

GENERAL TERMS AND CONDITIONS OF SALE OF MONTAGNETTES

THE GENERAL CONDITIONS OF SALE ARE IN ACCORDANCE WITH THE PROVISIONS OF DECREE N° 94-490 OF 15 JUNE 1994 TAKEN IN APPLICATION OF ARTICLE 31 OF LAW N°92-645 OF 13 JULY 1992 FIXING THE CONDITIONS OF EXERCISE OF THE ACTIVITIES RELATING TO THE ORGANISATION AND SALE OF TRIPS OR STAYS. IN ORDER TO COMPLY WITH THE LEGAL PROVISIONS, WE REPRODUCE BELOW ARTICLES 95 TO 103 OF THIS DECREE.

Article 95 - Subject to the exclusions provided for in the second paragraph (a and b) of Article 14 of the aforementioned law of 13 July 1992, any offer and sale of travel or holiday services shall give rise to the issue of appropriate documents which comply with the rules defined by this title.

In the case of the sale of air tickets or tickets for scheduled services not accompanied by services related to such transport, the seller shall issue the purchaser with one or more tickets for the entire journey issued by the carrier or under its responsibility. In the case of transport on demand, the name and address of the carrier on whose behalf the tickets are issued must be mentioned.

Separate invoicing of the various elements of a tourist package does not exempt the vendor from the obligations imposed on him by this Title.

Article 96 - Prior to the conclusion of the contract and on the basis of a written document, bearing his company name, address and the indication of his administrative authorisation to operate, the vendor must communicate to the consumer information on the prices, dates and other constituent elements of the services provided on the occasion of the journey or stay such as

- 1° The destination, means, characteristics and categories of transport used;
- 2^* The type of accommodation, its location, its level of comfort and its main characteristics, its certification and its tourist classification in accordance with the regulations or customs of the host country;
- 3° The meals provided;
- 4° The description of the itinerary when it is a tour;
- 5° The administrative and health formalities to be completed, particularly when crossing borders, as well as the time required to complete them;
- 6° The visits, excursions and other services included in the package or possibly available at an additional cost;
- 7. The minimum or maximum size of the group enabling the journey or stay to be undertaken and, if the journey or stay is subject to a minimum number of participants, the deadline for informing the consumer in the event of cancellation of the journey or stay; this date may not be less than twenty-one days before departure;
- 8° The amount or percentage of the price to be paid as a deposit on conclusion of the contract and the schedule for payment of the balance;
- 9° The terms of price revision as provided for by the contract in application of Article 100 of this decree;
- 10° The cancellation conditions of a contractual nature;
- 11° The cancellation conditions defined in Articles 101, 102 and 103 below;
- 12' Details concerning the risks covered and the amount of guarantees subscribed to under the insurance contract covering the consequences of the professional civil liability of travel agencies and the civil liability of associations and non-profit organisations and local tourist organisations;
- 13° Information concerning the optional subscription of an insurance contract covering the consequences of certain cases of cancellation or an assistance contract covering certain specific risks, in particular the cost of repatriation in the event of accident or illness.
- Article 97 The prior information given to the consumer shall be binding on the seller, unless the seller has expressly reserved the right to amend certain elements of the information. In this case, the seller shall clearly indicate to what extent this modification may be made and on which elements.

In any event, changes to the prior information shall be communicated to the consumer in writing before the contract is concluded.

Article 98 - The contract concluded between the seller and the buyer must be in writing, drawn up in duplicate, one of which is given to the buyer, and signed by both parties. It must include the following

- duplicate, one of which is given to the buyer, and signed by both parties. It must include the following clauses: 1° The name and address of the seller, his guarantor and his insurer as well as the name and address of
- the organiser; 2° The destination or destinations of the journey and, in the case of a split holiday, the different periods
- and their dates;

 3° The means, characteristics and categories of transport used, the dates, times and places of departure
- and return;

