



General Terms and Conditions of Sale

THE PRESENT GENERAL TERMS AND CONDITIONS OF SALE APPLY TO ANY RESERVATION MADE BY AN INDIVIDUAL CUSTOMER WITHIN POPALP LA PLAGNE.

POPALP LA PLAGNE

SASU, simplified joint-stock company with a sole shareholder

Registered office : 804 Route de Chambéry, 73200 GILLY-SUR-ISERE

Registered with the Chambéry Trade and Companies Register under no. 914 155 478

PopAlp la Plagne is located at 93 Montée de la Lovatière, 73210 La Plagne Tarentaise

Tel. : +33 (0)4 34 48 13 39 - E-mail : hello@popalp-plagne.com

Hereinafter referred to as "POPALP LA PLAGNE".

POPALP LA PLAGNE operates the website <https://www.popalp-plagne.com/> (also available in mobile version), a hotel reservation platform offering additional complementary services.

1. PREAMBULE

The purpose of these General Terms and Conditions of Sale (hereinafter the "General Terms and Conditions") is to define the terms and conditions under which POPALP LA PLAGNE allows its individual customers (hereinafter the "Client" or "Clients") to benefit from all services, including reservation services, available on the Website and further described below (hereinafter collectively the "Services").

Prior to booking any Service on the Website, the Client declares (i) that he/she is acting for personal purposes that do not fall within the scope of his/her commercial, industrial, artisanal, liberal or agricultural activity, and (ii) that he/she has full legal capacity to enter into these General Terms and Conditions.

The Client is invited to read these General Terms and Conditions carefully, as their prior acceptance is mandatory for booking any Service offered on the Website. Clients are advised to save and print these General Terms and Conditions using their browser's standard features. The Client must also consult the Special Conditions that appear on the list of rates and that apply specifically to each rate.

These General Terms and Conditions apply in full to any order for Services placed from 1 September 2025 onwards.

POPALP LA PLAGNE reserves the right to modify or supplement, at any time, all or part of these General Terms and Conditions. In such case, the new version of General Terms and Conditions will be available on the Website with its effective date. Clients are advised to consult General Terms and Conditions regularly to be aware of any possible changes. In any event, the Client will only be bound by the version of the General Terms and Conditions that is in force at the time the Client makes his/her Service reservation.

The Client is solely responsible for bearing any technical means required to access the Website.



2. DESCRIPTION OF SERVICES

2.1 SERVICES

POPALP LA PLAGNE offers on its Website (i) hotel room reservation services (“Accommodation Services”) (2.1.1) and (ii) services complementary to said services (“Additional Services”) (2.1.2). The Accommodation Services and Additional Services are hereinafter collectively referred to as the “Services”.

2.1.1 ACCOMMODATION SERVICES

The Website allows the booking of rooms within POPALP LA PLAGNE (hereinafter the “Establishment”).

The essential characteristics, availability dates, prices, available options, payment terms, and the special terms and conditions of sale applicable to the selected rate (guarantee policies, cancellation conditions, check-in time, member rate conditions, etc.) for the Establishment are presented throughout the booking process as described in Article 3 below.

In this regard, it is specified that the Establishment has its own special terms and conditions of sale applicable to the selected rate, also available on the Website (hereinafter the “Special Conditions”), which are brought to the Client’s attention prior to any booking made on the Website. By way of example, the Special Conditions may detail check-in and check-out times, guarantee policies, cancellation deadlines, Wi-Fi access, specific conditions applicable to children, and the acceptability of pets provided they are kept on a leash or in a cage in the common areas of the Establishment (for hygiene reasons, pets are never admitted in dining areas).

In accordance with regulations applicable in certain countries, the Client may be required, upon arrival at the Establishment, to complete a police form. For this purpose, the Client must present an identity document allowing the Establishment to verify whether a police form must be completed by the Client.

Upon arrival at the Establishment, the Client must sign the police form after ensuring the accuracy of the information that has been pre-filled and modifying it if necessary.

If the Client refuses to complete or sign the police form, he/she acknowledges being informed that the Establishment shall be entitled to refuse to provide the reserved accommodation.

2.1.2 ADDITIONAL SERVICES

The Website also allows the booking of Additional Services, such as a bottle of champagne upon the Client’s arrival, upgrades to Accommodation Services, or booking a table at the hotel’s restaurant.

