



General terms and conditions

General terms and conditions of Ski à la Carte membership

Ski à la Carte (hereinafter "SALC") is a programme enabling its subscribers to use ski lifts operated by companies participating in this programme (hereinafter the "Participating Companies") at a reduced rate, as many times as they want and without being required to purchase tickets in advance for these ski lifts.

To enjoy the SALC Ski Pass, the subscriber (hereinafter the "Subscriber") must subscribe for annual membership (hereinafter the "Membership") with one of the Participating Companies. The Membership may be subscribed either by the Subscriber him/herself or by a third party on behalf of the Subscriber (e.g. a parent subscribing for a Membership for his/her children). The person subscribing for the Membership (for him/herself or for a third party) is hereinafter referred to as the "Member".

If the Subscriber makes one or more ski lift journeys (hereinafter "Use") on the same day on one or more ski lifts operated by a Participating Company, the ski lift journey(s) will be charged to the Member at the rate shown on the website available at <https://www.skialacarte.fr> (hereinafter the "SALC Website"). The number of ski lift journeys made during the same day on ski lifts operated by a Participating Company has no impact on the amount charged.

These general terms and conditions of membership (hereinafter the "General Terms and Conditions of Membership") govern relations between any Subscriber or Member consumer and the Participating Companies.

Information on the Participating Companies is set out in [Appendix 1](#).

By subscribing for an SALC Ski Pass, the Subscriber and the Member unconditionally accept the Terms and Conditions of Membership.

ARTICLE 1. Membership Subscription

To subscribe for one or more SALC Membership(s), the Member must:

1. Go to the SALC Website and click on "I subscribe", or go to the website of one of the Participating Companies and click on the dedicated button;
2. Enter the requested information relative to the Subscriber(s) for whom a Membership is being subscribed (first name, last name, date of birth, contact details, etc.);
3. Take out insurance, if so desired;
4. Create a personal account (hereinafter the "Personal Account");
5. Choose the "Heart ski area" of the Subscribers;
6. Select a delivery method for the Subscriber card(s) (hereinafter the "Card");
7. Check and confirm the order;
8. Pay the price of the order.

After payment, the Member will receive confirmation of the Membership(s) by email.

Membership is subscribed for with a Participating Company which the Member has selected as "favourite ski area" on the SALC Website, or on the website on which the Member subscribes for Membership.

The Member may subscribe for Membership for at most five Subscribers when placing the order.

ARTICLE 2. Membership Fee

The Membership fee is shown on the SALC Website and on the websites of the Participating Companies.

In the event of renewal of the Membership as stipulated in [Article 5](#), the Member will be liable for payment of the applicable Membership fee on the renewal date.

ARTICLE 3. Payment of the Membership Fee

The Membership fee, any insurance taken out and any postage costs for the Card stipulated in [Article 4](#) must be paid on subscribing for Membership by credit card (Carte Bleue, Visa, Mastercard or American Express).

In the event of renewal of the Membership as stipulated in [Article 5](#), an amount equal to the Membership fee will be



debited on the renewal date from the credit card indicated in the Personal Account.

The Membership fee is paid to Compagnie des Alpes - Domaines Skiabiles (hereinafter "CDA-DS"), acting in the name of and on behalf of the Participating Companies.

In the event of a Membership subscribed by a Member on behalf of one or more Subscribers, the Subscribers and the Member are jointly and severally liable for the payment of the sums due under the Membership.

ARTICLE 4. Card Issuance

A Card is issued to each Subscriber.

At the Member's choice, the Card will be:

- Either sent to the Member by postal mail within at most ten working days for delivery within France and fifteen working days for delivery outside France, from the Membership subscription. A shipping charge of €3 will then be invoiced to the Member in this case;
- Or collected at a point of sale of a Participating Company. However, this option is not available if the Member selects Trois Vallées as "favourite ski area" on subscribing for the Membership(s).

The Card will be sent to the Member within at most ten working days for delivery within France and fifteen working days for delivery outside France, from the Membership subscription. The Member must consequently take this timeframe and the mailing times into account to determine the delivery date of the Card. The Participating Companies decline all liability in the event of delivery of the Card on a date after the date on which the Subscriber wishes to use it, if the ten days mailing time has been observed.

ARTICLE 5. Effective Date and Term of the Membership

Membership is valid with effect from the subscription date, for a period of twelve months. Membership is tacitly renewed on each subscription anniversary date for a period of twelve months, except in the event where the Member refuses renewal.

