

1- Operating Company

SATA – BP 54 – 38750 ALPE D HUEZ – RCS GRENOBLE : B 775 595 960 00052

All requests or claims should be made to SATA – BP 54 – 38750 ALPE D HUEZ

info@sataski.com

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www.sataski.com

2- General provisions

The remote purchase of ski passes is performed by connecting to the Internet address www.sataski.com.

To place an order with www.sataski.com implies the acceptance by the customer of these special conditions of sale and use of SATA ski lift passes.

No provision contrary to the conditions of sale can be opposed to SATA unless previously and expressly accepted by SATA.

These conditions of sale may be modified unilaterally by SATA without notice. The applicable conditions will be those in force at the date of the customer's order.

These particular conditions of sale as well as the general conditions of sale and use of the tickets for SATA ski lifts are available at any time on the site www.sataski.com, downloadable at the following address: <http://www.sataski.com/fr-hiver/conditions-generales-de-vente/> and will prevail, if necessary, on any other version or any other contradictory document.

3- Products offered

Reminder : The ski pass comprises a lift pass saved on a card, and a receipt sent by email at the time of the confirmation of the purchase or reloading.

The sale on line allows the customer :

- the purchase and the loading of a lift pass on a support (card ski pass "Direct to ski" Card) for which a deposit is asked, called the First Purchase;
- the reloading of a lift pass on a support (card ski pass "Direct to ski" Card) already in possession of the customer, called the Reloading.

Transport documents proposed on www.sataski.com are a selection of transport documents for the access to the ski lifts on the followings ski area: Alpe d' Huez Grand Domaine Ski, Oz-Vaujany, Auris-in-Oisans, Villard-Reculas and/or Alpe du Grand Serre, with or without insurances, at the periods and on the conditions indicated on the website.

4- Orders process

The customer selects on the Site the products which he wishes to order by clicking the boxes provided for this purpose in order to fill his electronic basket.

By clicking the box "*I agree with sale conditions and I notice the information about age and family composition to get the reductions on prices*" then by clicking on the icon "*continue*", the customer validates his order.

The summary of the ordered products appears then with the total amount including all taxes of the order and the detail of the possible additional costs such as post charges, deposit for the "Direct to ski" Card.

After having checked this summary, the customer confirms his order by clicking on the icon of the bank card which he wishes to use to pay his order which brings him to the payment.

This double click implies unconditional acceptance of these particular conditions of sale and of the general conditions of use and final confirmation of his order by the customer.

After having received the authorization of payment under the conditions of article 7.1 of the present conditions, SATA sends the customer a confirmation of the acceptance of the order by email.

The sale will be considered as definitive only after the sending by SATA to the customer of this confirmation of the acceptance of the order.

Upon the validation of the order in "Reloading" mode, it will be sent by e-mail a confirmation, to be printed and presented on any later requests

The customer can follow his order in his account, tab "orders", column "statute".

Upon delivery of the order in "First Purchase" mode, the receipt with the numbers of card ski pass joined to the card ski pass shall be kept and presented on any later requests

5 - Deadline of the online orders

When the ski pass purchased on line is sent at home, the deadline of order is 5 days before the first day of ski (for instance Monday midnight for next Sunday morning).

When the ski pass is picked up at the ski lifts cash desks, the deadline of order is 36 hours before the first day of ski (for instance Thursday midnight for Saturday morning).

When the ski pass is reloaded, there is no deadline.

6- Prices

The prices indicated at the time of the order are in Euros. The price list may be consulted on-line at www.sataski.com.

The prices include all taxes.

SATA reserves the right to modify its prices without notice. The applicable prices will be those in force at the date of the customer's order.

The ordered products remain the property of the SATA until full payment of the price.

7- Methods

7.1 Secure payments

The secure payment by bank card is carried out by the "Crédit Agricole", via its system "ATHOS".

The payment is carried out in electronic payment terminal with immediate payment.

The orders of SATA products paid by bank card will be confirmed only when the bank of the customer and that of SATA have given their approval.

The refusal of the bank of the customer leads to the cancellation of the order.

7.2 Modes of payment

The product shall be paid upon order.