Additional Services also include travel services within the meaning of Article 3.1 of Directive (EU) 2015/2302 of 25 November 2015 on package travel and linked travel arrangements, which may form, together with the Accommodation Services, either a “linked travel arrangement” or a “package holiday” according to the criteria defined by said Directive and Articles L.211-1 et seq. of the French Tourism Code. This information is communicated to the Client prior to booking these services in the Special Conditions specific to each offer.

2.2 PARTNER SERVICES

POPALP LA PLAGNE enters into partnership and distribution agreements with third-party websites (“Partners”) in order to allow Clients to search for, select, and book rooms in the Establishment.

The terms and conditions applicable to these Partner Services are available on the Partner’s website.



Concierge Fees

As part of its concierge services, the establishment may assist guests with organizing and booking external services, including but not limited to: taxi or transfer reservations, ski pass purchases, reservations at restaurants outside the hotel, and any other services requested by the guest.

These services are provided on an assistance basis and may be subject to concierge fees in addition to the cost of the booked services. The amount of such fees may vary depending on the nature, complexity, and conditions of the request. Whenever possible, the guest will be informed of the applicable amount prior to confirmation of the service.

The guest's confirmation of the service shall constitute acceptance of any associated concierge fees.

The establishment acts solely as an intermediary between the guest and the external service providers. In this capacity, the establishment cannot be held liable for the proper performance of the services provided by such external providers, who remain solely responsible for their own services.

3. BOOKING PROCESS

The Client selects any Service presented on the Website or those of its partners by following the process provided for this purpose.

3.1 BOOKING SERVICES

Service bookings are made by the Client on the Website. The booking process varies depending on the Client's navigation and request; it includes the following steps for booking stays with one or more Additional Service(s):

- **Step 1:** entering search criteria for a destination, a date, and, where applicable, one or more Additional Services.
- **Step 2:** viewing the results and selecting a room and, where applicable, one or more Additional Services;
- **Step 3:** reviewing the details and characteristics of the selected Service(s), particularly in the case of an Accommodation Service: accommodation characteristics (standard, room type, TV, etc.), length of stay, options offered (e.g., breakfast, Wi-Fi access, etc.), the total price of the booking including a breakdown of applicable taxes, the mandatory information form where the booking constitutes a linked travel arrangement or a package holiday, and all applicable Special Conditions (guarantee and payment policies, cancellation conditions, check-in time, etc.);
- **Step 4:** reviewing the booking summary including: (i) a reminder of the main characteristics (length of stay, characteristics of the Accommodation Service and/or Additional Service(s), total price including VAT with a breakdown of applicable taxes) and (ii) the Client's entry of personal information by filling in all mandatory fields (indicated with an asterisk);
- **Step 5:** finalizing the booking of the Service(s) by the Client with: (i) entry of payment method details, either for total prepayment before the stay or for reservation guarantee for Accommodation Services, and (ii) reviewing and accepting the General Terms and Conditions and the applicable Special Conditions before validation by the Client.
- **Step 6:** processing of the booking of the Service(s) by POPALP LA PLAGNE;
- **Step 7:** a booking confirmation email is sent to the Client summarizing the reserved Service(s), the price(s), the Special Conditions accepted by the Client, the date of the booking, after-sales information, access to the General Terms and Conditions, and the address of the Establishment to which the Client may submit any claim.



Any booking is deemed final as soon as the Client clicks on the “confirm your booking” page: (i) for a prepaid booking, by clicking the “Pay X €” button, or (ii) for a booking payable at the Establishment, by clicking the “Confirm” button. Any booking made through the website www.popalp-plagne.com implies consultation and full, unconditional acceptance of these General Terms and Conditions as well as the Special Terms and Conditions of the selected rate expressly mentioned in the rate description at the time of booking.

Before definitively validating the booking, the Client must confirm, by ticking the relevant box, that he/she has read and accepts these General Terms and Conditions and the Special Conditions of the selected rate; no booking is possible without this agreement. Booking confirmation constitutes acceptance of these terms of sale and full and unconditional adherence to their provisions.

The Client may book Services on behalf of one or more other people, up to a maximum of 5 (five) rooms. Beyond this limit, the booking made by the Client will be subject to the conditions applicable to groups (conditions available on request at hello@popalp-plagne.com).

