

## TERMS AND CONDITIONS FOR THE USE OF LIFT PASSES ON SKI LIFTS

SAS (Simplified Joint Stock Company) with a capital of 16 500 000,00 €,

Headquarters : 98 Place Jean Vuarnet – 74110 Morzine, France.

Phone : +33 (0)4 50 75 02 15

Thonon les Bains RCS (Trade and Company register) N° 389 022 419

VAT N° : FR 323 890 22 419.

Insured for professional liability in accordance with provisions of Article L220-1 of Insurance Law, with ALLIANZ I.A.R.D., whose head office is based 1 cours Michelet – CS 30051 – 92076 PARIS La Défense Cedex, through our insurance broker Agence Olivier BLANC, 10 Avenue d'Evian 74200 THONON LES BAINS,

ORIAS Number : 08040000

Operator of the Avoriaz Ski Area

Hereinafter referred to as "The Operator" or "SERMA".

### 1 – BACKGROUND

The following Terms of Use govern the relationship between the Operator and any person (hereinafter the "User") using a Transport Pass to access one or more ski lifts operated by the Operator.

The following Terms and Conditions of use are valid for the season concerned by the purchased ticket.

These Terms and Conditions for the Use of transport passes are supplemented by the Terms and Conditions for the sale, and by the specific terms and conditions for the online sale of lift passes.

Should an event occur which is not covered by these current conditions, it will be governed by the rules in use by ski lift companies whose headquarters are based in France.

The purchase of transport pass implies a total understanding and acceptance of all of these terms and conditions, without prejudice to existing appeals procedure.

### 2 – TRANSPORT PASSES

During its validity period, any Pass entitles the holder to unrestricted access to the ski lifts within the area for which it was issued, without any form of priority.

The area of validity for the Pass is defined by the piste map for the relevant season and applies during the lift operating hours displayed at the Operator's sales points, on the website [www.skipass-avoriaz.com](http://www.skipass-avoriaz.com), and/or at the lift departure points, subject to weather and snow conditions.

#### Transport passes Identification :

- Transport passes are identified thanks to alphanumeric numbers printed on the card (wtp number).
- More than 7 days lift passes require a recent full face photograph of the user.

#### The cards :

- Transport passes are uploaded on chip cards.
- The chip card is the basic element of the system « Hand Free ». It allows the card not to be introduced into the entrance gate.

#### Instructions :

To facilitate the transmission of the encoded information during the passage through the turnstiles, the lift pass must be carried on the left and preferably, distant to any mobile, keys, or any form of packaging made with or without any part of aluminium.

This card can't be folded, perforated, or put close to a heating source.

#### Malfunction of hand free card :

Those cards are reusable and recyclable. They are guaranteed for 2 years, throughout this period, they will be replaced without any charge in case of malfunction.

In that case, the Operator will replace, at its own expense, the card. Against return of the defective card in any sale point of the Operator.

However, if after checking, the malfunction of the card is due to the User, the Operator will invoice the User at the prevailing rate to cover the cost of replacing the defective medium.

### 3 – DUPLICATE OF LIFT PASSES

#### Transport passes stolen or lost :

In case of lost or theft, Transport passes can be replaced, for any duration, only if the User can provide the receipt of the purchase, or the picture of the stolen /lost lift pass. The purchase of the hand free card is compulsory...

The User Report a lost or stolen card at any sales point of the Operator, who will give in return the User a duplicate of the Transport passes (for the residual duration of the Transport passes).

When the User declare the lost or theft of his/her Transport passes, this one is deactivated and don't give access to the ski resort anymore.

NOTA BENE : If the User is not able to provide to the Operator any proof of its purchase, he won't be able to get a duplicate of the Transport passes, without any possible recourse from the User to the Operator.

### 4 – SKI LIFTS ACCESS

Transport passes provide access to the ski lifts operated by SERMA and, in some cases, to the Portes du Soleil ski lift area.

However, access may be closed—with or without prior notice, due to technical, weather, snow, sanitary conditions, or for energy-saving purposes. The Operator does not guarantee the daily operation of all the ski lifts it manages.

Access restrictions—based, for example, on the User's age, physical condition, or equipment—may apply to certain ski lifts. It is the User's responsibility to verify whether any access restrictions apply to them by checking at a resort sales point, visiting the website [www.skipass-avoriaz.com](http://www.skipass-avoriaz.com), or contacting the company's head office at 04.50.74.02.15.

Any User subject to an access restriction will be denied access to the ski lift; neither the User nor the person who purchased the pass used by said User shall be entitled to any form of compensation.

### 5 – REFUNDS OF LIFT PASSES

The rates for passes—whether for consecutive or non-consecutive days, seasonal, or annual—incorporate advantageous sliding-scale pricing.

In the event that a lift pass is not used or partially used, it will not be refunded or exchanged, whatever the cause (illness including COVID, accident or any other cause personal to the customer) and regardless of the validity period of the package.

Non-consecutive day RM packages, trajets tickets, must be used up during the current season; beyond that, they can no longer be used, without their being refunded or their validity extended.

It is possible to cover this type of risk with specific insurance.

### 6 – RESALE OF LIFT PASSES

The resale of Transport passes is strictly prohibited.

Transport passes will be removed immediately from the User who fail to comply with these requirements, and the User may face legal proceedings.

The purchase or Sale of Transport passes outside of the sales points network is a fraud.

