

SKI LIFTS



**GENERAL TERMS AND
CONDITIONS
OF INDIVIDUAL
SALES
AND USE
2025/2026**

Legal information about the operator named “the Company” hereafter:

Corporate name: SAEM Sports et Tourisme

Registered office: 1431 route de Vonnes – F-74390 Châtel

Tel: +33 (0)4 50 73 34 24

Président: Mr Bernard Hugon

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Registered capital of € 100 000 € - Thonon Corporate & Trade Register No. B 823 420 500 – SIRET No. 823 420 500 000 22 – APE code 4939C Intracommunity VAT No.: FR51 823 420 500

Website www.ski.lachapelle74.com hosted by E-LIBERTY SERVICES SAS

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I. TRANSPORT CLAUSES

- I.1. The ski lift society company guarantees customers holding a valid ticket unlimited circulation of the ski lifts installations corresponding to the category and duration of validity of their pass.
- I.2. The lift pass may not be transferred by a customer if they have benefitted from a preferential tariff or if they are personnel or registered.
- I.3. In the event of a skiing accident or for any other personal reason preventing users from using the ski lifts, partially used tickets shall not be reimbursed by the Company. Insurance covering this risk is on sale at ticket counters and on the Company's online sales website.
- I.4. The ski lift society company cannot be held responsible for fortuitous events, due to any person foreign to the organization and the delivery of the service or for any reason attributable to the buyer, the beneficiary or to the partner. The obligations contained in the terms of these General Conditions of Sale will therefore not be applicable or will be automatically suspended and without compensation.
- I.5. So-called "hands-free" access to the installations does not in any way exempt users from having to present their ticket for inspection at any time and at the request of the Company's inspection staff.
- I.6. The absence of a ticket or the use of an irregular or counterfeit ticket shall result in the immediate expulsion of the customer from the ski area.
- I.7. Customers are responsible for their own safety and must ensure that there are no straps, strings or fastening cords hanging from their clothing and/or luggage, backpack, etc. that may become trapped or caught by the moving mechanical parts of the ski lift machinery they are using. The customers must respect the regulations displayed at the beginning of the ski lifts. It is the same of the respect of the local by-law relating to the security on the slopes.
- I.8. Customers are deemed to be tacitly in compliance with the contract of transport of people on la Chapelle d'Abondance ski lift installations (general terms and conditions of sale), a copy of which is available for consultation at every sales outlet and can be downloaded from the website <http://www.lachapelle74.com>.
- I.9. The contract of the transport of people is made up of all of the transport clauses, of all of the pricing rules and the instructions published by the ski lift company.

I.10. Translation – Applicable law and Regulation of Litigations

This contract is subjected to the French right. Consequently, and in the event of difficulty of interpretation or application of any of the provisions of the general terms, it will be advisable to refer expressly and exclusively to the French version. In the absence of satisfactory answer to a claim deposited with the counters or by mail with the company at this address: "SELCA SAS – 1431 route de Vannes – 74390 CHATEL".

The Customer are informed of possibility of resorting to a procedure of mediation near the Mediator of Tourism and Trip (MTV Médiation Tourisme Voyage, BP 80,303 - 75 823 Paris Cedex 17) according to the methods laid down on the website www.mtv.travel, and within maximum one (1) year as from the written claim formulated near the Owner.

In the absence of amicable settlement, the litigation will be carried in front of the courts of competent jurisdiction.

II. LIFT PASSES

PRICES:

Prices of ski passes are in Euros all taxes included with the VAT rate applied on the purchase date subject to change during the season if there are changes in the French financial law.

In case of events in the ski area, the company reserves the right to change the rate of the pedestrian ticket.

The rates are calculated according to the categories of people and the degressivity on the basis of the full adult day rate, rounded up to the 50 cents higher. Differentiation between the cash rate at the counters and the online sales price of the Portes du Soleil ski-passes (individuals and groups).

A lift pass comprises a *card* on which a *ticket* is saved electronically.

We recommend the purchase of ski passes online for comfort and to benefit from our best rates (the prices on the website www.ski.lachapelle74.com are lower than those applied at the desks)

II.1. IDENTIFICATION OF TICKETS:

Tickets are identified by the internet or wtp number.

Tickets valid for 8 days or more must be identified by a recent photograph of the holder, which will be registered in the computer system of control of ski-passes.

II.2. TICKETS

These can be:

- ✓ **Nominative:** Season and partial season pass on which the user is identified in full: last name, first name, address and photograph ((the photo will be kept by the Operator in its computer ticketing system to facilitate any reloadings or reissues of the Pass, unless opposed by the customer): season lift passes and partial season lift passes

The automated processing of nominative information was established in order to create a ticket database and consumption-tracking database. The Company is responsible for the automated processing.

In accordance with the French data protection law (the Loi Informatique et Libertés) of 6th January 1978, persons concerned by the automated processing of nominative information have the right to object to, access, modify, correct and delete data concerning them.

- ✓ **Personal:** Tickets on which the user is partially identified (photograph with no identity or address): lift passes valid for 8 to 15 days and Super Seniors.
- ✓ **Bearer:** Tickets from which user identification is completely absent.
hourly lift passes, lift passes valid for 1 to 7 days, and single-trip tickets.