 4° The type of accommodation, its location, its level of comfort and its main characteristics, its tourist
- 4" The type of accommodation, its location, its level of comfort and its main characteristics, its touris classification according to the regulations or customs of the host country;
- 5° The number of meals provided;
- 6° The itinerary when it is a tour;
- 7° The visits, excursions or other services included in the total price of the journey or stay;
- 8° The total price of the services invoiced as well as an indication of any possible revision of this invoicing by virtue of the provisions of Article 100 below;
- 9° The indication, where applicable, of fees or taxes relating to certain services such as landing, disembarkation or embarkation taxes in ports and airports, and tourist taxes when they are not included in the price of the service or services provided;
- 10° The timetable and terms of payment of the price; in any event, the last payment made by the purchaser may not be less than 30% of the price of the journey or stay and must be made when the documents enabling the journey or stay to be made are handed over:
- 11° The special conditions requested by the purchaser and accepted by the vendor 12° The terms and conditions under which the purchaser may submit a complaint to the vendor for non-performance or poor performance of the contract, a complaint which must be sent as soon as possible by registered letter with acknowledgement of receipt to the vendor, and notified in writing, if necessary, to the travel organiser and the service provider concerned;
- 13° The deadline for informing the purchaser in the event of cancellation of the journey or stay by the vendor in the event that the journey or stay is linked to a minimum number of participants, in accordance with the provisions of 7° of article 96 above;
- 14° The conditions of cancellation of a contractual nature;
- 15° The cancellation conditions provided for in Articles 101, 102 and 103 below;
- 16° Details of the risks covered and the amount of guarantees under the insurance contract covering the consequences of the seller's professional civil liability;
- 17° Information concerning the insurance contract covering the consequences of certain cases of cancellation taken out by the purchaser (policy number and name of the insurer), as well as those concerning the assistance contract covering certain specific risks, in particular the cost of repatriation in the event of accident or illness; in this case, the vendor must provide the purchaser with a document specifying at least the risks covered and the risks excluded;
- 18° The deadline for informing the seller in the event of transfer of the contract by the buyer;
- 19° An undertaking to provide the buyer, in writing, at least ten days before the planned date of departure, with the following information
- a) The name, address and telephone number of the seller's local representative or, failing that, the names, addresses and telephone numbers of local organisations likely to help the consumer in the event of difficulty, or, failing that, the telephone number enabling contact to be made with the seller as a matter of urgency; b) For journeys and stays for minors abroad, a telephone number and address enabling direct contact to be made with the child or the person responsible for the child's stay.

Article 99 - The buyer may assign his contract to an assignee who meets the same conditions as he does for the journey or stay, as long as this contract has not produced any effect.

Unless otherwise stipulated, the assignor must inform the seller of his decision by registered letter with acknowledgement of receipt at least seven days before the start of the journey. In the case of a cruise, this period is extended to fifteen days. This transfer is not subject, under any circumstances, to prior authorisation by the seller.

Article 100 - When the contract includes an express possibility of price revision, within the limits provided for in article 19 of the aforementioned law of 13 July 1992, it must mention the precise methods of calculation, both upwards and downwards, of price variations, and in particular the amount of transport costs and related taxes, the currency or currencies that may have an impact on the price of the trip or stay, the part of the price to which the variation applies, the rate of the currency or currencies used as a reference when establishing the price appearing in the contract.

Article 101 - When, before the buyer's departure, the seller is forced to make a change to one of the essential elements of the contract, such as a significant increase in the price, the buyer may, without prejudice to any recourse for compensation for any damage suffered, and after having been informed by the seller by registered letter with acknowledgement of receipt:

Either terminate the contract and obtain immediate reimbursement of the sums paid without penalty; or accept the modification or substitute trip proposed by the seller; an amendment to the contract specifying the modifications made is then signed by the parties; any reduction in price is deducted from

any sums still owed by the buyer and the seller is not liable for any damages.

Any reduction in price shall be deducted from any sums still owed by the buyer and, if the payment already made by the latter exceeds the price of the modified service, the excess amount must be returned to him before the date of his departure.

Article 102 - In the case provided for in article 21 of the aforementioned law of 13 July 1992, when, before the buyer's departure, the seller cancels the trip or stay, he must inform the buyer by registered letter with acknowledgement of receipt; the buyer, without prejudice to any recourse for compensation for any damage suffered, obtains from the seller the immediate reimbursement of the sums paid without penalty; the buyer receives, in this case, an indemnity at least equal to the penalty he would have incurred if the cancellation had been made by him on this date.

