

# SKI LIFTS of the SETT



# GENERAL TERMS AND CONDITIONS OF INDIVIDUAL SALES AND USE 2022 / 2023

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

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## I. TRANSPORT CLAUSES

- I.1. The Torgon ski lift company guarantees customers holding a valid ticket unlimited circulation of the ski lifts installations corresponding to the category and duration of validity of their tickets.
- I.2. Lift passes are non-assignable and non-transferable unless they are bearers and if no reduction was applied.
- I.3. In the event of a skiing accident or for any other personal cause preventing the customer 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 Torgon ski lift company cannot be held responsible for fortuitous events, cases of force majeure, 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 Torgon's 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.torgon.ch>
- 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 Rules and regulations are written in French and English. In the event of divergences, the French version must be complied with.

## 2.0 COVID-19: COMPLIANCE WITH SANITARY MEASURES AND RULES-SPECIAL PROVISIONS

As part of the state of health emergency (and possible subsequent measures) to deal with the Covid-19 epidemic, the company has put in place special provisions meeting regulatory health requirements and communicates on the measures to hygiene and social distancing known as "barriers".

Customers are required to comply with regulatory requirements and sanitary measurements and follow all written and verbal instructions, including pictograms. Any infractions will be handled by the Company and its staff.

## II. LIFT PASSES

### LIFT PASS PRICES:

Prices of ski passes are in Swiss francs, including all taxes with the VAT rate applied on the purchase date subject to change during the season.

During special events in the ski area, the company reserves the right to change the rate of the pedestrian tickets.

The rates are calculated accordingly with each type of ticket and decreases are rounded up to the 50 cents higher. The rates of The Portes du Soleil lift passes vary between purchasing them in person at the counters or online by either individuals or groups.

All lift passes are physical scannable *cards*.

**WE RECOMMEND PURCHASE OF TICKETS ONLINE TO BENEFIT FROM OUR BEST PRICES, WHICH ARE LISTED ON OUR SITE [WWW.TORGON.CH](http://WWW.TORGON.CH)**

### II.1. IDENTIFICATION OF TICKETS

**Tickets are identified by the internet or WTP number.**

Tickets that are valid for 8 days or longer must show a recent picture of the card holder, which will be registered in our computer system.

### II.2. TICKETS

Types of tickets:

✓ **Nominative:** Tickets on which the user is identified in full (last name, first name, address, and photograph): season lift passes and partial season lift passes.

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

In accordance with the Federal Law under the protection of the "Loi Informatique et Libertés," all concerned individuals have the right to object, access, and modify their data via the automated processing of the nominative information.

✓ **Personal:** Tickets on which the user is partially identified (photograph with no identity or address). Those tickets are valid for 8 to 15 days, including for Super Seniors.

✓ **Bearer:** Tickets without any identification of the user, including hourly, 1 to 7 days, and one-way tickets.

### II.3. AVAILABLE CARDS:

**Tickets for lift passes valid for less than 4 days are called "Hands-Free" - single use type of cards that are reusable for an additional 4,00 CHF.**

**Lift passes valid for 3 or more days are also called "Hands-Free" and are reusable for an additional 4,00 CHF if the user already owns a card.**

Round trip tickets as well as points cards are issued on "Hands-Free"-single use type of cards and are provided free of charge by the Company. **These tickets are time limited and cannot be used simultaneously by several users.**

### **II.3.a. "Hands-Free"- reusable type of cards**

This system allows the user to have his/her lift pass card scanned remotely without having to insert their cards at the gates.

**These cards are reusable, payments can be automatically reloaded online, and benefit from the Fidelity Program.**

### **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 Fidelity program. 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 OR FIDELITY PROGRAM**

To join the Loyalty or Fidelity Program "My Club Portes du Soleil" and get information, you simply need to have a rewritable Hands-Free card available at the counters for 4,00 CHF and to 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" program makes it possible for all users several ski options such as:

### **II.5.a. In "Torgon Liberté" ski areas:**

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

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

### **II.5.b. In the "Portes du Soleil" ski area**

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

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

These tickets must be used before the end of 7 days period, or during the current season according to the selected plan, in which case, reimbursement will not be applicable.

