a currency other than the euro by using the DCC (Dynamic Currency Conversion) service.

7.2. Means of payment

The accepted means of payment are:

- In the Points of Sale: bank cards (Carte Bleue, Visa, Mastercard, American Express) cash within the legal limits, ANCV printed holiday vouchers;
- On the Méribel Alpina websites: bank cards (Carte Bleue, Visa, Mastercard, American Express), digital ANCV holiday vouchers (Connect holiday vouchers);
- On the Tourist Office websites: credit cards (Carte Bleue, Visa, Mastercard);
- On the Automated machines: credit cards (Carte Bleue, Visa, Mastercard, American Express).

The splitting of the payment into several means of payment is only possible in the case of an order at the Points of Sale or on the Méribel Alpina websites.

7.3. Payment in several instalments

All orders are payable in full as soon as they are placed.

However, the Client may pay for his order by means of a credit, in three instalments with charges, if the following conditions are met:

- The total amount of the order is equal to or greater than 300€ including all taxes (before application of charges);
- The total amount of the order is less than €5,000 including all taxes;
- He/she places his order on a Méribel Alpina website;
- He/she pays the full amount of his/her order using a bank card issued by a banking establishment within the European Union and valid until the last payment date of his order.

If the Client chooses to pay in several instalments, the price of the order including all taxes is increased by a sum equal to 2.30% of this price. However, Méribel Alpina reserves the right to offer payment in several instalments without charge, during limited periods.

The Client is then charged one third of the increased price of his order at the time of this order. The second third of the increased price is debited one month later from the bank card whose number the Client gave at the time of ordering. The balance is debited one month after the second debit to the same bank card.

To benefit from the payment in several instalments, the Client must choose the corresponding option during the ordering process and accept Alma's general conditions. The payment is made via the secure Alma platform.

The Client must ensure that the amount of each planned direct debit is lower than the maximum amount authorised by his banking institution.

The Client may waive the payment facility provided for in the present article under the conditions set out in article 14. In this case, he must pay in full for his order.

If an order is cancelled in accordance with the Terms and Conditions of Sale, use of the payment facility provided for in this article is cancelled and the sums paid by the Customer are reimbursed. Alma reserves the right to refuse to grant the Client the payment facility provided for in the present article. In this case, the Client must pay upfront for his order.

ARTICLE 8. DELIVERY OF TRANSPORT TICKETS AND ACTIVITY TICKETS

Each Transport Ticket and each Activity ticket is issued in the form of a smart card on which it is encoded. This card is issued free of charge. It is reusable, and can therefore be recharged as detailed in Article 9.

If the Client has purchased a Transport Ticket or an Activity ticket at a Sales Point, the card on which this Transport Ticket or Activity ticket is encoded is issued to the Client immediately at the Sales Point.

If the Client has ordered a Transport Ticket on a Méribel Alpina Website or a Tourist Office Website, he can:

- Either collect the card from an Automated machine from the day after his order. To do this, he/she must have the Proof of Sale;
- Or ask for the card to be sent by post to the address indicated at the time of his order. The postage is free. However, if the Client chooses to have the card sent by tracked mail, shipping costs of €7 inclusive of tax will be charged.

If the Client has purchased a Transport Ticket on an Automated machine, the card on which this Transport Ticket is encoded is issued to him/her immediately by this Automated Machine. As an exception, if a free Transport Ticket is ordered, the Client must collect the card from a Sales Point.

ARTICLE 9. TRANSPORT TICKET RECHARGING

The reusable card mentioned in article 8 can be recharged one or more times. A new Transport Ticket can be encoded on this card, at the latest fifteen minutes before the beginning of the validity of the chosen Transport Ticket.

The recharging can be done in the Sales Points, on the Méribel Alpina websites or on the Automated machines. As an exception, the recharging of free Transport Tickets intended for people under five years old or seventy-five years and older can be done only at the Points of Sale.