II.3. THE TYPES OF CARDS:

Tickets for lift passes valid for less than 4 days can be programmed on "Hands-Free"-single use type cards or alternatively on "Hands-Free"- rewritable type cards subject to the payment of a supplement of three euros.

Lift passes valid for 3 or more days are published on a "Hands-Free"- rewritable type cards subject to the payment of a supplement of three euros.

Return tickets and points cards are issued on "Hands-Free"-single use type cards provided free of charge by the Company. These tickets are time-specific and cannot be used simultaneously by several users.

II.3.a. "Hands-Free"- rewritable type cards:

This system allows the customer the immediate convenience of not having to insert their ticket at the lift gates since the information is read remotely.

These cards are reusable and can be used to recharge the ski passes on the website: skipass-chatel.com and are not compatible with the online loyalty system.

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II.3.b. "Hands-Free"-single use type cards:

This system allows the customer the same comfort of not having to introduce their ticket at lift gates since the information is read remotely. But its less rigid constitution increases the risks of deterioration. This type of card cannot be recharged through the website, and they are not compatible with the online loyalty system. In concern for the environment, recycling boxes are available on all the ticket counters and throughout the various places of the resort.

II.4. LOYALTY SYSTEM

To join the loyalty system "My Club Portes du Soleil" and get information, you simply need to have a rewritable free hand card available at the counters for 3 euros and log on to the website:

<http://en.portesdusoleil.com/prices/my-club-portes-du-soleil> and register within 14 days of your purchase.

II.5. SKI AS YOU PLEASE

The "Hands-Free" operating system makes it possible to offer users tailored ski options such as:

II.5.a. in the "Châtel Liberté" ski area

Time-specific options over 7 days (valid throughout 7 days):

- ✓ 5 non-consecutive days (throughout 7 days)

II.5.b. in the "Portes du Soleil" ski area

Time-specific options for the winter season (valid throughout the winter season 2025-2026):

- ✓ 5 non-consecutive days

These tickets must be used before the end of the current 7 days, or of the current season (according to the chosen formula). If this is not the case, no reimbursement will be payable. For 5-hour to 15-day ski passes: if you start your day's skiing in Champéry, Les Crosets, Champoussin or Morgins, you must buy your ski pass at a ticket office in one of the above-mentioned resorts or on the online sales portal skipass-pds-ch. ch or one of its partners in Switzerland (RailAway, Ticket Corner, etc.) Holders of 5-hour to 15-day ski passes bought in France must start their day's skiing in a French resort in the Portes du Soleil, otherwise they will have to pay a surcharge to unlock the pass.

III. INSURANCE

Since personal insurance policies do not necessarily cover every risks incurred while skiing, two appropriate insurance products are offered to customers:

III.1. DAY INSURANCE - SNOW RISK

Snow Risk day insurance is taken out nominatively. It is available for duration of 1 day to 15 days maximum.

It is generally bought at the time of purchase of the ski lift passes. In this case, the duration of the insurance must be identical to that of the ski lift pass.

In the case that an insurance policy is bought during the period of validity of a ski lift pass, the end of validity of both the lift pass and the insurance must be the same.

Note that the date stated on the ticket receipt refers to the current season and the date when the insurance was purchased.

The proof of purchase does not state the number of days of insurance taken out but refers to the current season and to the date on which the insurance was purchased.

The insurance is determined by the date of purchase of the insurance and by the duration of the insurance, with the exception of insurance bought online with the purchase of lift passes or by order form before the start of the season.

More information: www.snowrisk.fr or at the ticket offices.

III.2. ANNUAL INSURANCE – « ASSURENSPORT »

Assurancesport insurance is valid for one year.

It can be taken out individually or for a family of at least 4 people.

More information: www.assurensport.com or at the ticket counters.

Snowrisk and Assurensport insurances guarantee exemption from administrative fees of € 50 invoiced for any ski patroller intervention.

IV. RIGHT OF WITHDRAWAL

Customers purchasing lift passes valid for 3 or more days have 24 hours in which to check that the tickets issued by the sales assistants are correct.

During this period, they can change their mind about their initial choice of lift passes made when purchasing the tickets. They are permitted either to change the type of lift passes chosen (Châtel Liberté or Portes du Soleil) or to extend the duration of the lift passes.

Once the withdrawal deadline of 24 hours has elapsed, no changes to lift passes are permitted.

V. DUPLICATING SKI PASS

V.1. LOST, STOLEN OR DESTROYED TICKETS

Duplicate tickets can be issued only if the operator is able to block the use of the lost, stolen or destroyed ticket. The holder must quote the ticket number, which is shown on the ticket receipt or on the online confirmation of sale.

Any customer to whom a duplicate lift pass is issued must settle the amount payable for the "hands-free" card on which the lift pass will be programmed. The lost or stolen tickets 'bonus points are definitively lost.

V.2. FORGOTTEN TICKETS

Forgotten tickets shall not be replaced. Skiers without a ticket who have left their ticket at their residence must pay the cost of the day of skiing they consume.

The cost of the additional lift pass purchased shall be reimbursed on presentation of the two tickets and of an identity card once it has been established by appropriate reading of the card that the forgotten lift pass has not been used.

