



A L A Ì A

GENERAL TERMS AND CONDITIONS OF SALE

These conditions of sale govern the relationship between Internet buyers of access tickets to Alaïa Chalet, located at Route de Crans 81, 1978 Lens, and Alaïa SA, a public limited company under Swiss law, with a share capital of CHF 100,000, established and having its registered office at Grand Place 14, c/o Investis, 3963 Crans-Montana, and whose IDE number is CHE-374-281-299.

Any purchase of Alaïa Chalet access tickets made from Alaïa SA and falling within the scope of these terms and conditions of sale implies unconditional acceptance of these conditions, notwithstanding any stipulation to the contrary.

I - Scope of application

The conditions apply exclusively to the sale of consumer access tickets over the Internet.

II - Types of access titles

The types of access tickets and their characteristics are detailed on the website www.alaia.ch.

III - Purchase of access tickets

To purchase an access pass, the buyer must connect to the website www.alaia.ch and fill in the required fields to place an order. Once the transaction is completed, the buyer receives by email a confirmation of his purchase, as well as the access certificate in electronic format.

IV - Prices

The price of access tickets, in Swiss francs and all taxes included, can be found on the website www.alaia.ch. This rate is subject to occasional promotional offers. The price of access tickets is established on the basis of the taxes applicable on the date of entry into force of the Conditions. It may be modified at any time in the event of a change in these taxes.

The price of access tickets does not include meals or any other personal expenses within the Alaïa Chalet.

V - Payment terms and conditions

V 1.1 - Online payment

The accepted online payment methods are as follows: Eurocard, Mastercard, American Express, Visa and Postcard.

Credit card payments are encrypted using SSL technology of proven efficiency. They are carried out via Saferpay (Six Multipay AG). Six processes the consumer's personal data contained in the order with the payments ordered in favour of Alaïa SA. Six uses customer data only for the processing of the payment order and does not disclose it to third parties, except to the banks responsible for the type of payment concerned. The words "Six" or "Saferpay" may appear on the customer's credit card statement, or on the account statement in connection with the order placed.

An order is accepted by Alaïa SA/alaia.ch in case of validation of the payment by Saferpay (Six Multipay AG). In the absence of validation of payment, the order will be cancelled and without object and its information will be lost when the buyer has left the site of Alaïa SA/alaia.ch.

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Purchaser information transmitted to the processing centre is protected and encrypted under the responsibility of Saferpay (Six Multipay AG). The transaction will be deemed successful when the corresponding Saferpay confirmation mask (Six Multipay AG) is displayed.

Access tickets purchased on the www.alaia.ch website via a credit card must be paid in full at the time of purchase.

V 1.2 - Payment by bank transfer

The consumer will also have the possibility to pay by bank transfer. For this payment form, an invoice with Alaïa SA's bank details will be sent by e-mail and a final confirmation of the reservation, once the payment has been received.

V 1.3 - Exchange voucher

Upon receipt of payment, Alaïa SA will send an e-mail containing a personal code allowing the reservation of services on the alaia.ch website in order to guarantee the availability of the facilities.

VI - Issuance of access permits

VI 1.1 - Issuance of access tickets purchased by online payment method

Access tickets are delivered by email, to the address indicated by the buyer at the time of purchase. Alaïa SA does not send an access certificate by post, fax or SMS.

VI 1.2 - Issuance of access tickets purchased by bank transfer

Access tickets are issued on presentation of the Exchange Voucher during the first visit to Alaïa Chalet.

VII - Validity of access tickets, conditions for modification, exchange and refund

VII.1.1.1 - Individual ticketing

Unless otherwise notified at the time of purchase, individual tickets guarantee access to the Alaïa Chalet on the day and at the time of the reserved session and are only valid for the reserved session. They may not, for any reason whatsoever, be reimbursed.

VII.1.2 - Pass (Subscription)

The Pass 10 multiple entries is valid for 2 years from the date of purchase. In the absence of any notice to the contrary at the time of purchase, the customer is not entitled to any refund in the event of loss.

The 6 and 12 month passes are personal and non-transferable. In the event of loss of a 6 or 12 month pass, a new pass will be issued for the remaining period upon presentation of an identity document and subject to payment of administrative and replacement costs (General Conditions of Sale Alaïa SA, Article VII), non-refundable, even if the original pass is subsequently found.

Alaïa SA reserves the right to refuse to the holder of an access permit to Alaïa Chalet if this permit is illegible, missing, damaged, incomplete, partially printed or falsified.

Users of the www.alaia.ch website are supposed to be familiar with electronic means of communication and are supposed to be aware of the data security risks associated with their use. Users undertake to make only legally acceptable use of it.

VIII - Protection of Copyright

The entire content of the [Alaïa.ch](http://www.alaia.ch) website is protected by copyright law. Therefore, any downloading or copying of a page or part of the www.alaia.ch website is only permitted if the copyright notice and other protected terms have not been modified. In the event that a download or copy is made by other means, all rights related to this information remain the property of Alaïa SA. It is strictly forbidden to make any commercial use of the [Alaïa.ch](http://www.alaia.ch) website.

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IX - Limitations of Liability

Alaïa SA excludes any liability for personal or material damage resulting from a visit to Alaïa Chalet. In particular, the following limitations of liability apply:

Alaïa SA does not guarantee the accuracy of the information presented on the www.alaia.ch website, either in terms of the accuracy, completeness and veracity of the information.

Alaïa SA is not liable for damages resulting from telecommunications errors, technical problems, system failure or illegal manipulation of the computer systems involved, regardless of the location and form of the alteration. In addition, any liability for damage caused by malfunction, interruptions (including maintenance) or system overruns is excluded.

Alaïa SA is not liable for any direct or indirect damage resulting from the services or information offered on its website, except in the event of gross negligence or fraud committed by Alaïa SA.

Liability for damage caused by interconnection with other websites is also excluded. Alaïa SA insists that a disruption may result from other websites unknown to Alaïa SA and will not be responsible for the content, products, services and other services provided by these websites.

The information provided on the website www.alaia.ch is for private use only and is intended to inform a person who may visit Alaïa Chalet. Users are advised that the information may be changed at any time without notice.

X - Complaint

Any complaint relating to the purchase of an access ticket must be addressed to Alaïa SA, Traitement des données personnelles, Route de Crans 81, 1978 Lens, tel: +41 (0) 27 565 91 05, email: info@alaia.ch.

XI - Processing of personal data

In accordance with the provisions of Articles 8 and 9 of the Federal Data Protection Act of 19 June 1992, personal data collected from a buyer are processed electronically in order to manage visitor access to Alaïa Chalet and, with the buyer's consent, to send commercial offers. The recipients of the data are Alaïa SA and, with the agreement of the buyer, Alaïa SA's business partners.

Any person whose data has been collected has the right to access, rectify and delete this data, which can be exercised by contacting Alaïa SA, Traitement des données personnelles, Route de Crans 81, 1978 Lens, tel: +41 (0) 27 565 91 05, email: info@alaia.ch.

XII - Applicable Law

This contract is exclusively subject to the law of the country where Alaïa SA operates. The competent court will be determined with regard to the domicile of Alaïa SA.

Contact us:

Alaïa SA

info@alaia.ch

Tél : +41 (0)27 565 91 05

CH1978 Route de Crans 81, 1978 Lens

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Alaïa SA reserves the right to unilaterally modify these general terms and conditions of sale at any time.

General terms and conditions of sale, Alaïa SA, Route de Crans 81, 1978 Lens.

Status as at 31 January 2019 THE MANAGEMENT - GENERAL CONDITIONS OF SALE ALAIA.CH

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