

PREAMBLE

These General Terms and Conditions of Use and Sale (hereinafter referred to as the "GTCUS") apply to all services included within the activities offered by the multi-activity card known as the "My Tignes card". These GTCUS enter into force as of November 22, 2025.

These GTCUS define the conditions for obtaining the card, using the included activities, and purchasing services at My Tignes sales points and on the website www.tignes.net.

The purpose of these GTCUS is to inform customers prior to the activation of their My Tignes accounts.

For more information on prices, payment terms, or the services included with the My Tignes card, customers should refer to the website www.tignes.net.

Tignes Développement is the manager of the My Tignes cards.

Tignes Développement expressly reserves the right to modify the information appearing in its brochures and on its website (prices, content of services, percentage of discounts, number of included activities).

1. My Tignes Winter Card: Definition

The My Tignes Winter Card is a 7-day multi-activity card that provides access to cultural and sports activities other than skiing in Tignes.

There are children's cards (from 3 to 17 years old inclusive) and adult cards (from 18 years old).

Each type of card includes a certain number of activities and a limited period during which they can be used. The days must be consecutive.

The activities included in these cards are adapted to the minimum age requirements for participation.

This card and the associated customer account are personal and non-transferable (loaning, gifting, or selling is prohibited).

The physical card may be kept by the holder and reused during a future stay.

The My Tignes card grants access to a set of activities, without distinction based on the customer's preferences.

2. Obtaining the My Tignes Winter Card:

The card may be purchased at a My Tignes point of sale or online on the www.tignes.net store at the public price.

Public rates in force can be found on www.tignes.net

3. Activation of the My Tignes Winter Card:

The customer already has a user account with a physical card from previous years: the card can be reloaded, and activation will occur automatically on the first day of the stay.

The customer has a user account but no physical card: the physical card must be collected upon arrival at the pick-up point selected during purchase.

The customer does not have a user account: a user account must be created during purchase, and the physical card must be collected upon arrival at the chosen pick-up point.

4. Sale and Reloading of Activities on the My Tignes Card:

Reloading activities is not possible on the My Tignes Winter card. If the customer has already used an activity included in the card and wishes to do it again, they must purchase it individually directly from the activity's site, independently of the My Tignes card.

5. Terms of Use of the Card

The card is non-refundable and non-exchangeable.

It is reusable for subsequent seasons and will require reactivation either at a My Tignes point of sale or via online reloading.

The holder must present their card or personal QR code to access each activity, in accordance with each activity's opening periods and hours.

If neither the card nor the QR code is presented, access will be refused.

The cardholder agrees to comply with the rules of conduct and safety for each activity.

6. Loss or Theft of the Card

In case of loss or theft, the beneficiary may visit a My Tignes point of sale to obtain a new card free of charge. The original card will be invalidated and can no longer be used.

7. Defective Card

If the card malfunctions or has a technical defect, Tignes Développement will replace it free of charge upon return of the defective card.

However, if after verification the defect is found to result from improper use by the beneficiary, Tignes Développement will charge the holder the replacement cost at the applicable rate: €5 incl. tax.

8. Customer Service

For any commercial and/or technical inquiries, customer service may be contacted:

- By telephone: +33 (0)4 79 40 03 05
- Via the www.tignes.net website, under the "Contact" section
- By email: mytignes@tignes.net

9. Deactivation of a Card at the Initiative of Tignes Développement

Failure to comply with the personal and non-transferable nature of the card, failure to comply with activity regulations, or any behavior contrary to public order or decency will result in immediate confiscation of the card and termination of the associated credits and account, without any refund (full or partial).

Tignes Développement reserves the right to refuse any new membership from a person whose previous membership has been terminated at its initiative.

10. Complaints

All complaints must be submitted through the website <https://www.tignes.net/sejour/contact> within 15 days following the occurrence of the event.

11. Online Reservations

Activities cannot be booked online. For activities requiring reservations, customers must book directly on the activity's site.

12. Data Protection and Privacy

The information collected by Tignes Développement when creating a My Tignes account is mandatory and essential for activating the card. This information is intended for administrative and commercial management purposes.

Postal and email addresses, as well as telephone numbers of the member and beneficiaries, may be shared with commercial partners (Adiméo), subject to the individual's consent. Customers who consent will check the appropriate box during account creation.

In accordance with French Law No. 78-17 of 6 January 1978 on data protection, members have the right to access, rectify, and delete their personal data. This right may be exercised via customer service.

When creating the account, several personal data items are requested from the customer

Data Controller

The controller responsible for the processing of your personal data is **SAGEST Tignes Développement** (BP51, 73321 Tignes Cedex). Certain technical services (hosting, deduplication, data quality management, customer insight, etc.) are entrusted to technical subcontractors. In accordance with Article 28 of the GDPR, these service providers are bound by a strict confidentiality clause prohibiting any use of the data entrusted to them other than what is expressly provided for in the service contract, and requiring them to implement the technical and organizational measures necessary to meet security and personal data protection requirements.

