

GENERAL CONDITIONS OF SALE FOR THE ACTIVITIES OF LA COLMIANE

You have just registered for the activities provided by La Régie Vésubie Valdeblore de la Colmiane and we thank you. Registration for the activities of the Régie Vésubie Valdeblore de la Colmiane implies the pure and simple acceptance of these General Conditions of Sale as well as the conditions of access to each activity.

Article 1 : SERVICES

All employees of Régie Vésubie Valdeblore de la Colmiane have undergone appropriate training.

The activities are provided individually or in groups.

The Passes/E-tickets/Tickets/Pure Mountain Cards issued are strictly intended for the named activity, and cannot be used for another activity.

Some are valid on a specified date, for example: the Tyrolean, Colmiane Forest (Accrobranches), 4-hour and day mountain biking passes and certain ski passes, etc., others are valid for the season, summer or winter depending on the period, such as for example: summer tobogganing, Mini-Golf, Via Ferrata, single mountain bike climbs, round-trip transport by chairlift, mountain bike season passes, ski season passes, etc. (lists are subject to change and not exhaustive).

Article 2: INSURANCE

Régie Vésubie Valdeblore de la Colmiane is insured for all activities.

Article 3 : RATES, REGISTRATIONS , PAYEMENT

3.1 Prices

The prices of La Régie Vésubie Valdeblore de la Colmiane are displayed at the offices of the Colmiane cash desks and are available on request and on our website

3.2 Terms of registration and payments

You have just followed the reservation and payment procedure indicated by our Cash desks or on our Online Sales site.

Full payment confirms your reservation, which is validated at the cash desk in La Colmiane or on the Online Sales site.

This payment manifests the conclusion of the contract.

The activities are reserved for firm dates and firm time slots, which you must check when purchasing, for example: the Tyrolean, Colmiane Forest, the 3 Tours de Luge d'été packages, the mountain bike packages, the Discovery Passes, Pass Sensations as well as ski passes, etc. (evolving and non-exhaustive list).

Article 4 : Cancellation or interruption due to Régies Vésubie Valdeblore de la colmaine

Régie Vésubie Valdeblore de la Colmiane reserves the right to cancel or interrupt activities, particularly in the event of force majeure.

In particular, the following constitute a case of force majeure: the closure of the ski lifts, the safety of the activities, weather conditions making it dangerous for customers to access the premises of the practice.

4.1 Refund

Beyond 1h30 of closure for cases of force majeure, the Régie Vésubie Valdeblore de la Colmiane will refund the sum you have paid or will offer you the postponement of the activity on the current season except for the Pass Découverte, Sensations and 3 Summer Luge Tours which are valid for 3 consecutive days, for which you will not be offered any postponement or refund.

In the absence of force majeure, the Régie Vésubie Valdeblore de la Colmiane will refund the amount you have paid with compensation equal to this amount.

4.2 Exclusion

During the course of the activities, the Régie Vésubie Valdeblore de la Colmiane reserves the right to exclude at any time a person whose behavior is likely to disturb the course of the activities.

In the event that a customer does not respect the conditions of access to the activities which are displayed at the Cashier, on the Activities and on our Online Sales site (minimum and maximum weight, weight difference, clothing, etc.) no refund or postponement will not be offered.

Article 5 : Cancellation or interruption by the customer

5.1 Cancellation of a reservation prior to the 15 days preceding the start of the activity.

- Subject to the existence of a legitimate reason (incapacity confirmed by a medical certificate covering the period of the activity):

Régie Vésubie Valdeblore de la Colmiane will reimburse you in full for your reservation or offer you a postponement for the current season.

- Without valid reason:

The Régie Vésubie Valdeblore de la Colmiane will reimburse you the price paid less the administrative costs, i.e. 20% of the transaction, or will offer you the postponement of the total amount to be consumed during the current season, depending on the availability of the schedule.

5.2 Cancellation of a reservation within 15 days and up to 48 hours before the start of the activity:

- Subject to cases of force majeure with presentation of proof:

The Régie Vésubie Valdeblore de la Colmiane will reimburse you the price paid less the administrative costs, i.e. 20% of the transaction, or will offer you the postponement of the total amount to be consumed during the current season, depending on the availability of the schedule.

- Without valid reason :

The Régie Vésubie Valdeblore de la Colmiane will reimburse you the price paid less the administrative costs (20% of the transaction with a minimum of €15).

5.3 Cancellation of a reservation within 48 hours of the date of the activity:

No postponement or refund will be made.

5.4 Interruption during the performance :

With or without proof, no refund or postponement will be possible.

5.5 Refusal to practice the activity

With or without proof, no refund or postponement will be possible.

5.6 Delay due to the customer on the Tyrolean and Colmiane Forest activities:

These activities are reserved for firm dates and time slots that you have checked and validated during your purchase. As stipulated when booking, you must arrive no later than 20 minutes before the chosen time slot: at the reception hut for Colmiane Forest, or at the start of the chairlift for the Tyrolean.

In case of delay in your appointment, no refund will be made.

5.7 Exceeding the validity of a Gift Voucher

A Gift Voucher has a validity period of one year from the date of purchase: if you do not use your Gift Voucher during the period of validity, no extension or refund can be offered to you.

5.8 Waiting time on activities

You have just purchased leisure activities, the waiting time in the access queue does not entitle you to any refund or postponement if you decide not to use your service.

Article 6 : RIGHT OF WITHDRAWAL NOT APPLICABLE REGARDLESS OF THE METHOD OF RESERVATION (ONLINE OR AT THE COUNTER

The right of withdrawal within the period of 14 days in the article of the Consumer Code is not applicable to the services offered for sale in application of 12° of article L.221-28, with regard to services of leisure activities which must be provided on a specific date.

Article 7 : SETTLEMENT AND DISPUTES

The parties will endeavor to resolve amicably any difficulties that may arise in the performance of the contract. If no amicable agreement can be reached, all disputes relating to the validity, interpretation and execution of this agreement will be governed exclusively by the rules of French law.

All disputes, of whatever nature, will fall within the jurisdiction of the French civil and commercial courts, including ruling in summary proceedings.

Article 8 : SPECIAL COVID-19 INFORMATION

For any reservation subject to cancellation due to COVID-19, the full amount paid will be, upon presentation of proof within 48 hours maximum after your reservation day (such as a medical certificate or a copy of an institutional decision):

Reportée si cela est possible, sinon, remboursée.

Postponed if possible, otherwise refunded.