## **II. INSURANCE TYPES**

Personal insurance policies may not cover ski accidents entirely, such as the rate of the first aid help on the ski slopes. Therefore, two types of supplemental insurance policies are offered to our clientele. (Rates of first aid help is attached here below)

### **III.1. DAILY INSURANCE "SNOWRISK"**

Daily insurance policy rates vary between a period of 1 to 16 days maximum.

This type of insurance is often purchased at the same time as the lift pass card. Therefore, in both cases, the purchase date must match.

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

Note that the date stated on the ticket receipt reflects 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.

“SNOWRISK” is a supplemental insurance strictly valid during the duration of the lift pass ticket with matching dates. For more information, please go online to: <https://www.snowrisk.com/assurance-ski.php>

#### **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 of time, 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 (Torgon 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 card holder is able to prevent the use of the lost, stolen, or destroyed ticket. The card holder must be able to present 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

Rates of either seasonal or partial lift passes are very advantageous. Passes are not refundable or exchanged under any circumstance, such as illness or any other personal reasons, regardless of the duration of the purchased tickets. Please refer to clause V1 written below.

Different coverages may be eligible from some insurance companies, and for further information, you may inquire with the sales counter.

Points cards and tickets for non-consecutive days can **only** be used **during the current season**, after which time they validity expires.

### VI.1.a. SNOWRISK insurance policy coverage, either individual or seasonal

This specific coverage is strictly offered by some insurance companies and **not** by the Company without **any** exclusion, medical or others.

For more details, please refer to: [snowrisk.com/assurance-ski.php](http://snowrisk.com/assurance-ski.php)

### VI.1.b. Non-insured individuals

Compensations are not applicable for someone who is not a SNOWRISK insurance policy holder.

Should you have any question, please contact our Company via email: [info.sett@torgon.ski](mailto:info.sett@torgon.ski)

Your request will be taken into consideration, and you will be contacted by one of our agents via email.

In the event of exceptional compensations from the Company's end, it will be in the form of credit vouchers available online at: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)

Family members are not eligible for any compensation. Personal reasons resulting in a non-usage of lift passes are not eligible for reimbursement or any type of credit.

## VII. SHUTDOWN OR TEMPORARY INTERRUPTION OF THE SKI LIFTS

In the event of exceptional shutdowns or temporary interruptions of the functioning of a major number of ski lifts and/or ski slopes resulting from a mechanical malfunctioning or due to any other unexpected circumstances such as accident, power outage, treacherous weather conditions, etc., the Company will put in place any suitable device to assist its clientele.

### VII.1. INTERRUPTION OF TICKET SALE

Tickets valid for more than one day will not be sold.

## VII.2. DISCOUNTED RATES

Daily tickets rates will be discounted according to the degree of disruption caused by the shutdown of the ski lifts:

Percentage of daily ski lifts interruption	Discount rates
Between 35% and 59%	20 %
Between 60% and 70%	30 %
More than 70%	40 %

## VII.3. DISCOUNTS OFFERED DUE TO TEMPORARY SHUTDOWN OF SKI LIFTS AND SKI SLOPES

Customers having purchased a ski lift ticket **before** the temporary closure of the ski lifts and ski slopes may benefit by a compensation for the days that they were unable to use their ski lift passes, taking into consideration the type of ticket.

Types of benefits include:

- Extension of validity of the ticket.
- Credit voucher to be used either during the current season or the following one.
- Partial reimbursement of the ticket equivalent to the days that the ski lifts were shut down.

Discounted tickets do not benefit from any type of compensation.

Non-discounted ski lift tickets purchased directly with the Company may be eligible for compensation.

## VII.4. ALLIANCES OF PORTES DU SOLEIL

When the alliance of the Company with Chatel is interrupted for a duration exceeding 50% of the period of validity of the ticket, the price difference of the ski lift ticket exceeding the one of Torgon Liberté ski area for the exact period is refundable.

## VII.5. EVACUATING OR REDIRECTING SKI LIFT USERS DUE TO SKI LIFT(S) SHUTDOWN

When ski lifts are shut down due to a mechanical problem, passengers holding one-day or half-day passes shall be compensated accordingly (refer to rate index). All other users holding tickets with a duration exceeding one day are not eligible for any compensation.

## VII.6. FORCE MAJEURE – 2022/2023 SEASON PASSES – COMPENSATION CONDITIONS

Force majeure includes all unforeseeable events that are independent of any liability of the Company. Examples: weather conditions, governmental restrictions, pandemic reasons, power outages, telecommunication interruptions, etc.