If the confirmation email is not received within 24 hours following the booking, it is the Client’s responsibility to contact the Establishment to confirm the information provided and ensure that the booking has been processed.

A défaut de réception du mail de confirmation dans les 24 heures suivant la réservation, il appartient au Client de contacter l’Etablissement afin de s’assurer des informations communiquées et de la prise en compte de la réservation.

3.2 BOOKING PARTNER SERVICES

Bookings made by the Client via Partner Services are carried out through each Partner’s website and mobile services. The booking is made directly between the Client and the Partners, following the steps provided on the Partners’ website and mobile services.

4. PRICE AND PAYMENT

4.1 PRICE

The prices relating to the booking of Services are indicated before, during, and after the booking process, and are expressed in euros. Any conversion of the price from euros into a foreign currency is provided for information purposes only.

For Accommodation Services, the prices indicated are per room for the number of person(s) and the selected date (excluding exceptions and supplements indicated for babies or pets, for example).

When confirming a Service booking, the total price is indicated to the Client including all taxes, both in the commercial currency chosen by the Client and in the Establishment’s commercial currency (EUR), and is valid only for the period stated on the Website.

If the total amount of the Service booking is charged by the Establishment in a currency other than that confirmed on the booking, currency exchange fees shall be borne by the Client. It should be noted that if a conversion from the confirmed currency into another currency appears on the Website, it is provided for information purposes only and is non-contractual, particularly due to potential fluctuations in exchange rates between the booking date and the dates of the stay at the Establishment. Based on the total price in euros, this amount is converted according to the exchange rate of the day provided by the company D-EDGE.

Unless otherwise indicated on the Website, options (such as breakfast, half board, full board, etc.) that are not offered at the time of the Service booking are not included in the price.



The tourist tax, presented during the Service booking process, must be paid directly on site at the Establishment, except in the case of prepayment before the stay where this amount may be included. Prices take into account the VAT applicable on the day of the booking, and any change in the applicable VAT rate will automatically be reflected in the price stated on the invoice date.

Any modification or introduction of new legal or regulatory taxes imposed by the competent authorities will automatically be reflected in the price stated on the invoice date.

Finally, certain promotional offers are available exclusively on the Website, are sold only online, and under no circumstances at the Establishment's reception desk.

4.2 PAYMENT

4.2.1 General Provisions

The Client provides payment details either (i) to prepay the booking before the stay, or (ii) as a guarantee of the booking, by entering directly in the dedicated secure field (SSL encrypted), when using a bank card, the card number (without spaces), its expiry date (the card used must be valid at the time of the stay), and the security code, in the context of prepayment processed via the payment platforms mentioned below.

POPALP LA PLAGNE has selected PAYZEN to secure online card payments. The Client's payment card is subject to a validity check by these partners and may be refused for several reasons: stolen or blocked card, exceeded limit, input error, etc. In the event of difficulty, the Client must contact both his/her bank and the Establishment or any other relevant entity to confirm the booking and payment method.

The online payment methods available and listed on the Website's payment page may include Visa and Mastercard (American Express cards are not accepted). This list may be updated. For any other booking method, a PAYZEN payment link may be sent to guarantee the booking or process prepayment.

For payments made at the Establishment, the accepted payment methods will be the same (with additional methods such as cash), and the Client must present the payment card used to guarantee the booking or make the prepayment. The Establishment may also request identification for the purpose of preventing credit card fraud.

An invoice will be sent electronically to the email address provided by the Client when booking; if the Client wishes to receive a paper invoice, he/she must expressly request it from the Establishment. No claims may be made in the event of a failure to collect payment.

4.2.2 Prepayment

Prepayment refers to any payment made by the Client at the time of booking. Once prepayment has been made, the Client receives a confirmation email for the booking.

FLEXIBLE RATE

• **GUARANTEE POLICY:** A 30% deposit will be requested at the time of booking via a secure payment link that the hotel will send by email. This link will be valid for 48 hours. Without validation and payment, the hotel reserves the right to cancel the booking. Cheques and American Express are not accepted.



• **CANCELLATION POLICY:** Free cancellation up to 21 days (12:00 GMT-1:00) before the arrival date. In the event of late cancellation or no-show, the amount collected will be retained as cancellation fees.