As an exception to the above, if the Membership was valid for the 2023-2024 winter season, it is valid until 30 September 2024 and is tacitly renewed on 1 October for a period of twelve months, except in the event where the Member refuses renewal.

At the latest one month before renewal, the Member will be informed by email, sent to the email address provided in the Personal Account, of the possibility of opposing the renewal of a Membership.

To oppose the renewal of a Membership, the Member must:

- Either click on the functionality provided for this purpose in the Personal Account, at the latest on the day before the Membership anniversary;
- Or refuse renewal via the form available on the "Contact" page on the SALC Website;
- Or refuse renewal by telephone at the number stated in [Article 19](#);
- Or send a letter refusing renewal by recorded delivery post (signed for on delivery) to the address stated in [Article 19](#). This letter must be received by the recipient at the latest on the day before the renewal.

Membership will not be renewed, even if the Member does not refuse, if the credit card number provided in the Personal Account is no longer valid on the renewal date.

The provisions of the French Consumer Code on contract renewal are set out in [Appendix 2](#).

As an exception to the above, Membership taken out in the scope of the "CSE and similar bodies offer" cannot be not tacitly renewed.

ARTICLE 6. Amendment or Cancellation of Membership

Membership may not be amended or cancelled.

ARTICLE 7. Use of the Card

The Card may only be used by the Subscriber whose name is shown on the Card. It may not be transferred or lent to a third party. Any Use made via the Card will therefore be charged to the Member. To prevent any use of the Card by a third party, the Member or Subscriber must report its loss or theft in accordance with [Article 8](#).



When the Subscriber is at the departure area for ski lifts operated by a Participating Company, when he/she uses these ski lifts or when the Subscriber is at the arrival area for these ski lifts, the Subscriber must be able to present his/her Card to any staff member of the Participating Company. In the event of a control before accessing the ski lifts, and if unable to present his/her Card, the Subscriber will be refused access to the ski lifts.

The Member or Subscriber may not claim any refund for ski lift tickets purchased due to the Subscriber's failure to present the Card, or any compensation due to refused access of the Subscriber to ski lifts due to failure to present the Card.

The Subscriber's Card will be taken from the third party and the Membership will be cancelled. The third party must pay the price of the ticket necessary to access the ski lifts and pay a lump sum compensation, the amount of which may be up to five times the value of the ticket.

When using the Card, the Subscriber must comply with the terms of use of the mechanical ski lifts published by the Participating Companies.

ARTICLE 8. Loss or Theft of the Card

In the event of loss or theft of the Card, the Subscriber or Member must report this as soon as possible to a point of sale of a Participating Company or via the Personal Account, or contact CDA-DS using the contact details set out in [Article 19](#). Any lost or stolen Card will be deactivated. It may not be reactivated, even if it is found.

The Subscriber or Member may obtain a replacement Card by making a request using the contact details stated in [Article 19](#) or via his/her Personal Account. A replacement charge of €10 will then be invoiced to the Member in this case.

At the Member's choice, a new Card will be:

- Either sent to the Member by postal mail within at most ten working days for delivery within France and fifteen working days for delivery outside France, with effect from receipt of the replacement request. A shipping charge of €3 will then be invoiced to the Member in this case;
- Or collected at a point of sale of a Participating Company. However, this option is not available if the Member selects Trois Vallées as "favourite ski area" on subscribing for Membership.

ARTICLE 9. Faulty Card

If the Card is faulty, the Member may obtain a replacement Card.

This replacement is free of charge. However, if it appears that the fault is attributable to the Subscriber or Member, replacement of the Card will be charged. A replacement charge of €10 will be invoiced to the Member.

To obtain the replacement Card, the Member must go to a point of sale of a Participating Company, submit a request via the Personal Account or send the Card by recorded delivery post (signed for on delivery) to the address stated in [Article 19](#).

At the Member's choice, a new Card will be:

- Either sent to the Member by postal mail within at most ten working days for delivery within France and fifteen working days for delivery outside France, with effect from receipt of the replacement request. A shipping charge of €3 will then be invoiced to the Member in this case;
- Or collected at a point of sale of a Participating Company. However, this option is not available if the Member selects Trois Vallées as "favourite ski area" on subscribing for Membership.