Purpose of Processing

The legal basis for the collection and processing of your personal data is founded on the technical and legal requirements of customer and prospect management, as described in CNIL simplified standard No. 48. The purposes are as follows: management of contracts, orders, invoices, and accounting, and in particular the management of customer accounts and relationship tracking; processing of operations related to customer management; prospecting activities (management of technical operations such as data standardization, enrichment, and deduplication); selection of individuals for loyalty actions, prospecting, surveys, product testing, and promotional initiatives; preparation of commercial statistics; and development of customer knowledge for Tignes Développement (SAGEST Tignes Développement, 73321 Tignes Cedex, email: webmaster@tignes.net)

Data Collected

For the purposes of the processing described in § 3.2.2, the data collected and processed are as follows:

- **Identity data:** title, surname, first names, address, mobile phone number, email address, date of birth
- **Payment data:** bank card number, bank card expiration date
- **Transaction data:** transaction number, details of the purchased service

Recipients of the Data

The recipients of your personal data are the management teams and the technical service providers of Tignes Développement (Tignes Développement, 73321 Tignes Cedex, email: webmaster@tignes.net). Tignes Développement is responsible for data qualification operations, enhancement of customer knowledge, and management of customer relations for non-commercial purposes (information about resort events, follow-up communications based on customer activity).

Data Retention Period

Personal data relating to customers and collected for the purposes described in § 3.2.2 is retained for a period of three years from the end of the commercial relationship. This duration takes into account the stay cycle observed in tourism, which is three years.

Data required to establish proof of a right or a contract, or retained to meet a legal obligation, may be kept for a longer period and archived in accordance with applicable regulations (in particular those provided for by the Commercial Code, the Civil Code, or the Consumer Code).

Right of Access and Right to Object

Under the provisions of Articles 38, 39, and 40 of the French Data Protection Act of January 1978, you have the right to access, rectify, and object, on legitimate grounds, to the collection and processing of your personal data.

The right of access may be exercised by sending a simple written request, accompanied by a copy of an identity document, to the following address:

SAGEST Tignes Développement – Service Communication – BP 51 – 73321 TIGNES Cedex

In certain circumstances, refusal to provide the necessary information as mentioned in § 3.2.3 may result in the impossibility of registering you as a customer, fulfilling the product or service sales contract, and may therefore require the customer to forgo it.

Your data may be used for commercial communication purposes, electronically by email or SMS, by SAGEST Tignes Développement and concerning products or services similar to those you have purchased or subscribed to. In accordance with applicable legal provisions, you may choose to consent or object to receiving such communications when your personal data is collected and on any appropriate medium (reservation form, contract, registration, online form, etc.). You may also exercise your right to object at a later time by using the dedicated link included at the bottom of each message sent.

Your data may be used by Tignes Développement (Lac de Tignes, 73320 TIGNES – email: webmaster@tignes.net) for the purpose of sending informational messages by email or SMS regarding resort events (newsletter). In accordance with applicable legal provisions, you may object to receiving these messages when entering into contact or by clicking the unsubscribe link included at the bottom of each message sent.

13.Cancellation and Refund

Refunds may be issued in the event of bad weather or technical issues, at the discretion of Tignes Développement. Any other refund request must be submitted online at www.tignes.net and must be accompanied by supporting documentation. Refunds will be calculated on a pro-rata basis according to the activities that were actually used (unit price taken into

account).10 % seront retenus pour tout remboursement de l'achat d'un crédit individuel, correspondant aux frais d'annulation.

Any activated card cannot be refunded.

A card cannot be refunded on the grounds that one or more activities were difficult to access due to their popularity, while other available activities were accessible, regardless of their appeal.

For the purchase of cards, SAGEST TIGNES DÉVELOPPEMENT allows users to cancel an order with a refund according to the following system:

- Cancellation up to 5 days before (J-5): 100% refund
- Cancellation between 4 and 2 days before (J-4 to J-2): refund of the amounts paid minus a 20% fee, with a minimum retention of €10
- Cancellation from 1 day before (J-1) onward: no refund

14. Miscellaneous Provisions

In the event that these general terms and conditions are drafted in multiple languages, it is expressly agreed that the French version of these terms and conditions shall prevail. Consequently, in case of difficulty in interpreting or applying any provision of these terms and conditions, reference shall be made exclusively to the French version. These terms and conditions are governed, both for interpretation and implementation, by French law. In the absence of an amicable settlement, disputes shall be brought before the competent courts.