In the event of any interruption of the ski lifts due to a force majeure, contracts linked to the purchased tickets during the 2022/2023 winter season that are valid for more than 15 consecutive days may be eligible for either a credit voucher equivalent to the days or weeks that they were unusable due to the shutdown of the facility or a full transfer valid the following winter season. Please refer to [www.torgon.esecure.ch](http://www.torgon.esecure.ch)



Any request for compensation relating to articles 5, 6, and 7 must be sent via email to [info.sett@torgon.ch](mailto:info.sett@torgon.ch) or by letter to SETT- route de la Jorette, 18 – CH 1899 TORGON within 30 days of the end of the ticket's validity. Beyond this period, requests will not be processed.

List of ski lift tickets indemnities in the event of unexpected shutdown of the facility due to hazardous weather conditions

1 day of interruption		
Tickets	Refund	vouchers
2 days		1 day
3 days		1 day
4 days		0.5 day
5 days		0.5 day
6 days		loss covered by degressivity
7 days		loss covered by degressivity
8 days		loss covered by degressivity

2 days of interruption		
Tickets	Refund	Vouchers
2 days	2 days	
3 days		2 days
4 days		1.5 days
5 days		1 day
6 days		0.5 day
7 days		0.5 day
8 days		0.5 day

3 days of interruption		
Tickets	Refund	Vouchers
2 days	2 days	
3 days	3 days	
4 days		2.5 days
5 days		2 days
6 days		1.5 days
7 days		1.5 days
8 days		1 day

4 days of interruption		
Tickets	Refund	Vouchers
2 days	2 days	
3 days	3 days	
4 days	4 days	
5 days		3 days
6 days		2.5 days
7 days		2 days
8 days		1.5 days

## VIII. Discounted Prices according to the age of the lift pass holder

To benefit from a discounted or free ticket when purchasing a ski lift ticket, an official identification document must be presented at that time.

**VIII.1.a. Validity of ski lift passes, except for seasonal ones, MUST reflect the age of the users and MUST remain the same during its duration. Refer to the list below:**

- Young children<sup>\*(1)</sup>: Under 5 years old
- Children: 5 to 15 years old
- Young adults: 16 to 19 years old
- Adults: 20 to 64 years old
- Seniors: 65 to 74 years old
- Super Seniors<sup>\*(2)</sup>: 75 years old and older

### VIII.1.B SKI LIFT TICKETS ACCORDINGLY TO USER AGE

#### Liberté and Torgon/La Chapelle lift pass tickets:

- Young children<sup>\*(1)</sup>: Free
- Children: 25% off full price
- Young adults: 10% off full price
- *Adults*: Full price
- Seniors: 10 % off full price
- Super Seniors<sup>\*(2)</sup>: 4,00 CHF, or free, when a Hands-Free card is presented at the time of purchase for all 1 to 6 days tickets; 188 CHF rate for a seasonal lift pass ticket.

#### Portes du Soleil lift ticket rates :

- Young children<sup>\*(1)</sup>: Free
- Children: 25% off full price
- Young adults: 10 % off full price
- *Adults*: Full price
- Seniors: 10% off full price price
- Super Seniors<sup>\*(3)</sup>: 60% off 1-day lift pass ticket (purchased on site only)  
Seasonal lift pass ticket (purchased on site only): 242 CHF

<sup>\*(1)</sup> Underage children MUST be accompanied by an adult carrier of a valid ski lift pass for the benefit of free transportation to the ski lifts.

To benefit from a discounted rate, an official identification document MUST be presented at the time of purchase.

**VIII.2. SEASONAL PASS can ONLY be purchased upon presentation of an official identification document and must coincide with chart listed below:**

- Free pass: 5 years old: (born in 2017)
- Children's pass: between 5 and 15 years old (born between 2006 and 2016)
- Young adult: between 16 and 19 years old (born between 2002 and 2005)
- Adult: between 20 and 64 years old (born between 1957 and 2001)
- Senior: between 65 and 74 years old (born between 1947 and 1956)
- Super Senior: from 75 years old (required photo from 2 days): (born before 1947)

## **IX. DISCOUNTED RATE FOR DIFFERENT USER'S CATEGORIES**

Discount rates cannot be combined

### **IX.1. FAMILY SEASONAL SKI LIFT TICKETS**

#### **IX.1.a. Families in the Torgon Liberté ski area**

Families are entitled to **10% discount on the individual full price tickets.**

Family rates are as following:

- Minimum purchase of 4 ski lift passes
- All ski lift passes must be identical
- All ski lift passes must be purchase under a single type of payment
- All ski lift passes **MUST** include same family members only, including at least two children, or teenagers, parents, or family-related members.