NON-CANCELLABLE NON-REFUNDABLE RATE (NANR)

• **GUARANTEE POLICY:** The total amount excluding tourist taxes will be requested at the time of booking via a secure payment link that the hotel will send by email. This link will be valid for 48 hours. Without validation and payment, the hotel reserves the right to cancel the booking. Cheques and American Express are not accepted.

• **CANCELLATION POLICY:** In the event of cancellation or no-show, the amount collected will be retained as cancellation fees.

The actual debit of the booking amount may require processing time. If, after this processing period, the amount has not been charged, the booking will be cancelled.

The actual debit of the reservation amount may require a certain processing time. If, at the end of this processing period, the reservation amount has not been debited, the reservation will be cancelled

4.2.3 Credit Card Guarantee

The booking guarantee by credit card refers to the collection of the Client's payment information at the time of booking. The Client's credit card is not charged, and payment for the stay is made directly at the Establishment on the day of arrival or departure, unless the Client fails to show up at the Establishment without having cancelled the booking according to the cancellation conditions of the selected rate.

All bookings must be guaranteed by a valid credit card. If the credit card is not valid, the hotel will contact the Client to provide another credit card. If no response is received or if the card remains invalid, the hotel reserves the right to cancel the reservation within 24 hours of the booking date.

4.2.4 Pre-Authorization / Security Deposit

It is the Establishment's responsibility to define the rules relating to pre-authorization.

For any stay, the Establishment may, on the Client's arrival day, request authorization (also known as "pre-authorization") from the Client's bank on the credit card to cover potential damages and extras (cheques and American Express cards are not accepted):

- €100 per night/room for hotel rooms,
- €800 for T3-type apartments,
- €1,000 for penthouses.

The pre-authorization request is not an immediate charge but corresponds to a reserved amount allowing a later debit if necessary, temporarily reducing the card's available limit. In some cases, depending on the Client's bank, the pre-authorization may appear as a pending transaction.

When the pre-authorization request has been activated and confirmed by the bank, either:

- The Client arrives at the Establishment, and payment of the full stay is made directly on arrival or departure. The Establishment then requests the release of the pre-authorization from the Client's bank. Any additional on-site expenses will be settled by the Client on the departure day;



- The Client does not show up on the first day of the reservation, and the Establishment sends a debit request to the Client's bank.

In rare cases, the pre-authorization may be processed as a charge by the Client's bank before the actual debit occurs. In such cases, the amount will not be charged twice. Any remaining balance in favor of the Client will be refunded by the bank automatically.

If the reservation is cancelled after the pre-authorization request has been activated in accordance with the rate's cancellation conditions, a pre-authorization cancellation request is automatically sent to the cardholder's bank. In rare cases, this cancellation may appear as a refund.

It should be noted that the release of the pre-authorized amount (or refund) usually takes twenty-four (24) to forty-eight (48) hours to be processed, but the period may reach up to seven (7) business days or more, depending on the cardholder's bank.

To activate a pre-authorization request, the Client must provide his/her credit card details as part of the booking guarantee process. The Client is informed in advance of the characteristics of the pre-authorization request. Credit card data is stored exclusively by POPALP LA PLAGNE's payment service provider, in accordance with strict bank data security standards.

If the Client refuses the pre-authorization process, access to the room will be denied.

4.2.5 Client No-Show

If the Client does not show up on the first day of the Accommodation Service booking, the booking will be fully cancelled, and the Establishment will place the reserved Accommodation Services back on sale:

- If the booking is non-cancellable and/or non-exchangeable and/or non-refundable, the Establishment will retain all amounts paid by the Client as a deposit ("arrhes") pursuant to Articles 1590 of the French Civil Code and L.214-1 of the French Consumer Code.
- If the booking is cancellable and/or exchangeable and/or refundable and guaranteed by credit card, the Establishment will charge the credit card provided at the time of booking for **100% of the stay including VAT**, as specified in the flexible rate's Special Conditions. In such case, the Establishment will place the rooms back on sale. The Client is not entitled to any refund or compensation.

For prepaid non-cancellable / non-exchangeable / non-refundable bookings, the deposit debited includes the total amount of the booking and, where applicable, any selected options, as described in Article 4.1.

5. CANCELLATION OR MODIFICATION OF A SERVICE BOOKING

In accordance with Article L.221-28, 12° of the French Consumer Code, the Client does not benefit from the right of withdrawal provided for in Article L.221-5 regarding accommodation services, goods transport services, car rental services, catering services, or leisure activities to be supplied on a specific date or within a specific period.

