

Transalitude General Terms and Conditions

The current General Terms and Conditions are supplemented by:

- Operating Rules for the Transalitude travel network
- Terms of Use for the online booking engine www.bus-et-clic.com

Comprehensive versions of these documents are available at www.transalitude.fr

Section I.1 - Fares

Fares are in Euros and tax-inclusive.

The fares applied are those displayed the day the Customer buys their ticket.

When purchasing online at www.transalitude.fr, fares are subject to special conditions and may be lower than fares offered at other points of sale.

Free travel - Beneficiaries: Children under 3

Tickets		Full fare	Reduced fare	Point of sale
Single		Open to all	Reserved for passengers: - under 26 - over 70 - with a monthly or annual Transisère Oûra card travel pass	<ul style="list-style-type: none"> • Grenoble station • Selected agencies • On board – only full-fare tickets available (<i>tickets are non-refundable and non-exchangeable</i>) • www.transalitude.fr
Single ticket for 5 people (for 5 people travelling together on the same bus, at the same time and on the same day)		Open to all	-	<ul style="list-style-type: none"> • Grenoble station • Selected agencies • www.transalitude.fr
Return (Only full refund available)		Open to everyone	-	<ul style="list-style-type: none"> • Grenoble station • Selected agencies • www.transalitude.fr
Day Return (Valid for a same-day return journey. Only full refund available.)		Open to everyone	-	<ul style="list-style-type: none"> • Grenoble station • Selected agencies • www.transalitude.fr
<p>Extra luggage: charged per item for all luggage not included in the 'Free luggage allowance' (for each Transalitude ticket, the Customer may travel with luggage allowance equivalent to one suitcase or travel bag, stowed in the hold (max. weight of 20 kg/total dimension of 150 cm = length + width + depth) + one set of ski/snowboard equipment (stowed in the hold) + one piece of hand luggage).</p> <p>Non-standard or over-sized luggage: charged per item (see description in section II.1)</p>				<ul style="list-style-type: none"> • Grenoble station • Selected agencies • On board (<i>tickets are non-refundable and non-exchangeable</i>) • www.transalitude.fr
SKILIGNE (Non-exchangeable, non-refundable)	<p>From a choice of six resorts:</p> <p>WITH a ski pass: a Day Return + a One-day alpine ski pass</p>	Open to all	One-off promotions during the winter	<ul style="list-style-type: none"> • Grenoble station (<i>Skiligne ticket office - one-off promotions excluded</i>) • www.transalitude.fr

Section I.2 - Payment

All payments must be made in Euros (€). Accepted payment methods:

- on board, by cheque (French) or in cash (Euros),
- online, by bank card,
- at agencies, by bank card, cheque (French), in cash (Euros), or French holiday voucher (depending on the agency).

Section I.3 - Travel ticket validity

Travel tickets are valid for the journey, day and departure time indicated on the ticket. Transalitude travel tickets purchased through the www.transalitude.fr web site are subject to the Terms and Conditions of Use of the www.bus-et-clic.com web site. At boarding, the Customer can show their ticket printed out on paper (A4) or on an electronic device (e.g. smart phone, tablet, laptop, etc.).

For tickets printed out on paper, the printout must be legible and of good quality. Partially printed, soiled, damaged or illegible tickets will not be accepted by the coach driver and will be deemed invalid.

Section I.4 – Times and boarding

The bus stop timetables are not contractually binding. Coach times are calculated according to average traffic conditions and may differ due to variations in these conditions. Customers should be at bus stops and ready to board at least 15 minutes before the timetabled coach arrival/departure time. For SKILIGNE Customers departing from Grenoble coach station, Customers should be there 20 minutes before departure.

If a Customer has a connection with another transport network (train, bus, plane...), Transalitude cannot be held responsible for any missed connections and extra costs the Customer may incur.

Section I.5 - Promotion SKILIGNE ticket

The *Promotion Skiligne* ticket is only open to passengers travelling on the Transalitude network. Skiligne products cannot be refunded whatever the circumstances. The ticket does not include any insurance coverage for the leisure activities undertaken.