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

✓ Families are entitled to a 10% discount on the individual full price ticket **ONLY**.

**Portes du Soleil "Families"** rates are only valid for 5 hours a day, on either 1-, 2-, or 3-day ski lift passes that **MUST** be purchased in person at the sales counter on site as per following:

- A minimum of 4 ski lift passes must be purchased, including 2 children or teenagers, 1 or 2 parents, and/or grandparents only.
- Tickets must be purchased at the same time, be paid with one mode of payment, and must be for the same length of time.

#### **IX.1.c The Tribes on the Portes du Soleil area and Liberté area**

10% discount will be applied at the time of purchase of a minimum of 4 ski lift tickets and **MUST** reflect the same dates. No parental supervision or age restriction applied for this type of tickets, **ONLY** one combined form of payment is required. Those tickets can be purchased at any sales counter on site, or online at [www.torgon.ch](http://www.torgon.ch)

### **IX.2. GROUPS**

Groups are entitled to a discount **ONLY** on the individual full rate tickets, **EXCEPTING** the seasonal ones. Such tickets are valid for Torgon Liberté and Portes du Soleil ski lifts and **MUST** strictly be purchased at sales counters.

## IX.2.a. DISCOUNT RATES

- ✓ Discounts for Torgon Liberté and Portes du Soleil ski areas:
  - Group of a minimum of 13 persons to a maximum of 49 persons: 10 %
  - Group of a minimum of 50 persons to a maximum of 99 persons: 15 %
  - Group of a minimum of 100 persons to a maximum of 199 persons: 20%
  
- ✓ Discount strictly for Torgon Liberté ski area:
  - Group of more than 200 persons: 25 %
  
- ✓ Discount strictly for the Portes du Soleil ski area:
  - Group of more than 200 persons: 20%

## IX.2.b. Conditions and restrictions applying to group ski lift ticket rates

A group is composed of a certain number of individuals with the same intention of traveling together for a determined length of time. A selected individual, called a “leader”, must be responsible for the entire group, which **MUST** include at least 13 individuals. All individuals within the group **MUST** purchase the exact same type of ski lift passes with the exact same dates printed on each one; identification documents for each individual **MUST** be provided at the time of purchase, and all tickets **MUST** be paid by one mode of payment **ONLY**.

## IX.2.c. Additional benefits for "Groups" rates

- "Torgon Liberté Groups" lift pass tickets benefit of one free pass for every 20 purchased lift passes
- "Portes du Soleil Groups" lift pas tickets benefit of one free pass for every 30 purchased lift passes

## X. UNIQUELY DESIGNED BENEFITS FOR SPECIFIC TYPES OF USERS

Specific users are eligible for certain types of discounts designed uniquely for their benefits. When such benefits are percentage-based, they can only be applied on a full rate ski lift ticket, no exceptions.

### X.1. PHYSICALLY CHALLENGED USERS

Physically challenged users are entitled to the benefit of special rates:

*Non-users that are physically challenged are not entitled to such benefits*

#### X.1.a. Liberty and Torgon/La Chapelle ski areas

Physically challenged criterium	Discount rate
Physically challenged users <b>MUST</b> show proof with a valid and official certificate to be entitled of special discounted rates and <b>may be eligible to have a helper with him/her when necessary.</b>	50% At the exception for the points cards*and seasonal ski passes for his/her helper

## X.1.b. Portes du Soleil ski area

### Must show proof of physical challenge

Physically challenged users MUST show proof with a valid and official certificate to be entitled to a special discount rated and **may be eligible to have a helper with him/her when necessary.**

### Discount rate

50%  
**Eligible to all,  
Except for seasonal  
ski lift tickets**

## X.2. STUDENTS

Students under the age of 25 MUST be able to provide a valid student identification card and either a passport or a driving licence card to be eligible to receive 10% discount EXCLUSIVELY on full rate ski lift tickets.