Consequently, the Client does **not** have a right of withdrawal concerning accommodation, catering, or wellness services booked through the Website and supplied on a specific date or within a determined period.

For each Service booking, the Special Conditions specify the terms and conditions for cancellation and/or modification.

Prepaid bookings cannot be modified and/or cancelled. Deposits (amounts paid in advance) are non-refundable. This is stated in the relevant Special Conditions.



Where Special Conditions allow:

- Cancellation of a Service booking may be made directly on the Website using the “Modify or cancel a booking” section with the PIN code received in the booking confirmation.
- Modification of a Service booking may be made directly with the Establishment, whose contact details (including telephone number) are provided on the booking confirmation.

If such modification requests involve extending the stay, increasing the number of persons, or purchasing an Additional Service or a more expensive Service, the corresponding price difference will be charged.

En cas d'interruption d'un Service du fait du Client, l'intégralité du prix convenu sera encaissée. Dans le cas de réservation avec prépaiement avant le séjour, aucun remboursement ne sera accordé.

Les chambres sont mises à disposition à partir de 16h00.

En présence d'un Service d'Hébergement, le Client doit quitter la chambre de l'Établissement avant l'horaire indiqué par l'Établissement, soit 11h00 le jour de la fin de la réservation. A défaut, il lui sera facturé une nuitée supplémentaire. However, subject to the Establishment's availability and for an additional fee announced on the relevant day, the Client may keep the room for a longer period according to the chosen option.

6. CLIENT COMMITMENTS AND LIABILITY

The Client is solely responsible for choosing the Services on the Site and for their suitability to his or her needs, so POPALP LA PLAGNE cannot be held liable in this respect.

The Client is also solely responsible for the information provided when booking a Service. POPALP LA PLAGNE cannot be held liable in the event of incorrect or fraudulent information communicated by the Client. Furthermore, the Client alone is responsible for the use of any reservation made, both in his or her own name and on behalf of third parties, including minors, unless fraudulent use is demonstrated that does not result from any fault or negligence on his or her part. In this regard, POPALP LA PLAGNE must be immediately informed of any misuse or fraudulent use of the Client's email address by contacting the Establishment using the contact details provided on page 1 of these terms.

The Client undertakes to use the Site and the Services offered therein in compliance with the applicable regulations and these General Terms and Conditions. In the event that the Client fails to fulfill their obligations under these General Terms and Conditions, they are responsible for any damage caused to POPALP LA PLAGNE or to third parties. In this respect, the Client undertakes to indemnify and hold harmless POPALP LA PLAGNE against any claims, actions, or proceedings of any kind that may result, and to compensate it for any damage, costs, or indemnities related thereto.

By making a final reservation for a Service, the Client undertakes to pay the price and comply with the related Special Conditions.

The Establishment has internal rules intended for the Client. The Client accepts and agrees to comply with said rules, whose provisions apply both to themselves and to any person occupying the premises through them. In case of violation of these rules, the Establishment may immediately expel the Client and all people sharing their stay, without any compensation and/or without any refund if payment has already been made. It may also refuse any future reservation.

Specifically:

- Any reservation or payment that is irregular, ineffective, incomplete or fraudulent for a reason attributable to the Client will result in the cancellation of the Service reservation at the Client's expense, without prejudice to any action that POPALP may bring against them.
- The Client must not invite into the Establishment any person whose behavior may cause harm to the Establishment.