ARTICLE 10. Prices for Use

The prices for Use are shown on the SALC Website. The prices are listed in euros inclusive of tax.

If the Subscriber passes the access control for ski lifts operated by a Participating Company at least once on a given day, the Member will owe the price for one Use set by the Participating Company to the latter, regardless of the number of times the Subscriber passes the access control for ski lifts operated by a Participating Company on this day.

If, on a given day, the Subscriber passes the access control for ski lifts operated by different Participating Companies, the Member will owe the price for one Use, as set by the Participating Companies, to each of the different Participating Companies.

As an exception, if on the same day the Subscriber passes the access control for one or more ski lifts operated by STVI or STGM, the Member will owe the price for one Use at the "Tignes + Val d'Isère" rate to the Participating Company (STVI or STGM) operating the first ski lift used by the Subscriber on this day. This applies even if the Subscriber only uses ski lifts operated by STVI or only uses ski lifts operated by STGM during the day.



In addition, as an exception, if on the same day the Subscriber passes the access control for one or more ski lifts operated by a Participating Company operating the ski lifts in the Trois Vallées ski area, the Member will owe the price for one Use at the "Trois Vallées" rate to the Participating Company. This applies even if the Subscriber only uses ski lifts operated by this Participating Company on this day.

This article applies without prejudice to the solidarity anticipated in [article 12](#) between the Member and the possible Subscriber(s) for whom he/she has subscribed for a Membership, for the payment of the sums due in respect of the Use.

The prices for Use may be revised at any time. In the event of an increase in the VAT rate applicable to mechanical ski lifts, this increase will be passed on to the prices for Use and will apply from the effective date of the new VAT rate.

ARTICLE 11. Invoices for Use

CDA-DS, acting in the name of and on behalf of the Participating Companies, will each day make available an invoice to the Member in the Personal Account. The invoice amount will correspond to the prices for Uses made during the said day by Subscribers for which he/she has subscribed for a Membership. The Member will be informed by email, sent to the email address provided in the Personal Account, that the invoice is available.

CDA-DS reserves the right to invoice Use more than one day later.

The Member's attention is drawn to the fact that, if a Subscriber accesses a ski lift operated by a Participating Company by means of a package other than his/her "Ski à la Carte" Card, while nevertheless being in possession of the said card, his/her passage through the ski lift access control will be automatically invoiced in accordance with the Terms and Conditions of Membership. The Member or Subscriber may not claim any refund of this Use or of the price of the package on the grounds of having paid twice for the same service.

ARTICLE 12. Payment for Use

The amount stated in [Article 11](#) and any costs stated in [Articles 8](#) and [9](#) will be debited each day, after issue of the corresponding invoice, from the credit card indicated in the Personal Account.

If the debit cannot be collected due to the Member's fault, the Member will owe, to the Participating Company(ies) charging for Use, a late payment penalty calculated on the basis of the unpaid amount and a rate equal to the applicable legal interest rate at the time. This penalty will run from the due date of the unpaid amount up until payment in full. This penalty will apply without prejudice to the Participating Companies' right to:

- Suspend Membership up until payment in full of the amount due, without prior notice to the Member or Subscribers;
- Terminate Membership, without prior notice of the Member or Subscribers, if the Member fails to pay the amount due within fifteen days with effect from receipt of a formal demand for payment;
- Claim payment of compensation for the damage sustained due to the Member's breach of contractual obligations.

In the event of a Membership subscribed by a Member on behalf of one or more Subscribers, the Subscribers and the Member are jointly and severally liable for the payment of the sums due with regard to Uses by each Subscriber.

ARTICLE 13. Right of Withdrawal and Right of Cancellation

The Member and the Subscriber are not entitled to the right of withdrawal laid down by the French Consumer Code in the event of subscription for Membership or Use.

If insurance is taken out, the Subscriber and the Member will be entitled to:

- Right of withdrawal laid down in Article L.112-2-1, II of the French Insurance Code during a period of fourteen days after taking out insurance, if the insurance is taken out for purposes outside of the professional activities of the Member or Subscriber, if the term of the insurance cover is at least one month and if the insurance contract has not been performed in full at the express request of the Member or Subscriber;
- Right of withdrawal laid down in Article L.112-10, II of the French Insurance Code during a period of thirty days after taking out insurance, if the insurance is taken out for purposes outside of the professional activities of the Member or Subscriber, if the insurance contract has not been performed in full or if the Member or Subscriber



does not make any claim.