In the event of a new Transport Ticket being registered on a card while the Transport Ticket encoded on it is still valid, the initial Transport Ticket is cancelled and can no longer be used, without the Client being able to claim any compensation whatsoever. The Client is therefore invited to wait until the end of the validity of the Transport Ticket encoded on his card before registering a new Transport Ticket on this card.

By way of exception, it is possible to encode on the card on which a currently valid Transport Ticket is encoded a Transport Ticket extending its area of validity. To do this, the Client must go to a Sales Point.

ARTICLE 10. SALE RECEIPT

A sales receipt (hereinafter the "Sales Receipt") is issued to the Client when a Transport Ticket is purchased or the price of an Activity is paid. In the case of a purchase on a Website, the Sales Receipt is the order confirmation email.

The Client is invited to keep this Sales Receipt for the duration of the validity of the corresponding Transport Ticket or Activity. This Sales Receipt will be required in order to make a claim for compensation.

ARTICLE 11. MODIFICATION OF AN ORDER

11.1. Modification of a Transport Ticket

The Client may obtain the modification of a Transport Ticket if the following conditions are met:

- The request for modification does not concern a Transport Ticket purchased at a promotional rate;
- If the Transport Ticket to be modified has been paid for in full or in part by digital holiday vouchers (ANCV Connect holiday vouchers), the modification does not concern the duration of the Transport ticket and does not lead to a change in the price.
- The request for modification must reach Méribel Alpina at the latest the day before the first day of validity of the Transport Ticket to be modified
- The Transport Ticket has not been used, even partially, even after the request for modification has been sent.

The Client must go to a Sales Point or send his request for modification:

- Either by post to the following address: Méribel Alpina, Customer Relations Department, 350 route de Mottaret, 73550 Méribel, France;
- Or by email to the following address: contact@meribel-alpina.com.

He or she must indicate in his request:

- The reference number of his order, indicated in the order confirmation message he received by e-mail
- If applicable, the number of the card on which the Transport Ticket to be modified is encoded.

If the price of the modified Transport Ticket is higher than the price of the initial Transport Ticket, the modification only takes effect when the Client pays the price difference.

If the price of the modified Transport Ticket is lower than the price of the initial Transport Ticket, the difference in price shall be credited to the bank card that was used to pay for the initial Transport Ticket, unless the Client indicates otherwise. As the refund is based on the price in euros of the order, any exchange rate variations between the date of the order and the date of the refund are at the Client's expense.

If the modification of a Transport Ticket results in the conditions for benefiting from this Transport Ticket no longer being met (for example, the number of beneficiaries of an offer for a group falls below the number required to benefit from this offer), the request for modification is treated as a cancellation. Article 12 shall apply.

11.2 Modification of an Activity

The Client can obtain a postponement of an Activity free of charge if the following conditions are met:

- The new date of the Activity is a day during the same winter season for which the Activity was initially ordered;
- Any equipment required for the Activity that is provided by Méribel Alpina is available on the new date of the Activity
- The modification does not lead to a change in the price paid by the Client;
- The request for postponement is sent to Méribel Alpina before the date initially chosen for the Activity.

To obtain this postponement, the Client must go to a Sales Point at the Tournèze gondola or at La Chaudanne and present the Sales Receipt relating to his or her order.

ARTICLE 12. CANCELLATION OF AN ORDER

12.1. Cancellation of a Transport Ticket

The Client may cancel a Transport Ticket if the following conditions are met:

- The cancellation does not concern a Transport Ticket purchased at a promotional rate;
- The order has not been fully paid for by digital holiday vouchers (ANCV Connect);
- Méribel Alpina is informed of the cancellation at the latest the day before the first day of validity of the Transport Ticket;
- The Transport Ticket has not been used, even partially, even after the cancellation has been sent.

The Client must contact a Sales Point or inform Méribel Alpina of the cancellation of his order:

- Either by post to the following address: Méribel Alpina, Customer Relations Department, 350 route de Mottaret, 73550 Méribel, France;
- Or by email to the following address: contact@meribel-alpina.com.