## XI. PROMOTIONAL DISCOUNTS

**Promotional discounts cannot be combined with any other type of discount.**

**All users must provide an identification card with their photo on it to be eligible for such a discount. Photos will be uploaded into our system and will be kept to facilitate the eventual renewal or uploading of funds to extend the validity of their ski lift pass.**

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

15% discount on Portes du Soleil lift passes valid for 5 to 15 days to be strictly used between school vacations (from 07/01/23 till 04/02/23 and from 04/03/23 till the end of the ski season) and must be purchased online at [www.torgon.esecure.ch](http://www.torgon.esecure.ch) between **June 30, 2022 and November 15, 2022.**

**The above discount is ONLY eligible for individual full rate tickets and cannot be combined with any other tickets, such as family, groups, etc., or any other types of discounts.**

b) **Presale rates for seasonal ski lift tickets for Portes du Soleil available to be purchased at the ticket counters or online at [www.torgon.esure.ch](http://www.torgon.esure.ch)**

**All presale offers must include proof of identity with picture of the user.**

- Rates of the Portes du Soleil individual **SEASONAL** ski lift tickets purchased between March 31 and September 2022: **full price ticket 877 CHF and Senior ticket.**
- Rates of the Portes du Soleil individual **SEASONAL** ski lift tickets purchased between October 1 and November 15 2022: **Full price ticket 987 CHF and Senior ticket 888 CHF**

### **Special rates for individuals under the age of 26 years old, born in 1997**

- Tickets purchased between March 31 and September 2022: 430 CHF
- Tickets purchased between October 1 and November 15 2022: 509 CHF

### **Seasonal ski lift tickets for 12 years old children born in 2011**

- Free of charge when a parent is purchasing a full rate seasonal ticket before November 15 2022

c) **One-day sale for 1 day ski lift ticket on sale online ONLY: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

30% discount on 1 day ski lift ticket purchased online can only be used on Tuesdays and Thursdays, except for during school holidays and during special events such as “Rock the Slopes”. Limit 2 tickets ordered at the same time and purchased with same form of payment.

d) **Discounted ski lift tickets for Portes du Soleil purchased online ONLY: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- 4% discount of full rate ski lift tickets valid from a period of 5 hours until 15 days, and for “Tribes” tickets for a duration of 4 days until 15 days

e) **Promotional rates for a period of 5 to 6 days ski lift tickets purchased online ONLY before the ski season: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- 15% discount for Liberte ski lift tickets, except during school holidays between 7/01/2023 and 4/03/2023, which is the last day of the ski season, and MUST be purchased online only

Above discount is eligible on full price tickets ONLY and cannot be combined with any other types of discounts, such as families, groups, etc.

f) **Rates for pre-sale seasonal ski lift tickets valid at Liberte and Torgon/La Chapelle, which can be purchased either at the sales counters or online: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

**Photo identification with proof of birth date MUST be presented at the time of ski lift purchases**

- 30% discount for SEASONAL ski lift tickets for Liberte and Torgon/La Chapelle purchased between March 31 and September 15 2022 including that day.
- 25% discount for individual full price ski lift tickets for Liberte and Torgon/La Chapelle purchased between October 1<sup>st</sup> and November 15 2022 including that day.

g) **Last minute sale: 1 day only on full price ski lift tickets strictly on sale online: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- 30% discount during the “Last Minute Sale” only, to be used on Wednesday; such ticket must be purchased the day before midnight and cannot be used during school holidays or special events, such as “Rock the Slopes”.

h) **Discounts on ski lift tickets only available online: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- A minimum 4% discount on individual full price tickets for a period of 5 hours to 6 days.

## **XII. METHODS OF PAYMENT**

Methods of payment authorized by the Company:

- **Bank card**
- **Cash**
- **Reka-pay**

As a security measure, payments in cash can **ONLY** be made for purchases of ski lift tickets at any sales counters.

Each ski lift ticket purchased will received a sales receipt listing the type of purchased ticket, along with date, time, and location of the purchase.

### **XIII.1 BREACH OF CONTRACT ON SKI LIFT TICKETS RULES AND REGULATIONS**

Any trade, exchanges, barter, or resale of tickets, for all or a part of the validity, is strictly prohibited except when written permission has been given by the operator.

