

**SPECIFIC TERMS SALE
CANCELLATION BECAUSE OF COVID-19
2020-2021 WINTER**

Vers 28/12/2020

SATVAC : Public limited company with a capital of 1 511 280 € registered on the trade and companies register of Chambéry, under the number 076 720 515, which head office is located in VILLAREMBERT; intra-community VAT FR54076720515.

SAMSO : : Public limited company with a capital 2 250 000 € registered on the trade and companies of Chambéry, under the number 419 719 992, which head office is located in SAINT SORLIN D'ARVES; intra-community VAT FR78419719992.

Contact: info@sybelles.ski.

GENERAL

The specific terms of sale have been made necessary due to the purchase context (Covid-19), and are applicable to a certain category of customers.

It complete by derogation, the general terms of sale and use AND the specifics terms of online sale of the Operator, in force, with regard to the conditions of cancellation and refund of stay due to Covid-19. All terms of sale and use of skipass applicable to the ski resorts of Le Corbier, Saint Jean d'Arves and Saint Sorlin d'Arves, and by extension to Les Sybelles, are available at all points of sale and online on the website www.sybelles.ski.

When purchasing a ski pass, the Customer adheres to these specific terms of sale as well as the general terms of sale and use and the specific terms of online sale.

CONTEXT

Two cases in which the Client would be forced to cancel his stay because of Covid-19 have been identified:

1. Cancellation due to the Operator.
2. Cancellation due to Customer.

Beware, these two cases of figures are applied to separate cancellation conditions (hereafter).

CONDITIONS OF CANCELLATION OF THE STAY DUE TO THE OPERATOR

In the event that the Operator is forced to cease its activity by administrative decision, the traditional conditions will be applied:

Should a complete shutdown occur – longer than half-day of 85% of the ski lifts of the ski area of Le Corbier, Saint Jean d'Arves, Saint Sorlin d'Arves and then by extension that of Les Sybelles – and the purchase of a full price ski pass, may give rise to may lead to compensation for the damage endured by the client (except in cases of force majeure) on presentation of their ski pass and the establishment of a compensation note issued by the ticket offices personnel made on the complaints book available at all points of sale or via post within a 60 days period a posteriori the events, to the following address : SATVAC/SAMSO – Immeuble Galaxie – 73300 - LE CORBIER. Only passes acquired and paid by their holder directly to the Company, can lead to a direct compensation from the said-company.

The client may choose one of the following compensations, without claiming any benefits exceeding this lump-sum compensation:

- ⇒ Either, an immediate extension of the validity period of their pass;
- ⇒ Or, a credit note in skiing hour(s)/day(s) to be used before the end of the season;
- ⇒ Or, a refund proportional to the duration of interruption of the service of the ski lifts, based on a prorata calculation.

For the season and annual skipass, the refund will be proportional to the number of days the service of the ski lifts are opened, based on a prorata calculation.

SAMSO - SATVAC

Immeuble Galaxie
73300 Le Corbier

T. + 33 (0)4 79 83 02 55
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SAMSO
TVA intracommunautaire
FR78419719992

Siret
419 719 992 000 10

APE
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SATVAC
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Siret
076 720 515 001 13

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www.sybelles.ski

Maulin.ski

CONDITIONS OF CANCELLATION OF THE STAY DUE TO THE CUSTOMER

By derogation from the conditions of modification and refund of stay provided by the general terms of sale and use and by the specific terms of online sale of the Operator, the Customer (except for the season and annual skipass) who has purchased his skipass online, will be refunded for all his purchases and this, without costs, if he is forced to cancel his stay because of Covid-19.

Cancellation conditions without costs :

The cases covered by this guarantee are:

- By administrative decision : containment / lockdown / travel restrictions / quarantine in the city or country of origin of the Customer, or in the ski resorts of Le Corbier, Saint Jean d'Arves and Saint Sorlin d'Arves.

- If the customer is infected by the Covid-19 or if the customer is a « contact case ».

Exclusions:

- Claims are excluded when the reason was known at the time of booking (containment, lockdown, closed borders, quarantine already in force or others).

- Sales made by an intermediary who must in this case apply his own terms of sale.

Supporting documents :

The Operator will receive only claims upon submitting the following documents:

- A valid proof, emanating from any competent authority (certification of the regional health agency, government decree, prefectural decree, municipal decree, certificate of a doctor or laboratory test positive to Covid-19);

- A refund application form ;

- A bank identity statement;

- Proof of purchase of the skipass (duplicata, bank ticket, delivery voucher...).

This documents must be downloaded from the internet platform provided for this purpose (see link below).

Time :

The cancellation request must be sent to the Operator no later than the day before the first day of the skipass validity. Any subsequent cancellation request will be denied.

Approach :

Any refund request must be made directly via the Operator's website following this link:

www.sybelles.requete.online.com.

The Management Team

SAMSO - SATVAC

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73300 Le Corbier

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