VI. TOTAL OR PARTIAL REIMBURSEMENT OF TICKETS

The prices of ski lift passes, from 1 day to a season pass, an advantageous degressive rate is considered. If a lift pass issued has not been used or partially used, it will not be refunded or exchanged, regardless of the cause (illness, accident or any other personal cause to the customer) regardless of the validity period of the pass. The client is informed (Article III) of the possibility of covering this risk by specific insurance companies.

Non-consecutive days, points cards and single tickets must be used during the current winter season. Beyond that, no refund or a deferral of validity can be made.

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VI.1.a. Skiers holding Snow Risk insurance or Assurensport insurance.

The cover of these skiing-specific insurance policies provides for compensation to be paid by the insurance policy and under no circumstances by the Company for days when the lift pass is not used, on presentation of a medical certificate.

See details of the insurance cover (information provided by the insurer available at all ticket counters) and on www.snowrisk.fr or www.assurensport.com

VI.1.b. Skiers not holding Snow Risk insurance or Assurensport insurance.

Only commercial compensation may be possible, subject to assessment of the situation by the general management.

Any compensation is then granted shall be in the form of a credit to be used on the online sales site www.skipass-lachapelle74.com, and the amount of which is equivalent to a quarter of the ski days lost.

The members of the family shall not be entitled to compensation.

The ceasing of skiing in the absence of an event of "force majeure" simply due to personal reasons shall not be compensated. It shall not result in any entitlement to total or partial reimbursement of the lift pass.

VII. CLOSURE / STOPPING OF SKI LIFTS

Arrangements implemented by the Company shall be made only in the case of the closure of a significant number of ski lifts and ski trails and in the event of force majeure (a cut in the power supply, exceptional weather conditions, etc.).

VII.1. STOPPING OF SALE

No ticket valid for more than 1 day will be sold.

VII.2. PRICES REDUCTION

The price of day tickets shall be reduced in line with the proportion of traffic affected:

% Of installations affected for the day	% Reduction in prices
Between 35% and 59%	20 %
Between 60% and 70%	30 %
More than 70%	40 %

VII.3. COMPENSATION IN THE EVENT OF REDUCED PRICES FOR PARTIAL CLOSING

Customers in possession of a ticket obtained **before** the interruption of operation of the ski lifts and ski pistes may be offered compensation for the prejudice suffered, depending on the number of days of closure and on the type of ticket.

They shall be granted:

- either an immediate extension in duration
- or a credit note, in duration, to be used either before the end of the current season or during the following season
- or deferred reimbursement equal to the difference between the price paid by the user and the number of days used, multiplied by the daily price in force.

The degressivity (proportionately cheaper price for a longer duration) of lift passes covers its potential non-consumption.

Only Passes having been purchased and paid for directly by the Customer to the Operator can be compensated

VII.4. CONNECTION FOR THE PORTES DU SOLEIL

When the connection for the resort of Avoriaz is interrupted for a duration that exceeds 50.00% of the period of validity of the ticket, the proportion of the lift pass price that exceeds the price of a lift pass for the Châtel Liberté ski area for the same duration shall be reimbursed.

VII.5. EVACUATION FROM SKI LIFT

In the event of the evacuation people transported on an out-of-service ski lift, passengers holding one-day or half-day passes shall be compensated with a one-day or half-day pass, following verification (see compensation table). Passengers holding tickets valid for more than 1 day shall not receive compensation.

VII.6. FORCE MAJEURE - 2025/2026 SEASON PASSES - COMPENSATION.

By force majeure is meant any unforeseeable, irresistible and external event, independent of the will of the parties, such as those usually retained by the jurisprudence of French courts and tribunals, and, in particular, without this list being exhaustive, administrative closure related to a pandemic, government or legal restrictions, legal or regulatory changes preventing the parties from continuing their activities, telecommunications blockages.

In the event that all ski lifts are interrupted due to a case of force majeure resulting in suspension of the contract for more than 15 consecutive days, the 2024/2025 winter season passes will be subject to:

- Either a credit (on the customer's account on www.skipass-chatel.com), corresponding to the number of closed weeks multiplied by the price of the Season pass reduced to the number of opening weeks initially planned deducted from a waiting day at the base rate in force,
- or a postponement for the following season.

Any request for compensation must be sent by email to selca@lachapelle74.com or by letter to SELCA SAS - 1431 route de Vannes – 74390 CHATEL within 30 days of the end of the ticket's validity. Beyond this period, requests will not be processed.

BAD WEATHER RATES SECTEUR CRET BENI

For closing secteur Panthiaz

	Adults	Children	Teenager / Séniors
5h00	24,00 €	18,00 €	22,00 €
1 day	28,00 €	21,00 €	26,00 €
2 days	54,00 €	40,00 €	48,00 €
3 days	80,00 €	60,00 €	72,00 €
4 days	99,00 €	74,00 €	90,00 €
5 days	124,00 €	93,00 €	112,00 €
6 days	146,00 €	110,00 €	132,00 €

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**Lift pass compensation rules in the event of the
interruption of operation of ski lifts because of storms**

1 day of full interruption of the ski lifts

lift pass purchased	Extension of	Credit of
2 days	1 day	Difference between 2 & 1 day
3 days	1 day	Difference between 3 & 2x1 day
4 days	0.5 day	Difference between 4 & 3x1 day
5 days	0.5 day	Difference between 5 & 4x1 day
6 days +		loss covered by degressivity