The terms and conditions of exercising these rights of withdrawal and the consequences thereof are specified on the website <https://www.carreneige.com>.

ARTICLE 14. Updates to the Subscriber's Details

The Member must update the personal details concerning the Subscriber(s) for whom he/she has subscribed for a Membership (postal address, email, credit card number, etc.) without delay, via the Personal Account. Any amendment applies with immediate effect.

ARTICLE 15. Termination of Membership

15.1. Termination by the Member

The Member may terminate a Membership at any time by submitting notice of his/her decision to the contact details stated in [Article 19](#). The Member's message must state the Subscriber Card number to which the termination relates. Termination will take effect on the date stated by the Member, subject to this date not being less than two working days from date of receipt of the notice. If the date stated by the Member is less than two working days from the date of receipt of the notice, or if no termination date is stated by the Member, the termination will take effect two working days after the date of receipt of the notice.

15.2. Termination by the Participating Companies

The Participating Companies may terminate Membership at any time in the event of the non-compliance by the Subscriber or Member with the General Terms and Conditions of Membership (including in the event of non-payment of any amounts due) or if false information is provided.

In this case, the Subscriber or Member may not claim any refund, even on a partial basis, of Membership or Use, or any compensation whatsoever.

The Participating Companies also reserve the right, in the event of non-compliance with the General Terms and Conditions of Membership by the Subscriber or the Member, to refuse the subscription for a new Membership.

ARTICLE 16. Effects of Termination of Membership

On termination of Membership due to any reason whatsoever;

- The amounts due by the Member (in particular, the price for Uses made prior to termination and outstanding payment) will be immediately due and payable;
- The Subscriber may no longer use his/her Card;
- The Subscriber is no longer entitled to reduced rates applicable to Uses.

ARTICLE 17. Personal Data

Information on processing of the personal data of Members or Subscribers is available on the SALC Website, on our dedicated [PERSONAL DATA](#) page.

ARTICLE 18. Communication of the Terms and Conditions of Membership and the Details of the Order

The Member may obtain a copy of the General Terms and Conditions of Membership by downloading them on subscribing for Membership from the "Delivery and payment" page, in the "Summary" section, or at any time on the "General Terms and Conditions of Membership" page on the SALC Website.

In addition, the details of the order and the General Terms and Conditions of Membership applicable on the order date may be provided during five (5) years following this order if the amount is lower than €120 (including tax) or ten (10) years if the amount is equal to or greater than €120 (including tax).

To this end, the Member must send a request to the contact details stated in [Article 19](#).



ARTICLE 19. Requests and Claims

The Member or Subscriber may send any request or claim relating to the processing of his/her personal data:

- Either via the form available on the “Personal Data” page on the SALC Website;
- Or by email to the following address: privacy@skialacarte.fr;
- Or by letter sent by post to the following address: CDA-DS, Ski à la Carte, Protection des données personnelles, 137 rue François Guise, 73000 Chambéry, France.

The Member or Subscriber may send any other request or claim within one month after the event giving rise to the claim:

- Either via the form available on the “Need help” page on the SALC Website;
- Or by email to the following address: contact@skialacarte.fr;
- Or by telephone at the times shown on the SALC Website to the following number: +33 (0)4 79 75 36 15 (standard rate);
- Or by letter sent by post to the following address: CDA-DS, Ski à la Carte, Service Clients, 137 rue François Guise, 73000 Chambéry, France.

ARTICLE 20. Dispute Resolution

In the event of a dispute between the Member or Subscriber and a Participating Company relating to the validity, interpretation or performance of the General Terms and Conditions of Membership, the Member or Subscriber may initiate free conventional mediation proceedings or any other form of alternative dispute resolution.

He/she may initiate mediation proceedings with the Médiateur du Tourisme et du Voyage [French Tourism and Travel Mediator] (MTV Médiation Tourisme Voyage, BP 80 303, 75 823 Paris Cedex 17, France – Tel.: +33 (0)1 42 67 96 68 - Email: info@mtv.travel) in accordance with the arrangements shown on the website <https://www.mtv.travel> and within at most one year with effect from the written claim filed with the Participating Company.

He/she may also use the online dispute resolution platform implemented by the European Commission available on the website <https://webgate.ec.europa.eu/odr/>.