The payments are made by bank card (Visa, Eurocard, Master Card, American Express)

7.3 Times and delivery terms

The delivery terms apply in the event of "First Purchase" with the selection of the option "sending at home": the ski pass purchased on line will be delivered by post to the address indicated by the customer. 2€ of post charges will be invoiced.

All the shipments are made by post with the "lettre suivie" mode or equivalent mode.

7.4 Problems of delivery or forgetting of delivered ski pass(2 days and more)

If ski pass is forgotten at home by the customer and after the standard checks, the customer must enquire at the SATA cash desks with its confirmation of purchase in order to pick up new ski pass: Processing fee of 8 € and 2 € of deposit for the "Direct ski" Card will be required. The ski pass forgotten at home will be blocked at the ski lifts turnstile and will be replaced by duplicate. A waiting period of one day is applied if the duplicate is edited during the period of validity of the forgotten ski pass.

If ski pass did not arrive to the customer before the day of his departure for the stay, the customer must enquire at the SATA cash desks with its confirmation of purchase in order to pick up new ski pass: 2 € of deposit by the "Direct ski" Card will be required. The ski pass not received will be blocked at the ski lifts turnstile. A waiting period of one day is applied if the duplicate is edited during the period of validity of the not received ski pass.

SATA shall not be held responsible in case of force majeure or disturbance, total or partial strike of the post services, the means of routing and transport.

The deposit of 2 € is refundable at the end of the stay to restitution of the "Direct ski" Card to all SATA cash desks in the opening hours.

If the order is in Reloading mode, and the customer forgets his ski pass, the customer must enquire at the SATA cash desks with its confirmation of purchase in order to pick up new ski pass : Processing fee of 8 € and 2 € of deposit for the "Direct ski" Card will be required. The forgotten ski pass will be blocked at the ski lifts turnstile. A waiting period of one day is applied if the duplicate is edited during the period of validity of the forgotten ski pass.

For the daily ski pass, no duplicate can be edited.

The original receipt of the forgotten or lost ski pass will be conserved by SATA.

7.5 Cancellation: refund and exchange or modification

On simple request by email at info@sataski.com and at the latest on the day before the first day of ski pass validity, the ski pass may be cancelled and refunded by bank transfer within fifteen days deduction made of 10% of the amount of the order as processing fee.

For an exchange or a date transfer over the same season, no processing fee will be required subject keeping:

- same duration of ski pass
- same type of customer (adult, child/senior)

For an error in the date noted during the course of use, the customer must go to the nearest SATA point of sale with its purchase receipt : the modification will be carried out free subject to the standard checks of the passages at the ski lifts turnstiles.

8- Withdrawal period

The withdrawal period provided in the article L121-20-4 of the French Consumption Code is not applicable to the tourist services. Consequently, the customer does not profit from this withdrawal period.

9- Automated processing of personal data

Personal data are processed automatically with the aim of constituting a ticket sales database. SATA is responsible for processing this data.

The data processing communicated via the site of the SATA was the declaration object at the CNIL under number 1486355.

Right to access and rectify personal data

In accordance with the French data processing act of 6 January 1978, the holder of a pass (or his legal representative) retains the right to access, rectify, cancel and remove any personal data disclosed to SATA. This right may be exercised via the www.sataski.com website or by sending a letter to the following address: SATA - Service Commercial – BP 54 – F-38750 ALPE D'HUEZ.

The personal data communicated by the customer during the ordering are protected by a encoding system.

10 - Only the information contained in the memory of the ski pass is binding

Only the information held on the card ship is binding.

11- Intellectual property rights

All the elements of the website www.sataski.com are and remain the exclusive intellectual property of SATA. No one is not authorized to reproduce, exploit, repeat or use, even partially, of the elements of the website. Any simple link or hypertext link is strictly forbidden without an express agreement of the SATA.

12- Liability

SATA has for all the steps of access to the website, of the process of order, the delivery or the posterior services an obligation to make its best efforts.

In no event shall SATA be liable for any disadvantage or damage inherent in the use of Internet network, in particular a disruption of the service, an external intrusion or the presence of computer virus.

SATA also disclaims any liability for any case of force majeure.

13- Applicable law

The present general conditions of sale are governed by French law.

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Price as on 01.11.2011. Legal TVA rate is applicable.