2 days of full interruption of the ski lifts

lift pass purchased	Extension of	Credit of
2 days	2 days	2 days
3 days	2 days	Difference between 3 & 1 day
4 days	1,5 days	Difference between 4 & 2x1 day
5 days	1 days	Difference between 5 & 3x1 day
6 days	1 days	Difference between 6 & 4x1 day
7 days	0,5 days	Difference between 7 & 5x1 day
8 days	0,5 days	Difference between 8 & 6x1 day

3 days of full interruption of the ski lifts

lift pass purchased	Extension of	Credit of
2 days	2 days	2 days
3 days	3 days	3 days
4 days	2,5 days	Difference between 4 & 1 day
5 days	2,5 days	Difference between 5 & 2x1 day
6 days	2 days	Difference between 6 & 3x1 day
7 days	2 days	Difference between 7 & 4x1 day
8 days	1,5 days	Difference between 8 & 5x1 day

4 days of full interruption of the ski lifts

lift pass purchased	Extension of	Credit of
2 days	2 days	2 days
3 days	3 days	3 days
4 days	4 days	4 days
5 days	4 days	Difference between 5 & 1 day
6 days	3 days	Difference between 6 & 2x1 day
7 days	3 days	Difference between 7 & 3x1 day
8 days	2,5 days	Difference between 8 & 4x1 day

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VIII. PRICE REDUCTIONS RELATED TO CUSTOMER AGE

Obtaining free or age-related price reduction implies the mandatory presentation of proof of identity (identity card, passport...)

VIII.1.a. All duration ski-pass except season ski pass, the age of users shall be deemed to be that on the date of the first day of validity of the lift pass purchased, without exception, according to the table below:

- Young children ^{*(1)} :	Under 5 years old
- Children:	5 to 15 years old
- Young adults:	16 to 25 years old
- Adults:	26 to 64 years old
- Seniors:	65 to 74 years old
- Super Seniors:	75 years old and older

VIII.1.B PRICES RELATED TO AGE OF CUSTOMER

Espace Liberté lift pass:

- Young children ^{*(1)} :	Free
- Children:	25.00% off the Adult price
- Young adults:	10.00 % off the Adult price
- Adults:	<i>Normal price</i>
- Seniors:	10.00 % off the Adult price
- Super Seniors:	60% off the full Adult day price, purchase at the cash desk only. Season pass: €220, purchase at the cash desk only.

Portes du Soleil lift pass :

- Young children ^{*(1)} :	Free
- Children:	25.00% off the Adult price
- Young adults:	10.00 % off the Adult price
- Adults:	<i>Normal price</i>
- Seniors:	10.00 % off the Adult price
- Super Seniors:	60% off the full Adult day price, purchase at the cash desk only. Season pass: €280, purchase at the cash desk only;

La Chapelle d'Abondance lift pass :

- Young children ^{*(1)} :	Free
- Children:	25.00% off the Adult price
- Young adults:	10.00 % off the Adult price
- Adults:	<i>Normal price</i>
- Seniors:	10.00 % off the Adult price
- Super Seniors:	60% off the full Adult day price, purchase at the cash desk only. Season pass: €150, purchase at the cash desk only;

^{*(1)} Free transport on the ski lift installations on condition that they are accompanied by at least one adult in possession of a valid lift pass. They must get a free ticket, delivered at the cash desks.

In order to benefit from the price reduction related to age proof of identity is required (identity cards, passport, etc).

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VIII.2. FORFAITS SAISON, the age of the user is assessed according to the calendar year of birth and upon presentation of a proof, according to the table below:

- Free Kid – 5 years old: (born from 2021)
- Kid: between 5 and 15 years old (born between 2010 and 2020)
- Young: between 16 à 25 years old (born between 2000 and 2009)
- Adult: between 26 and 64 years old (born between 1961 and 1999)
- Senior: between 65 and 74 years old (born between 1951 and 1960)
- Super Senior: from 75 years old: (born before 1951)

IX. PRICE REDUCTIONS RELATED TO TYPE OF CUSTOMER

Reductions in price related to type of customer cannot be accumulated.

IX.1. FAMILY SEASON LIFT PASS

IX.1.a. Families in the ski area

Families are entitled to a reduction of **10% on the individual public price** (excepted on reduced prices) **of the Liberty area pass only**, regardless of the period of validity of the lift pass.

The "Family" price is granted for the 5 hours, 1 day, 2 days and 3 days ski-passes on sale only at the counters in accordance with the following criteria:

- Minimum 4 ski lift passes,
- Of the same period of validity,
- issued at the same time (in one payment transaction),
- For use by members of the same family comprising of at least 2 children or teenagers and at most 2 adults (parents / children - grandparents / grandchildren, stepparent families, etc.).

IX.1.b. Families in the Portes du Soleil ski area

✓ Families are entitled to a reduction of 10% on the individual public price (except on reduced prices)

The **Portes du Soleil "Families"** price is granted for the 5 hours, 1 day, 2 days and 3 days ski-passes on sale only at the counters and in accordance with the following criteria:

- Minimum 4 ski lift passes, 2 generations to the maximum
- of the same period of validity,
- issued at the same time (in one payment transaction),
- for use by members of the same family, comprising among which 2 adults/seniors maximum.