The provisions of the present article do not in any way prevent the conclusion of an amicable agreement for the purpose of acceptance by the buyer of a substitute journey or stay proposed by the seller

Article 103 - When, after the buyer's departure, the seller is unable to provide a preponderant part of the services provided for in the contract, representing a non-negligible percentage of the price paid by the buyer, the seller must immediately take the following measures, without prejudice to any recourse for compensation for damages that may have been suffered:

Or offer services to replace the services provided, possibly bearing any additional cost and, if the services accepted by the buyer are of inferior quality, the seller must reimburse the buyer, upon his return, for the difference in price:

Or, if he cannot propose any replacement service or if these are refused by the buyer for valid reasons, to provide the buyer, without additional charge, with transport tickets to ensure his return under conditions that can be considered equivalent to the place of departure or to another place accepted by both parties.

Article 104 - The provisions of articles 95 to 103 of the present decree must appear on brochures and travel contracts offered by the persons referred to in article 1 of the aforementioned law of 13 July 1992.





The lessee declares having taken note of these special conditions of lease and accepting them without reservation. They shall apply to the entire stoy, which includes the accommodation as well as the additional services requested (mechanical lifts, equipment hire, parking, cleaning services, food and beverage etc.). The lessee undertakes to respect these conditions in person as well as to have them respect by other people taking part in the stay for whom the lessee shall act as guarantor. Clients placing reservations must be at least 18 years of age and legally entitled to enter into agreements

RESERVATIONS AND BOOKING CONFIRMATION

All reservations become firm and final ofter receiving a 25%-deposit.

Once this payment is received and the general terms of lease have been received, duly signed by the lessee with a copy of his or her ID document, these formalities shall represent acceptance of the offer. The payment of the deposit commits the client automatically to agree without any changes the general and special conditions of lease and conditions of cancellation.

Reservations are accepted subject to availability and the Montagneties Booking office reserves the right to refuse any reservation of an unwarranted or incorrect nature. Administration fees: 25 € per file for the first 4 reservations concerning direct customers only, and from the 5th

unwardnied or incorrect nature. Summarianist Level 9 per second in the control of the control of the control of the control of the reservation of the commodation and additional services selected as well as for their payment. The reserving party should therefore make prior arrangements to organise single payments of the deposit and then the

ONLINE RESERVATION

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The online reservation pracedure comprises the following stages as a minimum: -clients search for the available accommodation, according to their selected criteria (dates of stay, destination, number of people etc.).

-clients select the accommodation of their choice by clicking on RESERVE; a description of the accommodation, the rental price rate inclusive of tax, the services included in the stay, their price inclusive of tax, the optional cancellation insurance and its cost is displayed, allowing clients to check the details of their reservations.

- Clients are then asked to accept the special conditions by ticking the box provided for this purpose.

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are free of charge.

After validation of general and special conditions and payment of the reservation, a summary of the reservation, on which a reservation number. The halance will be automatically is allocated to the client, will be sent by e-mail. The reservation number is to be quoted in all correspondence. The balance will be automatically charged within 30 days before arrival

PAMENT OF BALANCE - EXCEPT FOR ONLINE RESERVATION

The balance of the payment must be received no later than I month prior to arrival (including additional services) with no reminder forthcoming on our part. If payment is made by Credit Card, guests may, at the same time, make all necessary arrangements with the MONTAGNETTES booking office with a view to outhorizing payment of the balance to be mode through the same Credit Card procedure and number, on the scheduled date, without any further formalities entered into on the part of the guest. The bank transfer charges or refusal fees are payable by the lessee. In case of balance not settled within 30 days before the arrival, the MONTAGNETTES Booking office, reserves the right to cancel the reservation and to apply accordingly the conditions of cancellation planned for that purpose and defined below.

Once the full amount has been paid, MONTAGNETTES reservations office forwards the lessee a reservation confirmation with itinerary. The payment must be made within 7 days of the invoice issued. Failing this, an interest rate of three times the legal interest rate shall automatically apply without follow up from us.

Reservations made less than one month prior to the arrival date can only be confirmed if accompanied by payment of the full amount of the

ornour rollow-up from us. ations made less than one month prior to the arrival date can only be confirmed if accompanied by payment of the full amount of the stay. No additional services will be refunded after the balance of payment

COOLING-OFF

The contracting society wishes to recall that under article L 121-20-4-2 of the code of consumption, the cooling-off right is not applicable to the benefits of accommodation, transport, catering and leisure, provided on a date or for a specific period. So that all reservations our Web sites and by a sales consultant from the central booking Montagnettes cannot be the subject of a right of withdrawal. vations and orders done on

CANCELLATION INSURANCE "Cancellation of seasonal rentals" in

rance has been created for guests. Should the lessee wish to be covered, t Cancellation of seasonal rentals insurance has been created for guests. Should the lessee wish to be covered, the insurance must be taken out of the time of the reservation and paid for in addition to the deposit of 25%, this amount represents 4.5 % of the longing stotal amount. It comes into effect immediately after payment of the premium and is non-refundable in case of cancellation. It remains optional but will be offered systematically when making a reservation. It will be withdrawn at your request, in writing, at the booking centre, before the confirmation of your reservation, if you do not want to subscribe. After 14 days cooling off right (for the insurance only), any insurance paid with the deposit will be considered as subscribed and cannot be deducted when paying the balance.