All Transport passes for which the duration is superior to the shortest available pass is non transferable and unassignable.

### 7 – INFRACTIONS

The User must carry the Transport passes (with the receipt) during all the period of validity of his/her Transport passes when he/she is using lift passes from departure to arrival. Controllers can ask for the presentation of any, or all documents justifying certain reductions, and this Transport passes and receipt can also be asked to justify any request (ex : rescue, loss, theft, claim).

This receipt mentioned the area, rank age, validity period, wtp number, eventually insurance.

The absence of a Transport passes, or the use of an invalid Transport passes or moreover, the non respect of the rules and regulations, as stated at the lift stations, will be subject to :

- The payment of a fine, invalidating any future legal action.

This fine is equal to five times the value of one day lift pass of the corresponding area, and if necessary, includes additional charges for administrative costs, of which the amount is fixed by current guidelines. (Articles L342-15, R342-19 et R342-20 of Code of tourisme and articles 529-3 and following of Code de Procédure Pénale and Article L2241-36

Société d'Exploitation des Remontées Mécaniques de Morzine Avoriaz

Direction Générale : 74110 AVORIAZ - Tél. : 04.50.74.02.15. - Fax : 04.50.74.01.45. - E-Mail : [serma@serma-avoriaz.com](mailto:serma@serma-avoriaz.com)  
Société par actions simplifiée au capital de 16 500 000 € - Siège social : Gare Supérieure du Téléphérique - 74110 Avoriaz

RCS Thonon-les-Bains B 389 022 419 (92 B 400) - Code APE 602 C

of Code des Transports).

#### Legal Action

Controllers have the right to ask for the presentation of any, or all, documents justifying certain reduction (discount or free passes) given to the Users of a Transport passes. They are within their right to remove with immediate effect, any or all individual passes with the view to reinstate it to its original owner.

### **8 - REFUSAL OF TRANSPORT**

All users have to respect safety rules regarding lift transport—including the regulations posted at lift departure points, accompanying pictograms, and any instructions given by the Operator's staff—subject to potential penalties.

Users must also comply with the municipal order regarding safety on ski slopes and mountain biking in the Avoriaz bike park. Users are advised to observe the "Ten Rules of Conduct for Skiers and Snowboarders" issued by the International Ski Federation (FIS).

Furthermore, users are advised to adhere to the "Ten Rules of Conduct for Skiers and Snowboarders" issued by the International Ski Federation, as well as the regulations governing the use of Avoriaz mountain bike trails, which are posted at the start of each trail.

In winter, it is strictly prohibited to use mountain bikes or ski touring equipment on slopes served by lifts operated by SERMA.

SERMA may, at any boarding point on its ski area, refuse to transport a user if one or more of the following cases has occurred or is likely to occur:

- The user has not complied with the applicable regulations, or respect of security rules (9- Respect of Security rules).
- The user's physical or mental state, including a state caused by the consumption of alcohol or the taking of drugs or medication, could present a danger or even a risk to himself, other users, employees or the company's property.
- The user has in particular threatened the interests of SERMA and its staff or has compromised or attempted to compromise their safety or that of other users.
- The user behaves dangerously on the ski area and/or or has compromised or attempted to compromise their safety or that of other users.

Following refusals to transport, SERMA reserves the right to suspend the user's transport ticket in a second phase, temporarily or permanently, and/or demand payment from the user of the fixed-rate indemnity specified in Article 7.

Transporting children under the age of one is prohibited on all ski lifts in the mountain area, except in gondolas and the cable car, where children remain under the sole responsibility of their parents.

### **9 - RESPECT OF SECURITY RULES**

All users have to respect safety rules regarding lift transport—including the regulations posted at lift departure points, accompanying pictograms, and any instructions given by the Operator's staff—subject to potential penalties.

Users must also comply with the municipal order regarding safety on ski slopes and mountain biking in the Avoriaz bike park. Users are advised to observe the "Ten Rules of Conduct for Skiers and Snowboarders" issued by the International Ski Federation (FIS).

Furthermore, users are advised to adhere to the "Ten Rules of Conduct for Skiers and Snowboarders" issued by the International Ski Federation, as well as the regulations governing the use of Avoriaz mountain bike trails, which are posted at the start of each trail.

In winter, it is strictly prohibited to use mountain bikes or ski touring equipment on slopes served by lifts operated by SERMA.

### **10 - USE OF FACILITIES WITH MOUNTAIN BIKES**

Only bikes with a wheel diameter less than or equal to 29 inches – tire width less than or equal to 29 inches are accepted on the ski lifts. For other cases, refer to the table "Cases for boarding on the Avoriaz ski lifts" for the current season.

Front saddles (shotgun type and similar), baby seats and all types of baby carriers used on a mountain bike, as well as trailers, are prohibited on the ski lifts and the Avoriaz bike park. These devices are not suitable for this use and provide no protection for the passenger.

### **11 – POWER RESTRICTION MEASURES**

In the energy crisis environment, the government is able to impose power restriction measures which can impact the chair lifts running of SERMA. In that case SERMA will give all information to its clients as soon as possible prior to the instructions given by the government. Provisions prescribed in 8 – DISRUPTION OF SKI LIFT SERVICE will be applied.

These conditions apply from the July 1, 2026

A AVORIAZ, Thomas FAUCHEUR - Directeur Général