IX.1.c The Tribu on the Portes du Soleil area and Espace Liberté, la Chapelle/Torgon area

Discount of 10% on the purchase of 4 ski passes minimum, same duration and same validity (4 days minimum) - Without obligation of kinship or age restriction. One payment for the transaction, on sale at the counters and online: www.ski.lachapelle74.com

IX.2. GROUPS

Groups are entitled to a reduction on the individual public price (except season lift passes) of the Espace Liberté, La Chapelle/Torgon and Portes du Soleil lift passes (only online); discounts are dependent on the number of people making up the group:

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IX.2.a. Reductions

- ✓ Reductions valid in the Châtel Liberté and Portes du Soleil ski areas:
 - Group comprising a minimum of 13 persons to a maximum of 49 persons: 10 %
 - Group comprising a minimum of 50 persons to a maximum of 99 persons: 15 %
 - Group comprising a minimum of 100 persons to a maximum of 199 persons: 20%
- ✓ Reduction valid in the Châtel Liberté ski area:
 - Group comprising more than 200 persons: 25 %
- ✓ Reduction valid in the Portes du Soleil ski area:
 - Group comprising more than 200 persons: 20%

IX.2.b. Conditions for obtaining the "Groups" rates.

A group is a homogeneous and structured pre-composed collection of participants constituted in an ad hoc manner with the common purpose of undertaking a journey, holiday or excursion.

It must be represented by a single leader mandated by the other members of the group.

It must comprise at least 13 persons purchasing lift passes of the same duration and the same validity.

Supporting documentation related to the age of the users must be provided (list of participants stating the last name, first name and date of birth for each participant).

Only one payment shall be accepted for the whole service.

IX.2.c. Other benefits related to the "Groups" price.

- "Châtel Liberté Groups" lift pass: One free pass granted for every 20 lift passes purchased
- "Portes du Soleil Groups" lift pass: One free pass granted for every 30 lift passes purchased

X. SPECIFIC BENEFITS FOR CERTAIN TYPES OF CUSTOMERS

Certain types of customers are entitled to specific benefits.

The benefits granted are exclusive of all others.

Where they are fixed as a percentage, the benefits are applied based on the full public prices.

X.1. DISABLED SKIERS

Disabled skiers are entitled to the following price benefits:

Disabled non-skiers are not entitled to special benefits.

X.1.a. Liberty and Portes du Soleil areas

On presentation of:

Disabled persons card (invalidity only)	50%
Accompanied by 1 person if necessary.	All valid, except season passes
foreign disability card indicating the need for an accompanying person	50%
	All valid, except season passes
Any other disability card (priority) or foreign cards not mentioning the need for an accompanying person	20%
	All valid, except season passes

XI. SPECIFIC BENEFITS FOR PROMOTIONAL OFFERS

Reductions in price related to type of customer cannot be accumulated with promotional offers.

All these offers are subject to the presentation of proof of the skier's age and a recent and recognizable photo of identity for season packages (the photo will be kept by the Operator in its ticketing computer system to facilitate any reloads or reissues of the Title unless the customer objects).

a) "Portes du Soleil online Early Booking" special offer for individual ski passes only

15% reduction on Portes du Soleil lift passes valid for 5 to 15 days **except** during French school holidays (from 05.01.2026 to 06.02.2026 & from 09.03.2026 to the end of the season) bought online www.skipass-lachapelle74.com, between 28 June & 15 November 2025.

These discounts only apply to full rates, they cannot be combined with family, group, or pass-group rates, or any other reduction.

b) "Portes du Soleil season ski-pass sale"

Individual « Portes du Soleil » season passes bought between 11 April and 30 September 2025 inclusive.

Adult : 958 €

Senior : 862 €

Young Adults under 26 years old (born after 2000): 470€

Individual « Portes du Soleil » season passes bought between 01 October and 15 November 2025 inclusive.

Adult : 1085 €

Senior : 976 €

Young adults under 26 years old (born after 2000): 555€

Children ski pass 12 years (born after 2014):

- Free with any purchase of an adult parent Portes du Soleil season pass (direct parentage) before 15 November 2025.

c) "Châtel Liberté" online Early Booking" special offer for individual ski passes on Liberté area Pre-season" special offer 5 to 6 days ski-passes

15% reduction on Espace Liberté lift passes valid for 5 to 6 days **except** during French school holidays (from 05.01.2026 to 06.02.2026 & from 09.03.2026 to the end of the season) bought online www.skipass-lachapelle74.com, between 28 June & 15 November 2025.

These discounts only apply to full rates, they cannot be combined with family, group, or pass-group rates, or any other reduction.

d) "Espace Liberté area season ski-pass sale"

-30% on espace liberte season lift passes bought between 11 April and 30 September 2025 inclusive

-25% on espace liberte season lift passes bought between 01 October and 15 November 2025 inclusive

XI. METHODS OF PAYMENT

The following methods of payment are accepted by the Company:

- **Bank cheque in €**, drawn on a bank account opened in France and made out to: SELCA La Chapelle d'Abondance. Proof of identity will be required for all payments of more than €15.
- **Bank card**
- **Chèque vacances issued by ANCV** on presentation of proof of identity.
- **Cash:** - up to a maximum of 10,000.00 euros in the case of a non-trading individual not taxed in France and after the recording by the Company of proof of identity and domicile.
(décret n° 2015-741 du 24 juin 2015 Article L112-8 of the Monetary and Financial Code)

- up to a maximum of 1,000.00 euros in the case of a non-trading individual tax domiciled in France

- up to a maximum of 1,000.00 euros in the case of professionals who are partners of the Company and who pay their invoice in cash

(décret n° 2015-741 du 24 juin 2015 Article L112-6 of the Monetary and Financial Code)

As a security measure, payments in cash can only be made for purchases at a sales outlet and not for distance purchases of lift passes (mail-order selling, online selling, etc.).