He must indicate in his message:

- The reference number of his order, indicated in the order confirmation message that he/she received by e-mail;
- Where applicable, the number of the card on which the Transport Ticket to be cancelled is encoded.

The price corresponding to the Transport Ticket is credited to the bank card used to pay for the Transport Ticket, unless the Client indicates otherwise. The refund is based on the price in euros of the order, any exchange rate variations between the date of the order and the date of the refund are at the Client's expense.

If the order was paid for in part by digital holiday vouchers (ANCV Connect holiday vouchers) and in part by bank card, the amount reimbursed shall not exceed the amount paid by bank card.

The price corresponding to the Insurance is not refunded. On the other hand, the cost of sending the Transport Ticket by post is reimbursed (if the Client has chosen postal delivery of the Transport Ticket when ordering).

12.2. Cancellation of an Activity by the Client

The Client may cancel an Activity if the following conditions are met:

- Méribel Alpina is informed of the cancellation before the start of the Activity;
- The person registered for the Activity has not participated in the Activity, even after the information given to Méribel Alpina.

The Client must inform Méribel Alpina of the cancellation of his order in a Sales Point at la Chaudanne or at the Tougnette gondola and present the Sales receipt relating to his/her order.

He/she will be refunded a sum equal to 50% of the price of the Activity. As an exception, he/she is reimbursed a sum equal to 100% of the price of the Activity if he/she has chosen this option when

ordering. The additional price paid to benefit from this option remains with Méribel Alpina in the event of cancellation of the order.

In case of payment of the order by bank card, the sum is credited to this card, unless otherwise indicated by the Client. As the refund is based on the price of the order in euros, any variations in exchange rates between the date of the order and the date of payment shall be borne by the Client.

In the case of payment of the order in cash, the sum shall be reimbursed, at the Client's choice, in cash or by crediting the Client's bank card.

In the event of payment of the order in part by holiday vouchers and in part by bank card or cash, the amount refunded may not exceed the amount paid by credit card or cash.

The price for the insurance is not refunded.

ARTICLE 13. COMPENSATION

The Client, the user of a Transport Ticket, the person registered for an Activity or the beneficiary of an Insurance cannot benefit from any total or partial refund or exchange of this Transport Ticket, Activity or Insurance, nor any extension or postponement of their validity, even if the Transport Ticket has not been used or has only been partially used, if the person has not participated in the Activity or if the beneficiary of the Insurance has not made use of it.

By way of exception, the Client may obtain a refund or postponement of a Transport Ticket or Activity under the conditions set out in Articles 11 and 12, and receive compensation in the cases detailed below.

No compensation is granted before the end of the period of validity of the Transport Ticket or the end of the Activity.

No compensation will be processed at the Sales Points. Any request for compensation must be addressed to the contact details indicated in Article 18.

The price of the insurance is refundable. However, the amount paid by the Client for the rechargeable card mentioned in article 8 is not refundable.

In the event of a refund, as this refund is based on the price of the order in euros, any exchange rate variations between the date of the order and the date of the refund are at the expense of the Client.

No compensation will be given to a Client who has ordered a Transport Ticket, Activity or Insurance from anyone other than Méribel Alpina or one of its agents. In this case, the Client must contact the person from whom he ordered the Transport Ticket, the Activity or the Insurance.

13.1 Interruption of the operation of the ski lifts for health reasons by order of the public authorities

In the event of closure for health reasons, by order of the public authorities, of all the ski lifts operated by Méribel Alpina for one or more whole days, the Client may request the reimbursement of the Transport Ticket, the Activity and the Insurance that he/she has ordered from Méribel Alpina or one of its agents (provided that the Activity requires access to the ski lifts).

The amount refunded is calculated on a pro rata basis of the days of closure in application of the government decision during the period of validity of the Transport Ticket or Activity.