- The Client must not bring into the Establishment (rooms or common areas) any food or beverages from outside sources unless the Establishment has clearly authorized it beforehand.
- The Client must not smoke within the Establishment, which is 100% non-smoking; this means smoking/vaping is prohibited within the Establishment, including all common areas and guest rooms. In accordance with the Public Health Code governing smoking bans in collective-use premises, smoking in the hotel exposes the Client to the fine for third-class offenses or legal action. Penalties up to the price of the reserved room may be applied if the Client disregards the no-smoking signage in the room.
- The Client must not disrupt the operation of the Establishment and must not compromise on the safety of the Establishment or the people within it.
- More broadly, any behavior contrary to public order or good morals within the Establishment, as well as failure to respect the Establishment's Internal Rules, will lead the director of the Establishment and/or any other service provider to ask the Client to leave the premises without any compensation and/or without any refund if payment has already been made. If no payment has yet been made, the Client must pay for the Services consumed before leaving the premises.
- Minors may only stay in the Establishment if they are accompanied by an adult and have their own personal identification document. If the accompanying adult is not one of the parents, he or she must have written parental authorization from the child's parents. The Establishment may request these documents.
- For minors, access to the swimming pool is only permitted when accompanied by an adult, in accordance with the specific conditions and opening hours of the Establishment. Access to the sauna, steam room, relaxation room, and fitness room is strictly forbidden to minors.
- The opening hours of the restaurants and other facilities are specific to the Establishment and are subject to change without prior notice to the Client. They are indicated on the Website.
- The Client also undertakes to ensure that the IT resources made available to them by the Establishment (including the WiFi network) are not used in any way for the reproduction, representation, making available, or communication to the public of works or objects protected by copyright or related rights—such as texts, images, photographs, musical works, audiovisual works, software, and video games—without the authorization of the rights holders as provided for in Books I and II of the French Intellectual Property Code, when such authorization is required. Furthermore, the Client must comply with the security policy of the Establishment's internet service provider, including the rules regarding the use of security measures implemented to prevent the unlawful use of IT resources, and must refrain from any actions that may undermine the effectiveness of these measures.
- The Client is responsible for all damages caused by themselves and/or their guests within the Establishment and shall bear all costs resulting from such damages and/or from non-compliance with the above-mentioned rules. POPALP LA PLAGNE reserves the right to intervene if necessary and to take any appropriate measures against the Client. Any damage caused by the Client or by persons for whom they are responsible, in the room or in the various areas occupied during their stay, must be reported to the Establishment's reception and may be directly invoiced to them based on the repair costs.

7. COMMITMENTS AND LIABILITY OF THE HOTEL

POPALP undertakes, under a best-efforts obligation, to provide access to the Website and to the Services offered in accordance with the General Terms and Conditions, and to act with diligence and competence, making every reasonable effort to remedy any malfunction brought to its attention. However, POPALP may be required to temporarily suspend the Website without prior notice, particularly for technical maintenance reasons, without incurring any liability as a result.

The Client acknowledges and accepts that POPALP cannot be held liable for any inconveniences or damages related to the use of the Internet, including but not limited to:

- Poor transmission and/or reception of any data and/or information on the Internet
- Failure of any receiving equipment or communication lines
- Any malfunction of the Internet network preventing the proper functioning of the Website and/or the booking of Services

The Website may redirect to hyperlinks leading to other websites published and managed by third parties, for which POPALP declines all responsibility regarding the content of these websites and the services offered on them. In this



respect, it is specified that partners are responsible for promoting the offers published on their own websites. The decision to consult third-party websites is therefore the full and sole responsibility of the Client.

8. CANCELLATION BY THE HOTEL, FORCE MAJEURE, AND RELOCATION

None of the parties shall be held liable to the other in the event of a failure to perform their obligations resulting from a case of force majeure. It is expressly agreed that force majeure suspends the performance of the parties' respective obligations, and that each party shall bear the costs arising therefrom. Events considered as force majeure include those usually recognized as such by the case law of the French Court of Cassation. If the case of force majeure continues for more than thirty (30) days from its occurrence, these General Terms and Conditions may be terminated by either party, without either being entitled to claim damages.

In the event of force majeure, an exceptional event, or the impossibility of providing the Service – including, in particular, the inability to make the reserved room of the Establishment available to the Client – the Establishment may reserve the right to arrange for the Client to be accommodated, in whole or in part, in an establishment of equivalent category or to provide a service of the same nature, subject to the Client's prior agreement. Reasonable expenses related to the transfer (such as any additional room cost, transport, and one telephone call) between the two establishments shall be borne by the original Establishment. In the case of a relocation procedure, the Client may also request the cancellation of their reservation, which will result in an immediate refund.

9. PERSONAL DATA

When the Client uses the Website, particularly when making a reservation, POPALP LA PLAGNE processes personal data under the conditions described on the "Privacy" page accessible via the footer of the Website.

The Client is informed, on each personal data collection form, whether responses or information are mandatory or optional, indicated by the presence of an asterisk.

If the Client fails to provide information identified as mandatory, POPALP LA PLAGNE may be unable to record a reservation or ensure its proper follow-up.