In the absence of amicable resolution, the Member or Subscriber may refer to one of the courts with territorial jurisdiction under the French Civil Procedure Code, or the court with jurisdiction for his/her residential address when the contract was entered into or when the harmful event occurred.

ARTICLE 21. Effective Date of the Terms and Conditions of Membership

The General Terms and Conditions of Membership will apply to any Membership taken out and any Use carried out with effect from 1 October 2024.

They will replace all terms and conditions of membership published prior to this date.

ARTICLE 22. Amendment of the Terms and Conditions of Membership

The Participating Companies reserve the right to amend the General Terms and Conditions of Membership at any time. The Member will be informed regarding the amendments made to the General Terms and Conditions of Membership by email sent to the email address provided in the Personal Account, one month before the amendments enter into force.

If the Member refuses these amendments, he/she must give notice of his/her decision to terminate the Membership(s) for which he/she has subscribed, in accordance with [Article 15.1](#). As an exception to this article, the termination will take effect at the latest on the date of entry into force of the amendments.

The Member's failure to terminate a Membership will constitute acceptance of the amendments.

ARTICLE 23. Translation of the Terms and Conditions of Membership

In the event of contradiction between the General Terms and Conditions of Membership in French and the General Terms and Conditions of Membership in another language, the General Terms and Conditions of Membership in French will prevail.

ARTICLE 24. Governing Law

The General Terms and Conditions of Membership are governed by French law.



Appendix 1. Participating Companies

The Participating Companies are:

ADS Domaine Skiable, ski lift operator at the Arcs - Peisey Vallandry ski area, limited company incorporated under French law with share capital of €17,756,460.00, registered on Chambéry Trade and Companies Register under number 076 520 568 and whose EU VAT number is: FR 07 076 520 568. Its contact details are as follows: Chalet des Villards, Arc 1800, 73700 Bourg-Saint-Maurice, France – Tel.: +33 (0)4 79 04 24 00 – Email: contact.ads@compagniedesalpes.fr. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number 17007384.

Grand Massif Domaines Skiables (GMDS), ski lift operator at the Grand Massif ski area, limited company incorporated under French law with share capital of €6,697,620.00, registered on Annecy Trade and Companies Register under number 602 056 012 and whose EU VAT number is: FR 15 602 056 012. Its contact details are as follows: Téléphérique de Flaine, Grandes Platières, Flaine, 74300 Arâches-la-Frasse, France – Postal address: GMDS, 8 rue du Château, 74340 Samoëns, France – Tel.: +33 (0)4 50 90 40 00 – Email: contact@grand-massif.com. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number 20000410.

Société d'Aménagement de la station de la Plagne (SAP), ski lift operator at the La Plagne ski area, limited company incorporated under French law with share capital of €2,157,776.00, registered on Chambéry Trade and Companies Register under number 076 220 011 and whose EU VAT number is: FR 05 076 220 011. Its contact details are as follows: Plagne centre, 54 impasse de la Cembraie, Mâcot-la-Plagne, 73210 La Plagne Tarentaise, France – Tel.: +33 (0)4 79 09 67 00 – Email: info@ski-laplagne.com. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number 18005294.

SCV Domaine Skiable, ski lift operator at the Serre Chevalier ski area, simplified joint-stock company incorporated under French law with share capital of €15,012,460.40, registered on Gap Trade and Companies Register under number 348 799 529 and whose EU VAT number is: FR 41 348 799 529. Its contact details are as follows: Place du Téléphérique, Le Serre d'Aigle, Chantemerle, 05330 Saint-Chaffrey, France – Tel.: +33 (0)4 92 25 55 00 – Email: contact@serrechevalier-pass.com. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number 20000112.

Société d'Exploitation de la Vallée des Belleville (Sevabel), ski lift operator at the Menuires ski area (forming part of Trois Vallées), simplified joint-stock company incorporated under French law with share capital of €3,235,500.00, registered on Chambéry Trade and Companies Register under number 353 065 964 and whose EU VAT number is: FR 02 353 065 964. Its contact details are as follows: 1349 avenue de la Croisette, Les Menuires, 73440 Les Belleville, France – Tel.: +33 (0)4 79 00 62 75 – Email: contact@skipass-lesmenuires.com. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number 17007391.