As an exception, for Transport Tickets valid for the entire winter season, the amount refunded is calculated according to the following formula:

Amount refunded = Price paid for the Transport Ticket x (Guaranteed number of days of operation of the ski lifts - Number of days of actual operation of the ski lifts) / Guaranteed number of days of operation of the ski lifts.

The guaranteed number of days of operation of the ski lifts is equal to 65% of the number of days which form the winter season for the ski lifts operated by Méribel Alpina. One day is considered as a day of operation of the ski lifts if the following conditions are met:

- At least 20% of the ski lifts operated by Méribel Alpina are open;
- If the operation of the open lifts was interrupted during the day, this did not affect all the lifts;
- If the operation of open ski lifts was interrupted during the day, this interruption did not exceed five consecutive hours.

To obtain this compensation, the Client must send a request to Méribel Alpina via the website <https://www.ticketoski.fr/fr/meribel>. This request must be accompanied by the Sales receipt, a copy of the Transport Ticket in the case of purchase of a Transport Ticket, and bank details.

13.2 Interruption of the operation of the ski lifts for any other reason than a decision by the public authorities for health reasons

The Client may obtain compensation if the following conditions are met:

- He/she has purchased from Méribel Alpina or one of its agents a Transport Ticket other than a Transport Ticket valid for less than one day, for one day, or for the whole winter season;
- During the period of validity of this Transport Ticket, the operation of at least 80% of the lifts to which this Transport Ticket gives access is interrupted for more than five consecutive hours in the course of a single day;
- This interruption is not due to an event of force majeure nor is it the application of the calendar and the opening hours of the ski lifts displayed in the Sales Points or on the Méribel Alpina websites.

The compensation takes the form, at the Client's choice:

- Either a new Transport Ticket, valid from the day after the expiry of the initial Transport Ticket or from the first day of the resumption of the operation of the ski lifts if this date is later. This new

Transport Ticket is valid for a period equal to the number of days during which the operation of the ski lifts was interrupted during the period of validity of the initial Transport Ticket;

- Or the reimbursement of a sum equal to a fraction of the price of the Transport Ticket.

This sum is calculated pro rata to the number of days of interruption of the operation of the ski lifts during the period of validity of the Transport Ticket (e.g.: a Client who has purchased a Transport Ticket valid for six days is reimbursed 50% of the price of this Transport Ticket in the event that the ski lifts are interrupted for three days during the period of validity of this Transport Ticket);

- Or a credit note, the amount of which is calculated as above. This credit is non-transferable and valid until the end of the winter season of operation of the ski lifts by Méribel Alpina following that during which the operation of the ski lifts has been interrupted.

To obtain this compensation, the Client must send a request to Méribel Alpina to the contact details indicated in article 18. This request must be accompanied by the Sales Receipt, a copy of the Transport Ticket in the case of purchase of a Transport Ticket and bank details.

13.3. Cancellation of an Activity by Méribel Alpina

If an Activity that the Client has ordered from Méribel Alpina or one of its agents is cancelled by Méribel Alpina, the Client may obtain a refund or a postponement of the Activity.

In order to obtain the postponement of the Activity, the Client must present the Sales Receipt at the Chaudanne or Tougnette gondola Sales Points.

In order to obtain a refund of the order, the Client must send a request to Méribel Alpina at the address indicated in article 18. This request must be accompanied by the Sale Receipt and bank details.

ARTICLE 14. RIGHT OF CANCELLATION

The Client does not benefit from the cooling off period provided for by the French Consumer Code in the event of the purchase of a Transport Ticket on a website or an Automated machine.

The purchase of Insurance is subject to the provisions relating to the right of cancellation in the event of multiple insurance policies as provided for by the French Insurance Code. The procedures for exercising this right are detailed on the website <https://www.carreneige.com>.

The Client has a period of fourteen calendar days from the date of the order to waive the payment facility provided for in Article 7.3, by notifying his decision directly by e-mail to the following address support@getalma.eu.