Each lift pass issued shall be accompanied by a sales document stating the nature of the ticket, its date of validity and its unique number.

XII. RESALE OF LIFT PASSES

Any trade, exchanges, barter or resale of tickets, for all or a part of the availability is strictly prohibited except where permission is given by the operator by contractual provision.

If an offence is committed, legal action may be taken against offenders.

XII.1 BREACH OF LIFT PASS CLAUSES

In the event of failure to respect the police regulations or these general terms and conditions of sale and use the lift passes may be withdrawn for evidential purposes.

Depending on the seriousness of the breach committed, it may result in the payment of a lump sum in compensation increased where applicable by the administrative costs or in legal proceedings and the payment of damages.



XII.2. INSPECTION

The lift pass must be presented at every inspection.

The absence of a ticket or the use of an irregular ticket is punishable by a penalty charge equal to 5 times the price of the one-day lift pass in the category concerned (Châtel or Portes du Soleil). Where applicable, it shall be increased by administrative costs, the sum of which is fixed by the regulation in force.

The counterfeiting of a ticket or the use of a counterfeit ticket is punishable by criminal proceedings and damages.

In all the above-mentioned cases, lift passes may be withdrawn for evidential purposes and / or in order to return them to their owner.

XII.3. WRONG SKI LIFT AREA

A customer having bought a sectorial ski-pass, finding himself inadvertently on another ski resort within the Portes du Soleil ski area, will be offered a ski pass of said sectorial area of a duration of two hours, at a reduced price, what will allow him (her) to visit said area, and to take back a connection lift at the end of these two hours to return on the initially chosen sectorial area.

XII.4. PENALTY CHARGE

Local lift pass :	€ 280.00
Portes du Soleil lift pass :	€ 375.00

**The President,
Mr Bernard Hugon**



XIII. GENERAL TERMS AND CONDITIONS OF ONLINE SALES FOR WINTER 2025-2026

The Company offers its customers an online lift pass sales system that enables everyone to make their winter holiday choices, view lift pass details and prices and pay for lift passes 24 hours a day!

To buy lift passes online the customer must use the Internet address (URL) of the server shared by the Company and Châtel Tourist Office, found on the Web at the following address:

<http://www.skipass-lachapelle74.com>

The online sale of lift passes is governed by the following arrangement:

Article 1-Lift pass prices:

To the exclusion of all other categories or types of lift passes, the online sale concerns only those prices explicitly and restrictively authorised by the Company to be sold by electronic means.

The lift pass prices shown are in euros including all taxes with the VAT applied at the date of purchase. They may change during the season in the case of changes to the French financial law. They are contractually binding.

The duration of the lift pass and the ski area covered by it account for the different ticket prices. These terms and conditions are applicable in addition to the General Terms and Conditions of Sale displayed on site (at the ticket counters) and which can be downloaded from <http://www.lachapelle74.com>.

Article 2-Terms and conditions of use of lift passes:

The tickets issued are strictly personal; they are non-assignable and non-transferable.

The validity of the tickets is not marked on the cards but on the Internet order summary. They entitle the holder unlimited circulation of the ski area and the operating ski lifts for the validity of lift pass.

The user must be in possession of his lift pass throughout the journey from the departure point to the arrival point of the ski lift.

In accordance with the legislation in force (Law 85-1407 of 30th December 1985), the absence of a ticket or the use of an irregular ticket is punishable by a penalty charge equal to 5 times the price of the one-day lift pass of the category concerned (Châtel Liberté or Portes du Soleil). Where applicable, it shall be increased by administrative costs, the sum of which is fixed by the regulation in force.

Children less than 5 years of age travel free of charge; they must be accompanied by an adult.

Attention! For passes from 5 hours to 15 days, if you start your ski day in a Swiss Portes du Soleil resort, your pass purchase must be made at the ticket offices of the 5 Swiss "Portes du Soleil" resorts or on the sales sites. following online:

- www.skipass-pds-ch.ch
- www.torgon.ch

Holders of passes from 5 hours to 15 days purchased in France must start their day of skiing from a French resort in the "Portes du Soleil."

Article 3-Loss or theft of ticket:

In the event of loss or theft, a duplicate valid for the remaining period of validity not including the day on which the loss or theft is reported can be issued only in the case of lift passes on hands-free cards, on presentation of proof of the order stating the Internet number and subject to the payment of €3 for the replacement rechargeable hands-free card if the customer does not possess another one.

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Article 4-Compensation in the event that the resort does not open:

If more than 50% of the installations do not operate because of bad weather conditions for the **whole** duration of the lift passes ordered, the Company has put in place a compensation system in the form of exchange vouchers redeemable during the same season or the following season.

Article 5-force majeure - 2025/2026 season passes - compensation conditions:

By force majeure is meant any unforeseeable, irresistible and external event, independent of the will of the parties, such as those usually retained by the jurisprudence of French courts and tribunals, and, in particular, without this list being exhaustive, administrative closure related to a pandemic, government or legal restrictions, legal or regulatory changes preventing the parties from continuing their activities, telecommunications blockages.