**In event of an illegal transaction, legal action may be taken against the offenders.**

### **XIII.2 BREACH OF CONTRACT EXAMPLES**

In the event of failure to respect the police regulations or these general terms and conditions of the sale and use of the ski lift passes, they may be taken away from the user as proof of breach of contract.

Depending upon the severity of the breach of contract, the user may be charged with a penalty sum due to the Company, which may also include attorney fees if such is the case.

### **XIII.3. SKI LIFT TICKETS CONTROL**

The lift pass must be presented at every ticket control.

In the event that a user is not able to present his/her ski lift pass at every control, or if his/her ski lift pass is not valid, a risk of penalty may result and may amount to 5 times the rate of a daily ticket of Torgon/La Chapelle, Liberte, or Portes du Soleil. Should attorney fees be accrued, the user will also be liable to pay them.

Counterfeiting of a ticket or the use of a counterfeit ticket is punishable by law and may result in attorney fees payable by the user.

In such case, the fraudulent user will be obliged to surrender his/her tickets to controller attendants as a proof of infraction or in a mean to return it to his/her owner.

### **XIII.4. PENALTY FEES**

- |                               |                   |
|-------------------------------|-------------------|
| - Local ski lift pass:        | <b>255.00 CHF</b> |
| - Portes du Soleil lift pass: | <b>313.00 CHF</b> |

**The Manager,  
Mr Bernard Hugon**

**The Company offers its customers an online lift pass sales system that enables everyone to make their winter holiday choices, view ski lift pass details, and rates 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 Torgon Tourist Office, found on the Web at the following address:

<http://www.torgon.esecure.ch>

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 Suisse francs, including all taxes with the VAT applied at the date of purchase. They may change during the season in the case of any changes between Suisse Francs and euro currency.

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: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)

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.

Children under 5 years of age travel free of charge, must be accompanied by an adult, and have a free ski pass on presentation of proof of age.

**WARNING: All ski lift tickets of a duration of 5 hours to 15 days departing from a Swiss ski resort MUST purchase the tickets at any sales ticket counters belonging to one the 5 Swiss ski resorts of Portes du Soleil, or online at: [www.skipass-pds-ch.ch](http://www.skipass-pds-ch.ch)**

**The same applies for all ski lifts of a duration of 5 hours to 15 days departing from a French ski resort MUST purchase their tickets at any sales ticket counter located in a French ski resort, or online: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

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 4 CHF for the replacement rechargeable Hands-Free card if the customer does not possess another one.



#### 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 – 2022/2023 SEASONAL PASSES – COMPENSATION CONDITIONS :**

By force majeure is meant any unforeseeable, unalterable, and external event, independent of the will of the parties, and, in particular, without this list being exhaustive, administrative closure linked to a pandemic, federal or cantonal 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 2022/2023 winter season passes may be subject to:

A credit corresponding to the number of closed weeks multiplied by the price of the Seasonal pass reduced to the number of opening weeks initially planned deducted from a waiting day at the base rate in force, or a refund corresponding to the number of weeks of closure, multiplied by the price of the season pass reduced to the number of weeks of opening initially planned deducted from one day of deficiency at the basic rate in force. Such voucher must be used on: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)

#### 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 6.

#### Article 7

##### **Ski insurance:**

Snow Risk insurance available per day, is nominative, and is available for a 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 must 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 from before the start of the season.

Detailed insurance policies are available at all ticket sales counters and also online at: [www.snowrisk.fr](http://www.snowrisk.fr)  
This type of insurance is offered by MONDIAL ASSISTANCE Insurance Company under the insurance group GRITCHEN AFFINITY.

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 at: [www.snowrisk.com/assurancew-ski.php](http://www.snowrisk.com/assurancew-ski.php)

#### Article 8

##### **Right of withdrawal:**

The customer has a 14-day delay from the payment date of his/her 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 new customers who do not possess a Hands-Free rewritable type card with ISO type, with a number, emitted in one of the Portes du Soleil ski resort, it is sold online at the price of 4 CHF.

