

GENERAL CONDITIONS OF TRANSPORT - ALPSKIBUS

1. DEFINITIONS

Each of the terms mentioned below has the following meanings in this By-law:

"Alpskibus": Common term for a pool of carriers operating the regular line, from December to April, between Geneva airport, the Tarentaise region and Val d'Isère.

"Altibus": Altibus.com company, Sarl with capital of 30 500 €uro, registered in the national register of commerce and companies under number 440 797 371 and registered in this capacity at the registry of the Commercial Court of CHAMBERY, whose registered office Social is 926, avenue de la Houille Blanche 73000 CHAMBERY.

"E-Ticket": means Tickets in electronic format. E-Tickets can be shown either on a screen (smartphone, tablet, etc.) or printed on A4 paper (colour or black and white).

"Carrier": means a passenger transport company engaged by bus only between Geneva Airport, the Tarentaise stations and Val d'Isère on behalf of Alpskibus.

"Booking Center": Service of presentation and transmission of offers of Transporters referenced by Altibus for sale and forwarding, in the name and on behalf of these Transporters, tickets issued for them. This service covers bus connections between bus stations, airports and various destinations by Altibus. It is provided by Altibus and can be accessed online at the Altibus.com Portal (and affiliated websites) or by telephone from the Client Relations Center Operators.

"Altibus.com Portal": Set of websites of the Transporters and Altibus allowing access to the services of the Booking Center.

"Customer": A normal person, not acting in a professional capacity, who uses the Central Booking Service. The Client declares to have the capacity to conclude the General Conditions that is to say to have the legal majority and not be under guardianship or curatorship.

"Ticket or Ticket (s)": Refers to paper tickets or e-Tickets.

2. OBJECT

2.1. The purpose of these operating regulations is to detail the conditions of carriage to the Customers and to the drivers of the ALPSKIBUS tickets. They apply to all ALPSKIBUS ticket purchases made at the ticket office or through the Altibus.com portal.

2.2. This regulation is posted in each point of sale as well as in the ALPSKIBUS coaches and can be consulted on the ALTIBUS website at www.altibus.com. When purchasing ALPSKIBUS tickets, Customers are invited to consult it. It is therefore the responsibility of the Client to read it. Settlement of an ALPSKIBUS ticket implies unreserved acceptance of this regulation in its entirety. The fact of being transported by ALPSKIBUS or by one of its designated subcontractors implies unreserved acceptance of these regulations in their entirety.

3. DESCRIPTION OF THE SERVICE

ALPSKIBUS provides Customers, within its portal Altibus.com and bus stations of the Tarentaise, counters in which it sells its tickets.

The Customer, after having taken note of the fares in force on the planned date of his trip as well as the operating rules in force, has the possibility of buying his ticket (s) and paying for them.

4. CONDITIONS OF TRANSPORT

4.1 The CARRIER ensures the effective transport of the Customer on the Geneva - Val d'Isère line. The sale of tickets implies acceptance of the following conditions of carriage:

4.2 Validity of tickets: Each ticket issued is valid only for the date and the journey mentioned therein. It cannot be accepted on board buses on another date nor for a different route from those mentioned. The return tickets "open" must imperatively be confirmed 48 hours before departure, otherwise departure is not guaranteed. In case of presentation at the start of the line or at one of the intermediate stops without a transport ticket purchased in advance, the pick-up will be based solely on the available seats in the coach. If the transport ticket is printed on white A4 paper, it must be printed without changing the print size, and with good print quality. In case of incident or poor print quality, the ticket must be re-printed. The ticket is modifiable, within the limits of available places. Any modification can be done on the internet, at the counter or on one of the PLC terminals.

4.3 Check: Tickets and connecting tickets must be presented to the person in charge of the check in or to the driver when boarding the vehicle. Travelers must keep their ticket during the trip and it at the request of authorized personnel to check the validity of the tickets on board or when descending from the vehicles. Any traveller in an irregular situation will be liable to a fine, the amount of which is defined by the regulations in force and whose modalities are in accordance with the Code of Criminal Procedure (article 529-3 et seq.).

4.4 Right to refuse transportation: The Carrier may at any point of embarkation refuse to carry the Passenger and his baggage if one or more of the following cases is likely to occur:

-Transportation of the Passenger and / or his baggage could endanger the safety, health, comfort or convenience of other passengers or Personnel, particularly if the passenger uses intimidation, suspicious behaviour or uses abusive language to the staff.

-The physical or mental state of the passenger including a condition caused by alcohol consumption or the use of drugs or medicines presenting a danger or risk to himself, other passengers, or staff.