In accordance with the regulations in force regarding the protection of personal data, the Client has the right to access information concerning them, as well as the rights to rectification, objection, restriction of processing, and deletion, which may be exercised:

- By postal mail at the following address: PopAlp la Plagne, 92 Montée de la Lovatière, 73210 La Plagne Tarentaise; or
- By email at the following address: hello@popalp-plagne.com

10. MISCELLANEOUS

The entry of the required banking information, together with the electronic acceptance of these General Terms and Conditions and the Special Conditions, constitutes an electronic contract between the parties, serving as proof between them of the reservation of the Service and of the payment obligations arising from said reservation.

The applicable General Terms and Conditions and Special Conditions express the entirety of the parties' obligations. No other condition communicated by the Client may be added to them.

In the event of any contradiction between the Special Conditions and the General Terms and Conditions, the Special Conditions shall be the only ones applicable to the obligation concerned. In the event of any contradiction between, on



the one hand, the general conditions of any kind issued by a partner, and on the other hand, these General Terms and Conditions, the provisions of these General Terms and Conditions shall be the only ones applicable to the obligation concerned.

If one or more provisions of the General Terms and Conditions are deemed invalid or declared as such pursuant to a law, regulation, or a final judgment by a competent court, the remaining provisions shall retain their full force and effect.

The authoritative language is French. If the General Terms and Conditions are translated into a foreign language, the French version shall prevail over any other translation in the event of a dispute, litigation, or difficulty in interpreting or enforcing these conditions, and more generally regarding the relationship between the parties.

The Client acknowledges and agrees that POPALP LA PLAGNE may assign these General Terms and Conditions, as well as all rights and obligations attached to them, to any third party without the Client's prior written consent. The Client accepts that such an assignment releases POPALP LA PLAGNE from its future obligations. The Client may not assign the General Terms and Conditions or the rights and obligations attached to them to any third party without the prior written consent of POPALP LA PLAGNE.

In accordance with Article L.223-1 of the French Consumer Code, any consumer who does not wish to be subject to telephone marketing can register free of charge on a telephone soliciting opt-out list. This list is accessible via the following website: www.bloctel.gouv.fr.

11. COMPLAINTS AND DISPUTE RESOLUTION

Conformément aux dispositions de l'article L. 211-3 du Code de la consommation, en cas de contestation relative aux présentes Conditions Générales, le Client est informé de la possibilité de recourir gratuitement à une procédure de médiation conventionnelle ou à tout autre mode alternatif de règlement des litiges.

Toute réclamation afférente à la réservation des Services ou à leur exécution doit être adressée par écrit :

- Par courrier postal à l'adresse suivante : PopAlp la Plagne, 92 Montée de la Lovatière 73210 La Plagne Tarentaise, ou ;
- Par courrier électronique à l'adresse suivante : hello@popalp-plagne.com

Pour faciliter le traitement des réclamations, il est conseillé d'adresser les réclamations à l'Etablissement relatives à l'inexécution ou à la mauvaise exécution des Services par écrit dans les huit (8) jours après la date de réalisation du Service.

A défaut de réponse satisfaisante ou en l'absence de réponse dans un délai d'au minimum soixante (60) jours à compter de la réclamation écrite adressée à l'Etablissement (et dans un délai maximal d'un (1) an à compter de cette réclamation écrite), le Client a la possibilité de saisir le Médiateur du Tourisme et du Voyage (MTV - Médiation Tourisme et Voyage, BP 80 303, 75 823 Paris Cedex 17) selon les modalités fixées sur son site internet : www.mtv.travel.

L'avis rendu par le médiateur ne s'impose pas aux parties au contrat. A défaut de règlement amiable, le litige peut être porté devant les tribunaux compétents.

Par ailleurs, conformément aux dispositions du règlement (UE) n° 524/2013 du Parlement européen et du Conseil du 21 mai 2013, une plateforme européenne de règlement des litiges en ligne a été mise en place par la Commission européenne pour le règlement des litiges relatifs aux achats en ligne. Cette plateforme est accessible en cliquant sur le lien suivant : <https://webgate.ec.europa.eu/odr/>.

L'adresse électronique de POPALP LA PLAGNE est la suivante : hello@popalp-plagne.com



12. APPLICABLE LAW

These General Terms and Conditions are governed by French law, without prejudice to any mandatory protective provisions that may apply in the Client's country of residence.