Société des Téléphériques de la Grande Motte (STGM), ski lift operator at the Tignes ski area, limited company incorporated under French law with share capital of €3,240,000.00, registered on Chambéry Trade and Companies Register under number 076 920 024 and whose EU VAT number is: FR 91 076 920 024. Its contact details are as follows: 665 avenue de Grande Motte, Le Val Claret, 73320 Tignes, France – Tel.: +33 (0)4 79 06 60 00 – Email: stgm@compagniedesalpes.fr. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number 17007382.

Société des Téléphériques de Val d'Isère (STVI), ski lift operator at the Val d'Isère ski area, simplified joint-stock company incorporated under French law with share capital of €2,737,800.00, registered on Chambéry Trade and Companies Register under number 380 241 513 and whose EU VAT number is: FR 89 380 241 513. Its contact details are as follows: Gare centrale, 73150 Val d'Isère, France – Tel.: +33 (0)4 79 06 00 35 – Email: stvi@compagniedesalpes.fr. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number 18001212.

Pralognan Domaine de Montagne (PDM), ski lift operator at Pralognan-la-Vanoise ski area, simplified joint-stock company incorporated under French law with share capital of €1,000,000.00, registered on Chambéry Trade and



Companies Register under number 989 823 653 and whose EU VAT number is: FR 77 989 823 653. Its contact details are as follows: 140 avenue de Chasse-forêt, Pralognan-la-Vanoise, France – Tel.: +33 (0)4 79 08 70 07 – Email: contact@skipass-pralognan.com. It is registered as an insurance intermediary agent on the Register of Insurance, Banking and Finance Intermediaries [Orias] under number (pending).

The Participating Companies are insured by Allianz Opérations Entreprises (7 place du Dôme, TSA 21017, 92099 La Défense Cedex, France).

Appendix 2. Provisions of the French Consumer Code on contract renewal

Article L. 215-1 of the French Consumer Code

For contracts for the provision of services entered into for a fixed term including a tacit renewal clause, the professional service provider will inform the consumer in writing, by personal letter or email, at the earliest three months and at the latest one month before expiry of the period allowing refusal of renewal, regarding the right to not renew the contract entered into including a tacit renewal clause. This information must be provided in clear, easily understood terms and state the time limit for non-renewal in a clearly visible box.

When this information is not sent to the consumer in accordance with the provisions of the first paragraph, the consumer may terminate the contract for no charge at any time with effect from the renewal date.

Advance payments made after the final date for renewal or, in the event of indefinite-term contracts, after the processing date of the initial fixed-term contract, will be refunded in this case within thirty days with effect from the termination date, after deduction of the amounts corresponding to performance of the contract up until said date.

The provisions of this article apply without prejudice to provisions that legally submit some contracts to special rules on consumer information.

As an exception to the first paragraph of this article, for contracts for the supply of television services within the meaning of Article 2 of Act no. 86-1067 of 30 September 1986 on freedom of communication and for contracts for the supply of on-demand media services, the consumer may terminate the contract for no charge, at any time with effect from the first renewal, if the said consumer changes address or in case of changes to his/her tax household.

Article L. 215-1-1 of the French Consumer Code

When a contract is entered into by digital means or by any other means and the professional offers the consumer the right to enter into contracts by digital means on the date of termination by the consumer, termination will be possible via such means.

To this end, the professional will make a free functionality available to the consumer to give notice and carry out the steps required to terminate the contract by digital means. When the consumer gives notice of termination of the contract, the professional confirms receipt of the notice to the consumer and informs the consumer regarding the date on which the contract ends and the effects of termination on a durable medium and within a reasonable timeframe.

A decree sets out the technical requirements to ensure identification of the consumer and easy, direct and permanent access to the functionality stated in the second paragraph, such as the presentation and usage requirements. It states which information must be provided by the consumer.

Article L. 215-2 of the French Consumer Code

The provisions of this section, with the exception of Article L. 215-1-1, do not apply to drinking water supply and sanitation service providers.

Article L. 215-3 of the French Consumer Code

The provisions of this section also apply to contracts entered into between professionals and non-professionals.

Article L. 241-3 of the French Consumer Code

When the professional does not carry out the refund in accordance with the requirements stipulated in Article L. 215-1, the amounts due will accrue interest at the legal rate.

[1] Ski à la Carte is called “Skillico” in Grand Massif, “Holiski” in Serre Chevalier and “Tignes à la Carte” in Tignes.