In the event that all ski lifts are interrupted due to a case of force majeure resulting in suspension of the contract for more than 15 consecutive days, the 2024/2025 winter season passes may be subject to: Either. Either a credit (on the customer's account on www.skipass-lachapelle74.com), corresponding to the number of closed weeks multiplied by the price of the Season pass reduced to the number of opening weeks initially planned deducted from a waiting day at the base rate in force, or a postponement for the following season.

Article 6-Compensation in the event of illness or accident or for personal reason:

No reimbursement of tickets shall be made for accident, illness or any other personal cause regardless of the duration of the lift pass. An insurance service is available to cover this risk: see article 7.

Article 7-Ski insurance:


Snow Risk insurance, available per day, is nominative. It is available for duration of 1 day to 21 days maximum.

It is generally taken out at the time of purchase of the ski lift passes. In this case, the duration of the insurance must be identical to that of the ski lift pass.

In the case that an insurance policy is taken out during the period of validity of a ski lift pass, the insurance and the lift pass have to end on the same day.

Note that the date stated on the ticker receipt refers to the current season and the date that the insurance was purchased. It does not state the exact number of days of the insurance.

The insurance cover is determined by the date of purchase of the insurance and by the number of days for which insurance has been bought for, with the exception of insurance bought during the online purchase of lift passes or by order form before the start of the season.

The duration of insurance is the same as the duration of validity of the ticket.  Remember to bring your order summary with you on holiday. If required, it will provide proof of purchase of insurance and will be essential in the event of an accident.

Details on www.snowrisk.fr



Article 8-Right of withdrawal:

In application of the article L121-21 of the consumption code, the customer has a 14 days delay from the payment date of his order to exercise his right of retraction without having to prove motives, nor pay any fines, by sending a letter by mail, registered with acknowledgment of reception to the Company.

The refund procedure begins within 14 days of date in which the Company is informed about the retraction, this can be postponed until the date of reception of the hands-free cards and exchange coupons if the order included these articles, or on the date in which the consumer supplies proof of expedition of the articles.

Article 9-Hands-Free – rewritable type card:

Lift passes purchased online are compulsorily programmed on "Internet Hands-Free"-type rewritable cards which provide access to the installations without the user having to insert the card at the lift gates.

For the new customers who do not possess a Hands-Free rewritable type card with an Internet or WTP number, emitted in one of the Portes du Soleil ski resort, it is sold online at the price of €3.

For environmental reasons, recycling boxes for the cards that customers do not use anymore, are available at all the ticket counters and in the various places throughout the resort.

Article 10-Portes du Soleil Early Booking" special offer for individual ski passes only:

a) Portes du Soleil online Early Booking" special offer for individual ski passes only

15% reduction on Portes du Soleil lift passes valid for 5 to 15 days **except** during French school holidays (from January the 5th till February the 6nd et from march the 09th till the end of the season) purchased via the Internet www.skipass-lachapelle74.com, **from June the 30th till November the 15th.**

These discounts only apply to full rates, they cannot be combined with family, group, or pass-group rates, or any other reduction.

b) Châtel Liberté" online Early Booking special offer for individual ski passes on Liberté area Pre-season" special offer 5 to 6 days ski-passes

15% reduction on Chatel Liberté lift passes valid for 5 to 6 days **except** during French school holidays (from January the 5th till February the 6nd et from march the 09th till the end of the season) purchased via the Internet www.skipass-lachapelle74.com, **from June the 30th till November the 15th.**

These discounts only apply to full rates, they cannot be combined with family, group, or pass-group rates, or any other reduction.

"Portes du Soleil season ski-pass sale"

Individual « Portes du Soleil » season passes bought between 11 april and 30 September 2025 inclusive.

Adult : 958 €

Senior : 862 €

Young Adults under 26 years old (born after 2000): 470€

Individual « Portes du Soleil » season passes bought between 01 October and 15 November 2025 inclusive.

Adult : 1085 €

Senior : 976 €

Young adults under 26 years old (born after 2000): 555€

Children ski pass – 12 years (born after 2014):

- Free with any purchase of an adult parent Portes du Soleil season pass (direct parentage) before 15 November 2025.

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c) "Châtel Liberté" online Early Booking" special offer for individual ski passes on Liberté area Pre-season" special offer 5 to 6 days ski-passes

15% reduction on Espace Liberté lift passes valid for 5 to 6 days **except** during French school holidays (from 05.01.2026 to 06.02.2026 & from 09.03.2026 to the end of the season) bought online www.skipass-lachapelle74.com, between 29 june & 15 november 2025.

These discounts only apply to full rates, they cannot be combined with family, group, or pass-group rates, or any other reduction.

d) "Espace Liberté area season ski-pass sale"

-30% on espace liberte season lift passes bought between 01 june and 30 september 2025 inclusive

-25% on espace liberte season lift passes bought between 01 october and 15 november 2025 inclusive

Article 11-Loyalty system:

To join the loyalty system "My Club Portes du Soleil" and get information, you simply need to have a rewritable free hand card available at the counters for 3 euros and log on to the website:

<http://www.portesdusoleil.com/prices/my-club-portes-du-soleil> and register within 14 days of your purchase.

