

# PASS AVENTURE

## General terms of sale and use More info on [valmorel.com](http://valmorel.com)

### PREAMBLE

These general terms and conditions of sale and use are binding on each purchaser (holder) of a Pass'Aventure.

With the aim of offering holidaymakers at In order to offer Valmorel holidaymakers a range of grouped activities, the Pass'Aventure has been created with Valmorel's tourist actors, partners and/or service providers.

The Valmorel and Aigueblanche Valleys Tourist Office, hereinafter referred to as OTVVA, with registered office at 25 Bourg Morel - 73260 Les Avanchers Valmorel - France - Email: [info@valmorel.com](mailto:info@valmorel.com)  
SIRET n°311 678 809 00030, in its role as federator organises the coordination and distribution of the proposed Pass'.

OTVVA has thus developed the Pass'Aventure, as the bearer of new media designed to promote the tourist offer.

OTVVA's commitment is coupled with a desire for quality of service and welcome by ensuring that customers are provided with the most complete information possible before and during their stay and that their satisfaction is assessed afterwards. The general terms and conditions of sale and use are accessible at any time on the website [www.valmorel.com](http://www.valmorel.com) via a link called «GTC».

### ARTICLE 1 - DESCRIPTION

The Pass'Aventure is designed to facilitate access to Valmorel's activities.

It is presented in the form of prepaid, numbered cards. It offers a single right of access, valid for one adult or one child, to a range of activities within the limits of the conditions defined herein, as well as discounts with Pass' partners, the list of which appears on

The list of partners is available on the e-brochure or on the website [www.valmorel.com](http://www.valmorel.com).

The Adventure Pass is strictly personal and nominative, and cannot be transferred or given to a third party. The Adventure Pass is reserved for individual customers.

### ARTICLE 2 - PURPOSE

The purpose of these general terms and conditions of use is to define the rights and obligations of the parties in the context of the use of the Pass'Aventure.

Prior to placing any order, the Client agrees to read these terms and conditions of use and to accept them without reservation.

The present general terms and conditions of use complete the general terms and conditions of sale and use of the selling partner. The customer's order is governed by the general terms and conditions of sale and use of the selling partner in force on the day the order is placed.

Consequently, the placing of an order implies the Customer's full and unreserved acceptance of the selling partner's general terms and conditions of sale and use and of the Pass'Aventure general terms and conditions of use.

### ARTICLE 3 - SCOPE AND DURATION OF APPLICATION

The present general terms and conditions of use apply from the date of purchase until the expiry date of the Pass'Aventure as defined here in.

### ARTICLE 4 - ENFORCEABILITY OF THE GENERAL CONDITIONS OF SALE AND USE

The version of the general terms and conditions of sale and use that is enforceable against the Client is the one online at [www.valmorel.com](http://www.valmorel.com).

These general terms and conditions prevail over all versions printed on previous dates.

The general terms and conditions of sale and use may be modified or deleted at any time.

Any update, following a modification of the general terms and conditions of sale and use will be brought to the attention of the selling partner as soon as possible by the OTVVA.

The publication by OTVVA of any new version of the general terms and conditions of sale cancels and replaces the previous ones. The present terms and conditions of sale are offered in French and are dated.

### ARTICLE 5 - PRICES

The prices indicated for the Adventure Pass are expressed in Euros and include all taxes.

The Pass'Aventure is offered at a single and definitive fixed price in Euros, including VAT of :

- Adult: 52 Euros including VAT
  - Child: 48 Euros including VAT
- for 7 consecutive days over the period from 8 July to 3 September 2023 (depending on the activities).

#### Prices include:

#### **Adult (From 13 years old)**

- Unlimited access to the lifts on foot
- 1/2 day mountain bike access to the lifts
- Access to the Valmorel & Doucy swimming pools during the opening hours
- 1 entry to the cinema (choice of screening)
- 1 hour archery session with a qualified instructor
- 1 hour of mountain bike coaching with a qualified instructor (presentation of the mountain bike area, which level for which track, downhill advice...)
- 1 entry to the Valmo'Bourricot mini-farm

#### **Children (from 5 to 12 years old included)**

- Unlimited access to the ski lifts on foot - Telebourg included
- 1/2 day access to the ski lifts by mountain bike
- Access to the Valmorel swimming pool during the opening hours
- 1 entry to the cinema (choice of screening)
- 1 archery session of 1 hour with a qualified instructor (from 6 yrs old)
- 1/2 hour access to the inflatable games in the OKAPI park
- 1/2 day at the Valmorel or Doucy Children's Club (on reservation)
- 1 entry to the Valmo'Bourricot mini-farm

Each Pass'Aventure holder also benefits from discounts at Pass' partners. The general conditions of sale and use of these discounts are those of each partner service provider.

## ARTICLE 6 - PURCHASE

The Adventure Pass can only be purchased from a sales outlet identified as a partner and contractually authorised by OTVVA to sell them and also online at <https://www.valmorel.com/le-passaventure/>.

The information and personal data relating to the holder of the Adventure Pass is necessary for the proper processing of the order by the vendor. Otherwise, the order cannot be completed.

The purchase of the Adventure Pass implies the Customer's full and unreserved acceptance of the seller's general terms and conditions of sale and the general terms and conditions of use of the Adventure Pass.