CANCELLATION AND AMENDMENT OF THE STAY AND EXTRA SERVICES BY THE CLIENT

In the event of a cancellation, for any reason whatsoever, the sums paid in respect to the deposit or balance of stay shall be retained by the establishment, unless covered by cancellation insurance taken out by the lessee. Should the balance not be settled within 30 days before arrival, the establishment, reserves the right to consider the reservation cancelled and to accordingly apply the conditions of cancellation defined below

the establishment, reserves the right to consider the reservation cancelled and to accordingly apply the conditions of cancellation defined below, without follow-up, refund of deposit or compensation.

In case of cancellation, the lessee must notify the MONTAGNETTES booking office by writing either by email, or by recorded delivery letter, the date of reception determining the date of cancellation, it must be confirmed by email from Group Montagnettes booking office. Any modification of residence, hotels, type of accommodation, additional services (meals, ski passes, ski material) or date of stoy made will be considered as a cancellation and cancellation fees will be applied as mentioned below:

In case of cancellation or modification of stay:

To more than 30 days before the beginning of the stay 25.6 administration fee will be retained (as well as the amount of the insurance signed at

- more than 30 days before the beginning of the stay, 25 € administration fee will be retained (as well as the amount of the insurance signed at

The time of the reservation).

— <u>between 30 and 21 days before the arrival</u> 25 € administration fee and 50% of the total amount of the stay including additional services (meals, ski passes, ski material) will be retained (as well as the amount of the insurance signed at the time of the reservation).

— <u>between 20 and 8 days before arrival</u> 25 € administration fee and 75 % of the total amount of stay including additional services (meals, ski passes, ski material) will be retained (as well as the amount of the insurance signed at the time of the reservation).

passes, ski material) will be retained (as well as the amount of the insurance signed at the time of the reservation).

- between 7 days and the day of arrival and no show, or if the lessee does not check in, at the selbollshment reserved. 25 € administration and 100 % of the total amount of stay including additional services (meals, ski passes, ski material) will be retained (as well as the amount the insurance signed at the time of the reservation).

- In case of shortened stay or shortened additional services (meals, ski passes, ski material):

The establishment is not liable for any reason to refund the amounts corresponding to these reductions (accommodation, additional services). These provisions shall not apply where the lessee shows that they have been the victim of circumstances beyond their control, as understoned the Civil Code.

- In the eyest of bank rejection of bank cord being used to pay the balance and unless remedied within 8 days the reservation.

to In the event of bank rejection of bank card being used to pay the balance, and unless remedied within 8 days, the reservation shall but on the customer (accommodation, additional services, etc.).

All additional services (ski passes, equipment rental, catering, parking, pets, etc.) must be pre-booked and pre-paid 15 days prior your arrival. They cannot be reimbursed, even partially, by the establishment and the booking center, as soon as they have been paid for, whether before arrival, on arrival, during or after the stay.

In case of modification of additional services (skipasses, materials)

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Between 30 and 15 days before arrival, a modification fee of 50 € will be retained.

Between 14 and 8 days before arrival, a modification fee of 100 € will be retained.

From 7 days to arrival, no changes will be accepted.

By default, the starting date of the ski passes and equipment rental is the day following the arrival. The establishment and the booking center cannot be held responsible in case of disagreement with the client on this rule as long as they have not received a written and explicit request from the client to which they have also repiled in writing.

If a person no longer participates in the stay, or if the clients (or a person) leaves the establishment in a hurry during their stay, no refund, even partial, will be possible. The client must ensure that he/she has taken out the cancellation insurance offered by the reservation center and availabled at the time of continuation or any other personal insurance to cover these costs. The cancellation insurance proposed by us cannot be added after the confirmation of the option.