ARTICLE 15. RESPONSIBILITY

It is the Client's responsibility to choose the most suitable Transport Ticket, Activity or Insurance for his/her needs and to its constraints.

Access restrictions, linked for example to the age or physical condition of the user, may apply to certain lifts and Activities. These restrictions can be consulted at the Points of Sale, on the Méribel Alpina websites and at the departure point of each ski lift.

Méribel Alpina cannot be held responsible for the unsuitability of the Transport Ticket, the Activity or the Insurance chosen for the needs and constraints of the Client, the user of the Transport Ticket, the person registered for the Activity or the beneficiary of the Insurance.

ARTICLE 16. DATA PROTECTION

16.1 Purpose and basis for processing personal data

The personal data collected when ordering a Transport Ticket, Activity or Insurance is processed in order to:

- Process the order. This processing is necessary for the execution of the contract concluded between Méribel Alpina and the Client;
- Send the Client promotional offers, newsletters, invitations to take part in games or competitions or to participate in satisfaction surveys. This processing is based, with regard to the messages sent by Méribel Alpina, on the latter's legitimate interest in developing its activities and, as regards messages sent by Méribel Alpina's partners (Méribel Tourist Office, commercial partners, companies affiliated to Méribel Alpina), on the Client's consent;
- To respond to enquiries, comments and complaints from the Client. This processing is based on the Client's consent.

16.2. Person in charge of the processing

The processing mentioned above is carried out under the responsibility of Méribel Alpina, represented by its general manager whose contact details are indicated in article 1.

16.3. Recipients of personal data

The data collected is intended for:

- Méribel Alpina;
- The company Alma in the case of payment in several instalments;
- The service providers whose intervention is necessary to carry out the above-mentioned processing;
- If the Client consents, to the partners of Méribel Alpina (Méribel Tourist Office, commercial partners, companies affiliated to Méribel Alpina).

This data may be transferred to a country outside the European Union. The Client can obtain information on this transfer and the guarantees that apply to it from Méribel Alpina.

16.4. Duration of storage of personal data

The data collected is kept for the following periods:

- Data used to process an order:

o If the order is not placed electronically, for five years from the date of collection

o If the order is placed electronically, for five years from the date of collection if the amount of the order is less than €120, for ten years from the date of collection if the amount of the order is equal to or greater than €120.

By exception, the number and expiry date of the bank card are kept for fifteen months from the last date of debit for the purposes of proof in the event that the transaction is contested. The cryptogram is not kept after the transaction.

By way of exception, the photograph is also kept for three years from the date of collection, in order to facilitate the reissuing of the Transport Ticket, provided that the Client has consented to this;

- Data used to send the User newsletters, commercial offers and invitations to take part in games, competitions or satisfaction surveys: for three years following the collection of this data, this period being renewed for each significant interaction between the Client and Méribel Alpina (order, information request, etc.);

- Data used to respond to requests for information, comments and complaints from the Client: for the time necessary to process these requests, comments and complaints.

16.5. Rights of persons whose data is processed

The person whose data is processed may access, rectify or delete his or her data, transfer them or have them transferred to a third party, obtain a restriction of the processing or object to the processing. He or she may also withdraw his/her consent to the processing of his/her data, the withdrawal of consent not affecting the lawfulness of the processing. In order to exercise these rights, the person must send a request to the data protection officer of Méribel Alpina, at the address indicated in article 18.

Méribel Alpina will comply with this request subject to the respect of the obligations imposed on it. In order to protect personal data, Méribel Alpina reserves the right to ask the person to provide proof of identity before answering this request.

Finally, the person whose data is processed may address a complaint to the Commission Nationale de l'Informatique et des Libertés (CNIL) if they feel that their rights have not been respected. The contact details of the CNIL are as follows CNIL, 3 place de Fontenoy, TSA 80715, 75334 Paris Cedex 07, France - Tel: +33 (0)1 53 73 22 22 - Fax: +33 (0)1 53 73 22 00 - Website:

<https://www.cnil.fr/fr/plaintes>.