-The Passenger or the person who paid the ticket and did not pay the current fare.

-The Passenger claims special assistance not previously reserved or requested.

4.5 Transported luggage: The transport of skis and baggage is included in the price of the ticket as long as it can be transported by a single traveller. Packages of hazardous materials, flammable or likely to inconvenience other travellers or affect their safety are not accepted. Baggage other than hand baggage, that is to say of a size greater than 45cm X 30cm X 20cm, are transported in the bunkers. They must be labelled by their owner. Checked baggage must not include fragile or perishable items, silver, jewellery, precious metals, silverware, electronic devices, negotiable

instruments, securities or other valuables, commercial documents, passports and other identity documents or samples, medicines. The CARRIER declines all responsibility in this respect.

4.6 Loss or Damage of Baggage: The carry-on baggage, of which the passenger retains custody, remains under his full responsibility. It is up to him, when he momentarily leaves the bus, to take them with him and when he leaves the bus definitively, to make sure that he does not forget any of his effects or baggage. The CARRIER will not be responsible for theft or damage to hand luggage or personal items left or forgotten inside the bus. Only the fault or the proven negligence of the CARRIER will be able to engage his responsibility.

4.7 Pets: Small pets are allowed free of charge provided they are transported in a closed basket kept on their lap. Larger animals are prohibited in vehicles. Dogs of blind people are admitted free of charge.

4.8 Delays: The CARRIER undertakes to make his best efforts to transport the passenger within the times indicated, the CARRIER is only bound by an obligation of means concerning the respect of these schedules which are defined on the basis of normal traffic and transport conditions and to ensure compliance with its safety obligations. Given the risk of delay inherent in any transport service, and the specific conditions of mountain traffic, it is the responsibility of the traveller for whom the respect of the schedules of arrival is essential, to provide a margin of safety and of adjust departure times accordingly, especially during difficult traffic periods. **All connections with trains or other coach companies are done with the utmost care, however ALPSKIBUS cannot be held responsible for any delay in the planned schedules or for any missed connections. ALPSKIBUS will not cover the costs and other consequences that may result.**

4.9 Complaints: Any complaint must be made immediately to the counter at the end of the trip and confirmed to the CARRIER by registered letter with acknowledgment of receipt within 7 days from the date of the transport (see details article 1); otherwise it will not be taken into account.

4.10 Behavior of the Customer: The Customer undertakes to refrain from any behavior that could compromise his safety, that of other passengers and / or their comfort and to respect the rules displayed inside the coaches. The CARRIER reserves the right to refuse to participate in the transport of any person who does not respect this commitment. In particular, the Customer is prohibited from:
- smoking in vehicles - obstructing driving and talking to the driver - operate emergency exits (except in the event of an accident) - obstruct door operation - degrade vehicle facilities and information signs for the public. Such behaviour is likely to engage the responsibility of the Customer. Wearing a seatbelt is mandatory when coaches are equipped.

5. PROTECTION OF PERSONAL DATA

5.1 The information communicated by the Customers at the time of the sale of the tickets is intended only for the exclusive use of the CARRIER and cannot under any circumstances be sold to third parties without the express authorization of the Customers .

5.2 In accordance with the provisions of the Data Protection Act, each Customer has the option of accessing the data he / she has entered when ordering, modifying or deleting them. The Customer may proceed with these operations by sending an email to the address info@altibus.com .

6. FORCE MAJEURE

6.1: The responsibility of the CARRIER cannot be sought if the execution of these general conditions is delayed or prevented due to a case of **“force majeure”** or a fortuitous event, because of the other

party or a third party or from external causes such as social conflicts or strikes, riots or states of war intervention by civil or military authorities, immobilization or requisition of vehicles, severe weather, weather conditions (snow, ice, frost, landslide ...) presenting a danger for the road traffic, the fires, the floods, particularly difficult or disturbed circulation conditions (in particular deviation, accident, demonstrations, etc ...). In all cases, the CARRIER will do everything in his power to limit the duration and effects of the fortuitous event, force majeure or external cause.

7. APPLICABLE LAW AND COMPETENT JURISDICTION

This contract is subject to French law. Any dispute relating thereto shall be brought before the competent court.

8. MEDIATION

The customer who is not satisfied with the response to his claim by ALPSKIBUS may address his request to the Tourism and Travel Ombudsman. No request will be admissible in the absence of prior referral of ALPSKIBUS customer service.

(This document is a translation from French of the "Conditions Générales de Transport", the French version remains the official document under French law.)