For environmental reasons, recycling boxes for 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:**

**These discounts must show proof of identification, as well as an identification picture of the card holder to purchase a seasonal ski pass ticket**

a) **"Portes du Soleil online Early Booking" special offer for individual ski passes only purchased online at [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- 15% reduction on Portes du Soleil lift passes valid for 5 to 15 days (from 07/01/2023 till 04/03/2023 the end of the ski season), NOT valid during school holidays and must be purchased online at : [www.torgon.esecure.ch](http://www.torgon.esecure.ch) **between June 30 and November 15 2022.**

These discounts for individual ski lift passes can only be applied on full rate tickets and cannot be combined with ANY other types of tickets, such as families or groups, and cannot be combined with ANY other types of discounts.

**b) Early Booking special offer for individual ski passes for the Portes du Soleil area can be purchased either at the ticket sales counter or online at [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- Individual full price ticket for the Portes du Soleil ski area purchased between March 31 and September 30 2022: **Adult: 877 CHF – Senior: 789 CHF**
- Individual full price SEASONAL ticket for the Portes du Soleil ski area purchased between October 1<sup>st</sup> and November 15 2022: **Adult: 987 CHF – Senior: 888 CHF**

**Ticket rates for individuals 26 years old and younger born starting 1997**

- 430 CHF when purchased between March 31<sup>st</sup> and September 30 2022
- 509 CHF when purchased between October 1<sup>st</sup> and November 15 2022

**Ticket rates for 12 years old children born starting 2011**

Free of charge ski lift ticket for the Portes du Soleil when a parent has already purchased his/her adult full price ticket.

**c) “Portes du Soleil ONE-DAY SKI LIFT TICKET”**

- 30% reduction on the 1day Portes du Soleil lift pass on Tuesday and Thursday, purchased online (on sale since previous Friday and before 12:00 am the day before) valid offer except during school holidays and “Rock the Slopes” event. Limit of 2 tickets purchased at the same time under one payment.

**d) “Early booking Liberte ski area” for ski lift pass tickets for 5 to 6 days strictly on sale online at: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- 15% discount for an individual full price ticket for Liberte ski area valid only outside of school holidays (from 07/01/2023 till 02/02/2023 and from 04/03/2023 till the end of the ski season) purchase online ONLY between June 30 and November 15 2022.

Discount is applicable ONLY on full price tickets and cannot be combined with any other type of discounts.

**e) Presale for SEASONAL ski lift pass tickets for Liberte ski area purchased either at the ticket sales counters or on line at: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

**(To benefit from these special offers, a proof of identity is required (identity card, passports...) as well as a photograph).**

- 30% discount for an individual SEASONAL full price ski lift ticket valid in the Liberte ski area purchased between March 31<sup>st</sup> and September 30<sup>th</sup> 2022 including the last day.
- 25% discount for an individual SEASONAL full price ski lift ticket valid in the Liberte ski area purchased between October 1<sup>st</sup> and November 15 2022 including the last day.

**f) ONE-DAY SALE event for sale online ONLY at: [www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- 30% discount on ONE-DAY SALE EVENT eligible Wednesdays except during school holidays and special events such as “Rock the Slopes”, strictly purchase online until midnight the day before. Limited availability.

**g) "Torgon Liberté" special offer for individual ski lift passes available online only at:  
[www.torgon.esecure.ch](http://www.torgon.esecure.ch)**

- 4% discount minimum on individual full price tickets for a duration of 5 hours or 6 days period.

**Article 11**

**Loyalty system – "Bonus" points:**

To join the loyalty system "My Club Portes du Soleil" and get information, you simply need to have a rewritable Hands-Free card available at the ticket sales counters and for a 4 CH fee, log on to the website: <http://en.portesdusoleil.com/prices/my-club-portes-du-soleil> and register within 14 days of your purchase.

**Article 12**

**"Family" rate on the Liberte ski area only :**

When a minimum of 4 lift passes of the same duration (not including specially priced lift passes and season lift passes) are purchased online at the same time in a single transaction, the Company offers a 10% discount. This price applies **ONLY** to the members of the same family. It must be composed of two parents or grandparents and a minimum of two children. The registration online must be processed 14 days after the purchase of the tickets.

**Article 13**

**Ordering and processing 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 (individual, families, etc...), then completes the form and buys a Hands-Free card (Details are in the document called "Stay Informed," which can be read on [www.torgon.ch](http://www.torgon.ch)).

Once the payment has been processed, the Company's agents will reload the card according to the customer's request, and will be delivered ready to use. The ski pass will be activated when passing through the first ski lift gate of the selected location according to the dates and the ticket type selected at the time of purchase.