PRICE AND PROMOTIONS

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Our prices include all taxes (excluding tourist tax payable on site) and include the provision of the accommodation and its charges (water, electricity, heating). Pet supplements, optional insurance premiums and administration charges are not included. Packages (accommodation+ ski passes and/ or ski equipment, food and beverage.): rates apply to a complete package including the accommodation+ the additional services.

The additional services ordered cannot be deducted from the price of the package.

In case of increase of VAT, MONTAGNETTES reserves the right to apply this increase to the prices without prior notice and from the time when

The prices for ski-lifts are shown without insurance "Carré Neige". Such insurance is to be taken out at the request of the lessee at the time of

reservation or directly at the ski-lift ticket office of the resort concerned.

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The additional services as kip issues, ski equipment rental are proposed for 6 days consecutive.

It is imperative to read the general conditions of use of the ski passes at the ski lift company of the resort.

For reduced rate passes purchased, official proof relative to these reductions will be required. Without these documents at the moment of purchase the ski pass can not be supplied. MONTAGNETIES booking office declines all responsibility regarding the information given. Free ski passes cannot be supplied by the establishment. They must be withdrown directly at the ski pass office with photo and proof of age.

In case of early departure or unused ski passes no financial compensation or reduction is available, including in the event of complete closure of the ski lifts and in the event that the lift company itself compensation or reduction is available, including in the event of complete closure of the ski lifts and in the event that the lift company itself compensation or reduction and reductions cannot be backdated or cumulated. Should the reservation be modified after the closing date of the offer, the new states are applicable without compensation.

rates are applicable without compensation

Tourist TAGE3

Tourist Tag, collected for the local town councils, is not included in our accommodation rates. The amount varies according to the town council and is to be paid on site. Depending on legal decision the amount is subject to variation. The group Montagnettes will transmit this information and denies all reclaims.

CHECK-IN. HANDING OVER OF KEYS & CHECK-OUT

CHECK-IN HANDING OVER OF KEYS & CHECK-OUT

On arrival, clients must check-in at the reception specific to the establishment of their stay. Keys are provided on presentation of the voucher or the reservation form, which confirms the payment and acceptance of the booking conditions. The lessee must take possession of the accommodation on the scheduled date and time, during reception opening hours and to pay the required deposit and to leave a credit card at arrival as a guarantee on the same day. Outside reception pening hours, the lessee must contact the establishment without delay in order to organize their arrival, during a timeslat suitable and agreed by the establishment. The establishment shall in no way be held responsible and offer no compensation in the event that the lessee must not difficulties, particularly in regards to finding the establishment and/or collecting the keys. Accommodation is available on the agreed day of arrival from 5pm and must be vacated on the agreed day of departure before 10 am. In the event of departure after 10 a.m., the establishment reserves the right to charge of an extra night cost to the lessee.

Only, the reception of our hotels is open 7/7 and 24h/24 and offers a Night Auditor. Keys are provided on presentation of the voucher or the reservation form, which confirms the payment and acceptance of the booking conditions. The lessee must take possession of the accommodation on the scheduled date and time, during reception opening hours. Outside these times, the establishment reserves the right or refuse handing over the keys and to rent the suite to another party after a period of 24 hours. The extrac's till (tourist tax, drinks, massage) must be poid before departure. In case of non-payment is, the establishment can deduct the amount from the lessee's deposit and credit card left at arrival. A receipt will be sent to the address given at the time of reservation.

SITE INVENTORY, CLEANLINESS AND DETERIORATION

SITE INVENTORY. CLEANLINESS AND DETERIORATION
The establishment does everything possible to receive its guests in the best possible conditions in terms of quality, cleanliness and refinement. However, it cannot guarantee perfect results and requests the diligence of the lessee to examine the accommodation at the time of arrival and to inform the reception within 24 hours should the equipment or the cleanliness be unsatisfactory.

Beyond this time, the establishment will understand that the lessee has accepted the conditions at arrival and to further complaint will be considered including on his return from stay (accept in the case of a new malfunction of equipment which must be indicated immediately and the establishment will intervene as quickly as possible).

The lessee must inform the reception immediately of any deterioration or breakage to the accommodation and its fixtures that may occur during their stay, whether such breakage has been caused by them or by another person. The lessee will not perceive any refund in the event of the technical team's intervention in the accommodation during the length of their stay. The lessee is responsible for the fixtures installed in the apartment, suite or room and must not move these between apartments or suite apartments or rooms. These fixtures will be considered to be missing and thereted as such.

considered to be missing and treated as such.