In addition, the person whose data is processed may register free of charge on the telephone marketing opposition list on the website <https://www.bloctel.gouv.fr>.

ARTICLE 17. COMMUNICATION OF THE TERMS AND CONDITIONS OF SALE AND DETAILS OF THE ORDER

The Client may obtain a copy of the Terms and Conditions of Sale.

In addition, if the Client has placed an order electronically, he/she may be informed of the details of this order, as well as the Conditions of Sale applicable at the date of this order, for 5 years following this order if its amount is less than 120€ including tax, 10 years if the amount is equal or greater than 120€ including tax.

To do this, the Client must send a request to Méribel Alpina at the address indicated in article 18.

ARTICLE 18. REQUESTS AND COMPLAINTS

In the case of purchasing a Transport Ticket on a Méribel Alpina website, the Client may obtain information about his order:

- Either by telephone on +33 (0)4 79 08 65 32;
- Or by writing to the following address Méribel Alpina, Service commercial,, 350 route de Mottaret, 73550 Méribel, France;
- Or by e-mail to the following address: contact@meribel-alpina.com.

The Client may send any request or complaint concerning the processing of his personal data:

- Either by post to the following address: Méribel Alpina, Protection des données personnelles, 350 route de Mottaret, 73550 Méribel, France;
- Or by e-mail to the following address: privacy@meribel-alpina.com.

The Client may address any request or complaint concerning the payment in several instalments to the company Alma, by e-mail at the following address: <https://support.getalma.eu>.

Unless otherwise specified, the Client may send any other request or claim within two months following the occurrence of the event giving rise to the claim:

- Either by writing to the following address: Méribel Alpina, Service relations clientèle, 350 route de Mottaret, 73550 Méribel, France;
- Or by email to the following address: contact@meribel-alpina.com;
- Or via the website <https://www.ticketoski.fr/fr/meribel>

ARTICLE 19. SETTLEMENT OF DISPUTES

In the event of a dispute between the Client and Méribel Alpina relating to the validity, interpretation or execution of the Conditions of Sale, the Client may have recourse free of charge to a conventional mediation procedure or any other alternative method of dispute resolution.

He/she may have recourse to a mediation procedure:

- With the AFEPAME Consumer Mediator, in accordance with the procedures set out on the website <https://mediateur-consommation-afepame.fr>, in the event of a dispute concerning payment in several instalments;

- For other matters, with the Tourism and Travel Mediator (MTV Médiation Tourisme Voyage, BP 80 303, 75 823 Paris Cedex 17, France - Tel: +33 (0)1 42 67 96 68 - Email: info@mtv.travel) in accordance with the procedures set out on the website <https://www.mtv.travel> and within a maximum period of one year from the written complaint made to Méribel Alpina.

He/she may also have recourse to the online dispute resolution platform set up by the European Commission, accessible on the website <https://webgate.ec.europa.eu/odr/>.

In the absence of an amicable settlement, the Client may refer the matter either to one of the territorially competent courts under the French Code of Civil Procedure, or the court of the place where he/she lived at the time of the conclusion of the contract or of the occurrence of the prejudicial event.

ARTICLE 20. ENTRY INTO FORCE OF THE CONDITIONS OF SALE

The Conditions of Sale come into force on 1st October 2022.

ARTICLE 21. MODIFICATION OF THE CONDITIONS OF SALE

Méribel Alpina reserves the right to modify the Conditions of Sale at any time.

ARTICLE 22. TRANSLATION OF THE CONDITIONS OF SALE

In case of contradiction between the Conditions of Sale in French and the Conditions of Sale in another language, the Conditions of Sale in French shall prevail.

ARTICLE 23. APPLICABLE LAW

The Conditions of Sale are governed by French law.