**2) In the case of a customer already holding a rewritable "Hands-Free" card with an "Internet" or "WTP" number:**

In which case he/she can reload his/her ski lift pass himself/herself using the Internet or WTP number that he/she shall enter when logging in.

Reloading of funds on the ski lifts pass must be processed at least 1 hour before using it and the user must print a receipt stating the characteristics of the type of ski lift pass purchased, as a proof to be provided in the event of an inspection or ski accident, which will be needed to submit to the insurance company in the event that an insurance had been purchased.

Ski lift passes will be automatically validated when the user goes through the gates of control located at the base of each ski lift located in Torgon area.

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 ski lift gate, the characteristics of the ski lift pass will be displayed on the gate screen. For all other types of control installation, such as scannable entry gates, the user will have to provide a printed receipt of his/her type of purchased ticket.

After completion of the process of all ski lift pass purchases, the Torgon ski lift Company will confirm the order via e-mail stating the following:

- the merchant's identity
- the date of the transaction
- the transaction reference
- the customer's contact information: last name, first name, address, town, zip code, country, e-mail address, and telephone number
- detailed purchase order
- sales location of the lift passes and opening and closing hours for first-time buyers

Information is saved by the Company counter system and as proof of content and can be accessed at all times by the users by contacting the customer representative department.

Payments are due when placing orders and will **only** be activated once the credit card companies authorized by the Company and/or the user's bank has approved the purchase.

#### Article 14

##### **Payment safety:**

Payments are immediate and are protected by Saferpay. Such payments protected by Saferpay are exclusively made by bank cards.

Credit cards such as Visa, Mastercard, Twint, and Diners Club can also be used. For those credit card payments, our Company is using "La Societe" for all tele-payments World Line.

This service is using a crypto process, SSL, which uses payment authentication "3D SECURE". Information is confidential and are shared via encrypted form. Such information is not transmitted through our Company's computer system.

Should the user's bank deny the purchase, the validity of ski lift passes would immediately be voided.

#### Article 15

##### **Delivery of lift passes (excepting any type of reload:**

Lift passes shall be sent by postal services or picked up by the customer at designated sales counters.

**Postal delivery:** ski lift passes will be sent by postal services which may take 10 days or longer, due to unexpected circumstances such as strikes, weather conditions, etc., for which our Company is not liable.

The delivery fee due by the customer is 2 CHF for deliveries within metropolitan Switzerland and 4 CHF for deliveries abroad.

**Funds withdrawal from Plan De Croix:** Customers who do not wish to use the postal services of their ski lift passes are able to pick them up in person during the work hours at the location indicated in their confirmation emails and must provide proof of identity to do so. Customers must also provide the confirmation email that they received, along with the exact credit card used for the purchase. Lift passes can be collected at any time on the days during the opening hours of the ticket counter indicated in the e-mail confirming the order, from 2 calendar days after the day of the order. To collect the lift passes, the purchaser must provide proof of his/her identity. He/she must be in possession of the e-mail confirming the order, the bank card used in the transaction, and a signed receipt of the transaction. Once tickets are picked up, the sale is final.

## Article 16

### **Identification pictures:**

All ski lift passes valid for more than 7 days (including season lift passes), must show an identification picture on their cards. (Follow instructions to upload photos.)

## Article 17

### **Customer Relations:**

For all information, questions, and complaints, the customer can contact the internet sales customer service from Monday to Friday between 9 am and 4.30 pm. This office is located at Plan de Croix - Torgon, via telephone: +41 (0) 24.481.20.49, or email: [info.sett@torgon.ch](mailto:info.sett@torgon.ch)

## Article 18

### **Data confidentiality:**

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, with the objective to provide tickets and to track usage of the tickets via database.

Customers have access and may correct their information at any time simply by contacting the Torgon ski lift company.

## Article 19

### **Intellectual property rights:**

The placing of hyperlinks to the pages of the website <http://www.torgon.ch> 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

### **Litigation :**

This contract is subject of the following contractual information is presented in English and in French. Before any legal dispute, the parties undertake to resort to a conciliation procedure.

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 at [www.torgon.esecure.ch](http://www.torgon.esecure.ch)

Website: [www.torgon.esecure.ch](http://www.torgon.esecure.ch) hosted by E-LIBERTY SERVICES SAS

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**The Manager,  
Mr Bernard Hugon**