Payment of the purchase implies acceptance of the general conditions of use and validation of the order. If the customer does not feel sufficiently informed about the characteristics of the services he/she wishes to order, he/she may, prior to placing an order, request additional information on these services from each service provider or from the Tourist Office information offices. By placing an order, the customer implicitly acknowledges having obtained all the information required on the nature and characteristics of the services purchased.

## ARTICLE 7 - CANCELLATION / MODIFICATION

For purchases of all types of Adventure Passes, and in the event of cancellation by the Client, OTVVA will automatically apply penalties to the Client, under the conditions set out below: the Adventure Pass is non-cancellable, non-refundable and non-exchangeable.

Some activities may have a different minimum or maximum age limit from that set by the Children's Adventure Pass for unavoidable insurance reasons. This is the case for the archery activity, which is accessible from the age of 6.

Depending on the conditions of access to the activities, the service provider is entitled to cancel an activity provided that the minimum filling conditions are not met. In this case, the holiday advisor or the service provider will contact the client to inform them of the cancellation of the activity.

In the event that the service providers are obliged to cancel the activities before the client has been able to start the activity, the client may be offered a postponement of the activity.

## ARTICLE 8 - DISPUTES / COMPLAINTS

Any complaint relating to the Pass'Aventure must first be made in writing using the «Customer Care» form available in the Tourist Information Offices. Then, by registered letter with acknowledgement of receipt to OTVVA within 10 days of the date of the service, at the following address: Office de Tourisme de Valmorel et des Vallées d'Aigueblanche - 25 Bourg Morel - 73260 Les Avanchers Valmorel - France - Email: [info@valmorel.com](mailto:info@valmorel.com). Failing this, no claim will be accepted by the OTVVA.

In the event of a claim, the parties will attempt to reach an amicable agreement. In the event of disputes, the General Conditions are subject to French law. Any dispute relating to their interpretation and/or execution is subject to the French courts.

## ARTICLE 9 - PERSONAL DATA

In accordance with Article 32 of the French Data Protection Act of 6 January 1978, amended by Act 2004-801 of 6 August 2004, the information required to process and execute orders is requested at the time of registration.

Other requests for information requiring an optional response, or information relating to the User's interest in the offers that may be sent to him/her, are intended to get to know him/her better and to improve the services offered to him/her.

The personal data collected during the sale is processed in order to

- Process the order. This processing is necessary for the execution of the sales contract that the Client concludes with the Tourist Office of Valmorel and the Valleys of Aigueblanche;
- To send the Client promotional offers, newsletters, invitations to participate in games or competitions and satisfaction surveys. This processing is based on the Client's consent.
- Responding to requests for information, comments and complaints sent by the Customer. This processing is based on the Customer's consent.

The recipients of your personal data are our own staff at the Valmorel and Aigueblanche Valleys Tourist Office. They are in charge of data qualification operations, enriching customer knowledge and animating customer relations for non-commercial purposes (information on the resort's events, etc.).

In accordance with the provisions of articles 38, 39 & 40 of the law of January 78, you have the right to access, rectify and oppose, for legitimate reasons, the collection and processing of your personal data. The right of access can be exercised by sending a simple letter with a copy of your identity card to Office de Tourisme de Valmorel et des Vallées d'Aigueblanche 25 Bourg Morel 73260 Les Avanchers-Valmorel.

The occurrence of an unpaid order due to fraudulent use of a bank card will result in the registration of the details relating to the order of the User who is at the origin of this unpaid order in a payment incident file set up by the insurer and placed under its responsibility.

## ARTICLE 10 - CONDITIONS OF ACCESS TO PARTNER SITES

The Adventure Pass includes a defined number of services, each giving access to a limited or unlimited number of activities, within the limits of the conditions described in the information material. Each service includes admission for 1 adult or 1 child. The Pass' also entitles the holder to discounts at various partner service providers.

Prior to each visit, the holder must present the Pass'Aventure in order to validate access with the partner concerned.

The partner service provider is entitled to ask the holder of the Adventure Pass for photo identification. The bearer of the ID must match the name given by the vendor at the time of ordering and associated with the Adventure Pass number. The full list of activities can be found on the information material provided to the Client.

The Adventure Pass does not include the availability of activities (booking) and access to activities may be subject to opening dates, time slots, age criteria and minimum numbers of participants in the activities.

Pass' holders must check with the service providers for the availability of activities and make their reservations directly with them.

OTVVA does not register the Adventure Pass holder for the various activities.

## ARTICLE 11 - TERMS OF USE

At the time of purchase, the selling partner collects the necessary data to allocate the Pass' to a holder and validate the Adventure Pass. In

the event that all or part of the services included in the Adventure Pass are not used within the time limits described above, no fee of any kind whatsoever may be claimed as reimbursement or compensation.

The opening times of each service provider are the responsibility of the service provider and are indicated on the pages of the service providers on the [valmorel.com](http://valmorel.com) website as well as on the information documents given to clients when they purchase the Adventure Pass.

As timetables are subject to change, it is advisable to check with each Pass'Aventure provider for the opening and closing times of their activity.

In the event of theft or loss, the Adventure Pass will not be refunded or replaced.

## ARTICLE 12 - OFFICIAL SALES POINTS FOR THE ADVENTURE PASS

- Tourist Information Offices in Valmorel and Doucy
- Valmorel swimming pool
- Departures of the lifts: Pierrafort and Lanchettes (according to the days and opening hours of the lifts concerned).
- On line : <https://www.valmorel.com/le-passaventure/>