

General Terms and Conditions of Sale of the Méribel Guide Office, SYND LOCAL GUIDES ACCOMP VALLEE MERIBEL, with its registered office located at the Méribel Tourist Office, 73550 LES ALLUES, SIREN: 478 320 369 - Not registered with the R.C.S.

Version of: November 19, 2025.

The applicable General Terms and Conditions are those in effect on the day of the reservation.

PARTICIPATION

The practice of activities requires good health, no medical contraindications, and a physical condition appropriate for the chosen activity. Depending on the activity, one or more prior experiences may be required.

A participant who incorrectly declares that they meet these prerequisites, and who has a technical, physical, or experience level lower than what was declared, is fully responsible for the consequences of all kinds that may result.

In particular, the Client must inform the Mountain Guide of any health problems, medical history, short- or long-term treatment, accidents that may affect their physical or psychological health, as well as any particular apprehensions (fear of heights, previous accidents, fears, etc.).

Minors: Children must be accompanied by their parents or legal guardians. A minimum age may be required; please inquire directly with the Guide Office.

ACTIVITY PRICES

The prices for activities include the guiding services and, if applicable, the loan of safety equipment (avalanche transceiver, shovel, probe). They do not include transport costs, ski lifts, meals, accommodation, the guide's expenses (meals, overnight stay in a refuge, etc.), or rental equipment (skis, boots, etc.).

RESERVATION

The reservation is confirmed upon receipt of the full price of the service. It is possible to make a reservation on behalf of one or more individuals; in this case, the person who made the reservation guarantees that all participants have been informed of these General Terms and Conditions and have committed to respecting them.

ACTIVITY DEPARTURES

For group outings: a minimum of 3 participants is required to ensure the departure, or an option for departure with 2 participants with an additional fee; and a maximum of 6 participants. No minors will be accepted, except with the approval of the Guide Office.

For private bookings: a minimum of 1 participant and a maximum of 6 participants per guide. No minors under the age of 15 will be accepted, except with the approval of the Guide Office.

For groups of more than 6 participants, a second guide will need to be booked.

Exception: the ski guiding activity allows one guide for 8 participants. No minors under the age of 12 will be accepted, except with the approval of the Guide Office.

SAFETY AND RISKS

Participation in an activity requires following the instructions given by the guide carefully. A participant who does not follow the guide's instructions assumes full responsibility and cannot hold the guide responsible.

The mountain guide is a professional who regularly practices to manage and mitigate risks. However, certain risks, due to their random or complex nature, cannot be entirely avoided (rockfalls, serac falls, weather conditions, etc.), which participants expressly acknowledge. The mountain guide is subject to an obligation of means regarding safety, not an obligation of result.

INSURANCE

It is the responsibility of each participant to check their own insurance (civil liability, rescue, personal accident). Mountain guides have professional civil liability insurance, which cannot replace the participants' own insurance.

CREDIT NOTES AND GIFT VOUCHERS

Credit notes and gift vouchers are non-exchangeable, non-refundable, and valid only during the current season. Under no circumstances can they be carried over to the next season.

GUIDES

A guide is assigned to you when the reservation is confirmed.

The assigned guide may be replaced by another guide if necessary (illness, accident, other). This cannot result in any request for a price reduction, refund, or cancellation. The services are not provided *intuitu personae* based on the specific guide.

CANCELLATION

Weather conditions are not a valid reason for cancellation unless the guide

deems them a threat to the participants' safety. Under no circumstances can snow conditions lead to a request for a price reduction, refund, or cancellation.

A) Cancellation during the activity

A1- Cancellation by the Guide: activities may be modified or canceled during the activity by the guide, based on conditions in the field and the group's safety. Route changes cannot result in any refund. Cancellation of all or part of the activity cannot result in a refund or price modification, except at the guide's discretion. If the activity is canceled due to a fault attributable to the participant (lack of training, failure to follow instructions, etc.), no refund will be given.

A2- Cancellation by the client: the full price of the activity is due; no refund will be given.

B) Cancellation before the activity

B1- Cancellation by the Guide: (bad weather, mountain conditions, etc.) any amounts paid for the guide's service will be refunded. No other compensation will be paid.

B2- Cancellation by the client: In the event of cancellation by the client, any amounts paid for the Service shall not be refunded.

Optional Cancellation Insurance: The client may subscribe to optional cancellation insurance at the time of booking. This insurance covers more than 30 grounds for cancellation, including illness, strikes, social unrest, separation, professional relocation, etc.

- This insurance is offered through a partnership with Meetch.
- It is optional and represents the cost that will be mentioned at the time of booking the service
- The insurance allows reimbursement of Services not performed for serious and unforeseeable reasons beyond the Client's control, as listed in the Meetch cancellation grounds, subject to the provision of supporting documentation.

In the event of cancellation, the client must undertake all necessary steps directly with the insurer with whom they have subscribed the policy. Any claims relating to reimbursement under the cancellation insurance must be addressed directly to the insurer. The applicable general terms and specific conditions are available at the time of subscription, on the website meetch.io, via contact@meetch.io, or directly from the guide.

CONTACT

For any information request: guides.meribel@gmail.com

DISPUTES AND APPLICABLE LAW

In case of a dispute, the participant is invited to send a registered letter with acknowledgment of receipt to the Guide Office to present the issue. The Guide

Office has a period of 2 months to resolve the dispute amicably. Failing that, the participant may contact the consumer mediator for the Guide Office (contact details can be found on the Guide Office website) and/or take the matter to the competent courts.

French law is applicable to these terms.

PERSONAL DATA

The parties agree to comply with the applicable regulations to the processing of personal data, particularly Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, applicable from 25 May 2018 (hereinafter "GDPR") and the amended French Law No. 78-17 of 6 January 1978. The data collected during the booking of the activity by the Guide Office is intended solely for the Guide Office or the concerned guides and is used only for the performance of the reserved activity and its proper management, as well as for billing and compliance with related legal and accounting obligations.

The data is retained for the duration necessary for processing the reserved activity and is archived according to the legally required retention periods (administrative, accounting, and legal).

Participants have the following rights: the right to access, rectify, and erase their personal data - the right to restrict and object to the processing of their data - the right to withdraw consent and the right to data portability for the data provided. Participants have the right to lodge a complaint with a supervisory authority. For more information, they are invited to consult the CNIL website: <https://www.cnil.fr/>.