The SKILIGNE ticket includes:

- a Transalitude day return ticket with fixed departure times,
- a day Alpine ski pass.

This ticket which includes a ski pass is not a ski pass in itself. The Customer obtains their ski pass when they show a paper (white A4) or electronic version of their Skiligne ticket. See section I.3.

In the morning, the Customer must arrive at Grenoble bus station at least 20 minutes before the bus departure time. Ski passes are obtained on departure at Grenoble bus station (Skiligne-Transalitude collection point).

On arrival at the resort, if the ski slopes are closed due to weather conditions, Skiligne customers must go directly to the ski lift ticket offices. Only the ski lift company may decide to renew the ski pass part of the Skiligne ticket for another date. In this case, the travel part of the Skiligne ticket will not be amended or refunded as it will have been used.

If the ski slopes are closed early, the Customer may go to the ski lift ticket offices for information about any early departure of coaches.

There is no snowsport insurance coverage included in the Skiligne offer: the Customer may go to the resort ticket offices if they wish to take one out.

Section II.1 - Passenger luggage

Carriage conditions for passenger luggage are described in the network operating rules. All TRANSALITUDE tickets include a free per passenger luggage allowance which consists of and cannot exceed the following: one standard-sized suitcase or travel bag not weighing more than 20 kg (stowed in the hold) + one pair of ski boots (stowed in the hold) + one pair of skis or one snowboard (stowed in the hold) + one piece of hand luggage (stowed in the overhead lockers on board). Any additional luggage is charged according to the going per item rate.

Luggage stowed in the hold must not exceed 20 kg per person and a total dimension of 150 cm (= length + width + depth). Any luggage exceeding the afore-mentioned weight and size is considered as non-standard (or XXL) and is charged as such according to the going rates.

This luggage must be labelled with the name, phone number and address of the Passenger concerned. The Passenger may also add their email address on the label. The Passenger is solely responsible for labelling their luggage.

Theft or damage to hold luggage

Should the carrier be found liable for any loss or damage, compensation may be awarded on presentation of a proof of purchase not exceeding €150.

Section II.2 – Animals

Carriage conditions for animals are described in the network operating rules. Large dogs may accompany a passenger if a full fare ticket is purchased for the dog.

Police or 'Gendarmerie' dogs, or dogs whose presence is required for the public transport service to operate correctly, that are accompanied by their owner/handler may travel free of charge. Assistance and guide dogs accompanying their owner/handler may also travel free of charge on all Transalitude routes.

Section II.3 – Booking travel using the 'on-demand transport service' (Transport A la Demande - T.A.D.)

'On-demand transport services' (T.A.D.) are provided at given times for travel to the Villard Reculas, Auris-en-Oisans, Vaujany and Alpe du Grand Serre resorts. These 'on-demand transport services' are **pre-book only** and must be booked in advance via transalitude.fr or via telephone on **+33 (0)426 163 838**, at least 48 hours before departure.

Section II.4 – Travel to OZ-EN-OISANS, AURIS-EN-OISANS and VAUJANY resorts

At certain periods in the winter, travel to and from these resorts may well include connections with local resort shuttles. More information is available at resort tourist offices, on timetables and at www.transalitude.fr.

Access to the Oz-en-Oisans ski area via the Allemond - Eau d'Olle Express cable-car:

The Transalitude "Allemond - Eau d'Olle Express" stop is reserved exclusively for skiers and hikers. The Eau d'Olle Express cable-car does not provide access to the Oz-en-Oisans resort to foot passengers with luggage.

Travel in wheelchairs

Wheelchairs are welcome on Transalitude services. Travel must be booked at least 48 hours before departure by calling our Call centre: **+33 (0) 426 163 838**. Call centres make the booking and tickets can be purchased over the phone at the going rates.

Section II.6 - Ticket purchase

- online at: www.transalitude.fr
- by phoning our Call Centre on: **+33 (0)426 163 838**.
- from a VFD ticket agent: find a Transalitude ticket agent at www.transalitude.fr
- on board: only 'Full-fare one-way' tickets and luggage tickets.