Article 12-Family price:

When at least 4 lift passes of the same duration (not including specially priced lift passes and season lift passes) are purchased online in a single transaction, the Company offers purchasers a 10 % discount. This price applies only to members of the same family; this discount is granted in accordance with the criteria in points: IX.3.a, and IX.3.b.

To benefit from the reduction granted to family's fares, a document of the national identity card and any document confirming a family association is needed (reloading during the online order).

Article 13-Ordering and execution of the order:

1) For the first order (the customer does not have a hands-free card with an Internet or WTP number)

The customer chooses what type of ski pass he/she wants from the ski-pass catalogue, he completes the form and buy a hands-free card (Details are in the document called "stay informed" that can be read on www.skipass-lachapelle74.com).

The staff will program the card according to the wishes of the customer. It will then be delivered to him/her ready to use. The ski pass will be activated when passing through the first ski lift gate of the chosen domain (according to dates and the validities validated during the order).

2) The customer already has a rewritable hands-free card with an Internet or WTP number

In this case he/she can top up the required lift pass himself/herself using the Internet or WTP number that he/she shall enter when logging in.

Lift passes must be topped up at least 1 hour before use. The customer must print off a receipt stating the characteristics of the product purchased, as this may be of use in the event of an inspection or accident (for lift passes with insurance included).

On the day that the lift pass is used the customer must go to one of the lift gates positioned at the entry point of every ski lift in the Liberty ski area. When passing this gate his/her lift pass will be validated automatically.

Regardless of the type of lift pass purchased, the lift pass **MUST** be validated the first time the user uses a ski lift in the Liberty ski area.

When the customer uses a ski lift equipped with a lift gate, the characteristics of the lift pass will be displayed on the gate screen. On other installations inspection will be carried out by means of the receipt that the customer printed off when placing his order.

On completion of the ordering process, the Châtel ski lift company shall confirm the order in an e-mail that states:

- the merchant ID,
- the date of the transaction,
- the transaction reference,
- the customer's contact details: last name, first name, address, post code, town, e mail address and telephone number
- the details of the order
- the collection point of the lift passes and the hours that it is open to the public. *in the case of a first order.*
- the deadline for withdrawal: under the French law governing distance selling, the purchaser has the right to withdraw from the sale up to 7 (seven) days following the order.

The information recorded by the Company shall constitute proof of the nature, content and date of the order. The order shall be archived by Company. The customer can access this archived information by contacting the Customer Relations department.

Payment is due at the time of the order's validation, which shall not be processed until after definitive confirmation that the payment has been credited to the operator's bank account.

Article 14-Secure payment:

Payment for the order is immediate. Payment is fully secure and can be made solely by bank card. The cards accepted on the website are Carte Bleue, Visa and MasterCard.

For this type of transaction, the Châtel ski lift company uses "SP PLUS", an e-transaction telepayment platform from Caisse d'Epargne. This service includes the SSL universal standard of encryption and uses the "3D Secure" mode for payments' authentication. The confidential data are encrypted for transmission and do not pass via our servers, ensuring that your data remain totally confidential. The data recorded by the " SP PLUS " payment system from Caisse d'Epargne, which is open 24 hours a day, 7 days a week, constitute proof that the financial transactions have taken place. The refusal of the purchaser's bank to debit the purchaser's bank account shall result in the order process being cancelled.

Article 15-Delivery of lift passes (not including top-ups):

PICK-UP AT AN AUTOMATIC KIOSK (NOT CHARGING): Lift passes are available 24 24 at all pick-up kiosks located near the ticket offices and in the la chapelle Tourisme lobby. To withdraw the ski pass, the buyer must be in possession of the order number or QR code that they received with the confirmation of their order. The withdrawal of the ticket s makes the sale final.

Article 16-Photographs:

For all orders for lift passes valid for more than 8 days (including season lift passes), the purchaser's photograph must be included on the lift pass card (follow the instructions: click on browse (your photos) etc.

Article 17-Customer Relations:

For any information or complaint, the customer can send a request by clicking on the links at the bottoms of the homepage of the online sales site www.ski.lachapelle74.com.

Article 18-Data confidentiality :

The personal information provided by the customer when purchasing lift passes shall not be passed on to any third party; unless the customer expressly objects, it shall be included in the Company's customer file, the objective of which is to make up a ticket and consumption-tracking database. In accordance with Law 78-17 of 6th January 1978, the customer has the right to access and correct information held about him at any time. To exercise this right, the customer simply must contact the la chapelle ski lift company.



Article 19-Intellectual property rights:

The placing of hyperlinks to the pages of the website <http://www.skipass-lachapelle74.com> used for the online sale of passes for the use of the ski lifts of Liberty area and the Portes du Soleil without the express authorisation of the Company is strictly prohibited.

Article 20-Applicable law and litigation:

This contract is subject to French law. The contractual information is presented in French. Before any legal dispute, the parties undertake to resort to a conciliation procedure. In case of legal disputes, only the courts of jurisdiction of the Court of Thonon-les-Bains will be competent.

These conditions are supplemented by the "general conditions of sale and use of tickets" available for consultation in all the sales points of the station and downloadable on

Website: www.skipass-lachapelle74.com hosted by E-LIBERTY SERVICES SAS

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**The President,
Mr Bernard Hugon**