At the time of their departure, the lessee must leave the accommodation in an appropriate condition of cleanliness and tidiness At the time of their departure, the lessee must leave the accommodation in an appropriate condition of cleanliness and Idiness (furniture in correct place, fridge and dishwosher empty, bit memptied, kitchen cleaned). Falling this, a set fee of 250 C will be charged and the establishment reserves the right to deduct this amount from the deposit and credit card provided by the lessee on their arrival. After further inspection by the management, all missing and/or damaged fixtures will be charged to the lessee, on the bosts of their price, the cost of their repair and/or the cost of their repair and/or the cost of their price, the cost of their repair and/or the cost of the sets of the event of degradation by the lessee to the establishment, in respect of both private areas and shared areas in the building (walls, ceilings, sanitary equipment or other),

SAFETY

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The lesse must see to it that all doors and windows of their accommodation are closed and locked at all times, particularly when they are obsent. They must use the safe in their accommodation to store any valuable items. The responsibility of the establishment cannot be engaged in case of theft, loss, or degradation of personal effects in the apartment or suite apartment or room, the private parking area of the establishment, the skir room and other common areas. All ski equipment is to be stored in the private lockers provided which must be locked at all times. No object or equipment is to be left on the balcony of the apartment or suite apartment, or room or in the communal reases of the establishment (reception, terrace, garage_). In the event of a break-in, the responsibility of the establishment may only be held liable if the lessee immediately informs the reception and reports the incident to the police within 24 hours, and solely under the conditions and limits of the comprehensive hotel/residence insurance taken out by the establishment. The lessee is reminded the establishment will not be held responsible for any personal effects forgatten in the apartment after departure. In accordance with Article 6 - Decree no. 95-949 of 25 August 1995, the top bunk bed is not recommended for children less than 6 years old.

SWIMMING POOL AND RELAXATION CENTER

SWIMMING POOL AND RELAXATION CENTER
The access to the relaxation center and/or swimming pool is forbidden to unaccompanied children. Correct attire is required (swimsuit).
There are pools only in le Taos, le Hameau du Kashmir, Ynycio and residence l'Oxalys. There should be no diving, no running, no pushing no boisterous or rough play (music.). There should be no throwing of any objects (balls, freesbee.) Animals, shoes, food and drinks are strictly forbidden in the pool and spa areas. The establishment will not be held responsible in case of prolam and reserves the right to deny use of pool and relaxation centers to any one at any time. It is requested that all persons responsible for children ensure that they do not enter areas reserved for members of staff. All incidents caused by the child will be at the adult's responsibility. All orders made by children must be paid by the adult responsible. Depending on the health regulations in force, access may be limited in terms of the number of people and the length of presence, or closed.

OCCUPATION

OCCUPATION

The rented premises concern the rental and occupancy of the premises for holiday purposes only. The rented premises and furnishings are for the private use and enjoyment of holiday tenants, with respect in particular for their neighbor's. The lessee is asked not to throw cigarettes buts and rubbish from the windows and balconies. All reservation made are for a maximum number of people specified in the accommodation's descriptive. Should this number be exceeded the establishment is authorized to refuse all supplementary persons or charge them 100C per person and per day. The establishment will not accept responsibility for resulting dysfunction in the accommodation, for example lack of hot water and the lessee is fully responsible for any troubles or damage uto over-occupation. In the event of nocturnal disturbance, and if two varnings of the establishment manager have gone unheeded, the establishment reserves the right to retain the lessee's his/her deposit and/or to undertake their expulsion from the accommodation, with the assistance of the police if necessary, this expulsion bringing a definitive end to the lessee's stay, without any compensation to the latter.

Cots for children under 3 years are limited to 2 per accommodation.

BEHAVIOR

The client must be courteous and respectful towards the establishment staff and other clients. Any verbal or physical violence, inappropriate behavior, sexual, sexist, racist, anti-Semitic or homophobic comments, as well as any form of harassment may lead to sanctions. In case of non-respect of these rules of good conduct, the hotel or residence have the right to sanction the client according to the gravity of the facts and to contact the police and gives itself the possibility to file a complaint in case of extreme behavior.

THE WI-Fi bandwidth provided in the apartment or suite apartment or room is not intended for professional use, but rather for private use, and is limited to 1 connection per apartment, or suite apartment or room. Due in particular, to the technical conditions associated with your place of stay, we cannot guarantee constant bandwidth and connection.