Any purchased tickets (except when purchased on board) are subject to the Terms of Use of our booking engine: www.bus-et-clic.com.

Section II.7- Refunds/Booking amendments

Every year all Transalitude seasons end on 30 April at the latest. Any claims need to be submitted to Transalitude by 15 May at the latest. Claims submitted after 15 May will not be taken into account and no refund will be possible.

1- Refunds

General terms and conditions for order refunds (these conditions are applied to tickets bought via ticket agents, over the counter at Grenoble bus station, via our Call Centre or online at www.transalitude.fr):

- any request for a refund must include the first and last names of the purchaser and the order number (featured on the ticket). The refund request will not be accepted or processed if this information is not provided.
- if a ticket is refunded, all the tickets contained in the same order are refunded (e.g. a 'Return' ticket may not be partially cancelled).
- requests for a refund of the additional luggage charge alone (purchased in addition to the "Free luggage allowance") are not accepted.
- tickets may not be refunded if they are included in a SKILIGNE OFFER or are on PROMOTION (one-off discount, etc.).
- refunded tickets are rendered null and void in the online database system and will be refused if used for travel.
- travel tickets purchased on board may not be amended or refunded.

Special conditions

1.a) Refund requests for tickets purchased at an agency or at a bus station

Tickets will not be refunded at an Agency or at Grenoble bus station.

Customers may only be refunded for tickets purchased in an Agency or at Grenoble bus station by sending a written request (by post or e-mail: contact.busetclic@vfd.fr - see details below under section 1.d).

1.b) Refund requests for tickets purchased via our Call Centre: **+33 (0)426 163 838**

To be refunded for tickets purchased via our Call Centre, Customers may:

- call the Call Centre back with their order reference and/or their e-mail address (our Call Centre applies the conditions described below in section 1.c),
- send their request in writing (see below in section 1.d).

1.c) Refund requests for tickets purchased online using the 'Click to book' link at www.transalitude.fr

Customers may cancel and be refunded directly online for tickets purchased at <https://www.bus-et-clic.com/transalitude>.

Ticket orders may be refunded **as of the day after the purchase** (from midnight on the day of purchase).

Customers must submit a refund request 10 hours, at the latest, before the departure time for the first ticket in their order.

Any 'last minute' bookings, made within ten hours of and 15 minutes at the latest before the coach departure time, cannot be refunded.

Online refund requests are free of charge and irreversible.

Procedure:

The Customer:

- signs in on the web site used to purchase the tickets (email and password);
- opens their account order history;
- opens the 'Order details' for the order to be refunded and;
- selects the 'REFUND' option at the end of the order.

Acknowledgement of receipt:

The Customer receives an e-mail:

- confirming that their refund request has been received;
- confirming that their order has been refunded. The refunded amount should appear in their bank account within 48 hours.

When tickets are purchased using an 'e.Carte Bleue' (online debit card), they cannot be refunded via the www.transalitude.fr website. Customers have to submit a refund request in writing (see section 1.d).

1.d) 1.c) Refund requests submitted in writing (by post or email)

If the Customer cannot cancel and get their refund online at <https://www.bus-et-clic.com/transalitude>, they can do so in writing in accordance with the refund procedures described above in section II.7. This written request must be sent at least 48 hours before the departure time for the first ticket in the order (postmark or date sent (for e-mails) taken as proof). The online order reference, first and last names of the person having placed the order, travel tickets and an IBAN must be sent with the request. Incomplete requests shall not be processed.

The written request must be sent:

- by post to: VFD – Service Relations Clients – 14, rue du Lac – CS : 20105 - 38120 Saint Egrève Cedex, France
- by email to: contact.busetclic@vfd.fr

The refund request will be processed as soon as VFD receives the Customer's letter. Refunds will be applied to all the tickets contained in the same order (e.g. a 'Return' ticket may not be partially cancelled – see Section II.7, point '1' above).

A €5 administrative fee is deducted from the total of each refund request made in writing.