PETS

nent found with MONTAGNETTES Booking office, only one domestic pet (cat or dog) is accepted per accommodation. The Unless agreement found with MONTAGNETTES Booking office, only one domestic pet (cat or dog) is accepted per accommodation. The lesses is held responsible for the sofety the other guests in the establishment, and for the calm, cleanliness of the apartment or suite apartment or room and public spaces inside and around the establishment outside. The lessee remains responsible for any disturbance or prejudice caused. The animal is not permitted to circulate in and around the establishment without its owner and must be held on a lead at all times. Due to hygiene reasons, no animals (except guided dogs) are permitted in the bar or restaurant. Daily cleaning service or technical interventions will not be carried out without the presence of the lessee.

The supplement for domestic onimals (food and other animals services are not included) must be paid at the reservation.

If the accommodation is made very dirty following the passage of an animal, an animal cleaning fee of € 80 will be invoiced at an additional cost.

RULES AND REGULATIONS

In order to make your holiday stay easier, the rules and regulations are available in each establishment so that the lessee may familiarize and respect them. It is necessary to be aware of them and to respect them.

CIGARETTES, CIGARS, VAPORIZERS

For reasons of hygiene and safety, it is strictly forbidden to smoke in our establishment and in our apartments, suites and rooms. The lessee is asked not to throw cigarettes buts and rubbish from the windows and balconies. In case of non-compliance, a penalty of 400 euro will be retained on your deposit, as compensation for the remediation costs incurred in the event of olfactory pollution.

The establishment cannot be held responsible for any external disruptions which may interrupt or prevent the stay from going smoothly, in particular in case of lack snow, of heavy snow falls, of supply of electricity, gas or water; reduction, postponement or cancellation of activities and services offered by the resorts; and noisy environment, natural disaster and road closure and is not liable for any refund as a result.

<u>DEPOSIT</u>
A photocopy of the lessee's ID and a deposit by credit card (VISA and MasterCard only) of 650€ for l' Oxalys, Hameau du Kashmir, Ynycio and Le Taos and 500€ for the other establishments and signed authorization will be requested at arrival in order to guarantee beyoment of any extras and visitors tax during the stay. The amount may be blocked by the lessees' bank Falling this, the establishment will be entitled to refuse to hand over the keys to the lessee. After verification of the condition of the apartment, the establishment shall destroy or cancel the given deposit within a maximum of 20 days after departure. Any cost arising from damage, missing items, unpaid amounts, unreturned keys (for which there will be a set charge of 35 €), penalties, etc. owed by the lessee to the establishment may be deducted from the deposit.

Any claims concerning a stay shall be sent by registered letter within 30 days of the end of the stay to:
GROUPE MONTAGNETTES, 89 Route des Marais, ZA Portes de Tarentaise, 73790 TOURS EN SAVOIE, FRANCE.

SENERAL AND SPECIAL CONDITIONS.

Reservation involves acceptance of the general and special conditions of sale and of interior rules. General description and photographs of our apartments are for information purposes only. Any request in regard to a specific aspect/forientation or location of the apartment is considered to be a preference and is not constituted a contractual guarantee. They are not considered as giving any rights of compensation. For hotel TAOS only: in terms of preference of bed disposition (double or single beds only for the room due) all requestions unst be made at the moment of reservation and depend on availability. Without indication, rooms will be attributed depending on availability. Without indication, rooms will be attributed depending on availability at the state of the mountain resorts, as well as their surrounding areas are passed on to us by the Tourist Information Centres and are given to you for information only. We cannot be held responsible in the case of unavailability at the time of your stay.

FREEDOM OF INFORMATION

Information concerning the lessee is confidential and subject to computer processing intended exclusively for companies in MONTAGNETTES. In accordance with the law on "freedom of information" of 6 January 1978, the Ordinance n * 2018-1925 of December 12, 2018 taken pursuant to Article 32 of Law No. 2018-493 of June 20, 2018 relating to the protection of personal data and amending Law No. 78-17 of 6 January 1978, the lessee wishes the right to access and correct information concerning them. If the lessee wishes to exercise this right and to obtain details of information concerning them, it is up to them to contact the reception of the establishment.

By express agreement, any dispute concerning the interpretation and execution of this agreement shall it the courts in the vicinity of the registered office of the establishment and shall be governed by French law ent shall fall to the exclusive competence of

"Read and Approved" by the lessee and Signature