Refunds can only be made within 45 days following the booked travel date.

2 - Changes to bookings

The Customer may amend ticket bookings.

Changing a booking:

- changes to bookings are free of charge.
- amendments may be made at <https://www.bus-et-clic.com/transalitude> up to ten hours before the departure time on the ticket to be amended (tickets booked 'last minute', i.e. less than ten hours and up to 15 minutes before the coach departure time, cannot be amended online at www.transalitude.fr).
- tickets may be amended at an agency up to two hours before the departure time on the ticket to be amended.
- tickets may not be amended if they are included in a SKILIGNE OFFER or are on PROMOTION (one-off discount, etc.).
- tickets purchased on board may not be amended.
- a ticket that has already been used (punched at boarding) may not be amended.
- a booking may only be amended for the same type of booking in terms of travel, prices and overall price.
- for orders containing tickets for several passengers, amending tickets for just a few passengers is not possible. Amending either the 'Outward' or the 'Return' part of an order includes the 'Outward' or 'Return' tickets for all the passengers within the order.
- changes to a booking may only be made if the ticket to be amended is still on sale (in compliance with the sales terms applicable on websites and at points of sale).
- the original tickets that have been amended are rendered null and void in the online database system and will be refused if used for travel.

2.a) Amendment requests for tickets purchased at an agency

The Customer simply goes to an agency with the travel tickets they want to change.

2.b) Amendment requests for tickets purchased via our Call Centre+33 (0)426 163 838

The Customer simply calls the Call Centre back with their order reference and/or their e-mail address.

2.c) Amendment requests for tickets purchased at <https://www.bus-et-clic.com/transalitude>

A booking made at <https://www.bus-et-clic.com/transalitude> may be amended by the Customer:

- at <https://www.bus-et-clic.com/transalitude>
- at a ticket agent's or;
- by phoning our Call Centre on: **+33 (0)426 163 838**

Procedures for amending a booking online at <https://www.bus-et-clic.com/transalitude>

The Customer:

- signs in on the web site used to purchase the tickets (by entering their email and password),
- opens their account order history;
- opens the 'Order details' and;
- selects the 'Exchange' option at the end of the order.

Section II.8 – Exceptional circumstances

As part of its Transalitude service offer, when there is a foreseeable disruption to services, VFD implements an alternative transport plan. When there are foreseeable and unexpected disruptions to services, VFD also implements a user information plan.

Section II.9 – Governing law, jurisdiction and mediation

These Terms and Conditions are subject to French laws. Any dispute arising concerning these Terms and Conditions shall be referred to the competent court for the Grenoble jurisdiction. **Mediation:** After having contacted VFD's Customer Services located at 14 rue du Lac - CS : 20105 Saint Egrève Cedex - France, and not having received a satisfactory reply within 60 days, the Customer can lodge a complaint with the *Médiateur du Tourisme et du Voyage* (mediator), whose contact details and complaint procedures are available at www.mtv.travel. The Customer can alternatively contact the mediator directly by post: MTV Médiation Tourisme Voyage, BP 80 303, 75823 Paris Cedex 17, France.

Section II.10 - General Data Protection Regulation

In the context of the services provided on the website www.transalitude.fr, VFD, as data controller, may need to collect and process its Customers' personal data. VFD is committed to protecting the privacy of its Customers and visitors to its website. Any processing of personal data in the context of the services provided by VFD complies with applicable personal data protection regulations, and more specifically, the provisions of the General Data Protection Regulation (Regulation EU 2016/679). VFD does not sell or diffuse your personal data to third parties under any circumstances for purposes other than the proper functioning of its online services

Section II.11 – Measures concerning the COVID-19 health crisis

Passengers agree to comply with all health protection rules applicable in France on the day of travel, including the mandatory wearing of a face masks on all public transport vehicles and complying with preventive measures (hand-washing, physical distancing, etc.). Passengers are responsible for providing their own personal protective equipment.

Ticket amendment or refund requests submitted by passengers who are unable to travel because they are self-isolating due to Covid-19 will not be treated differently. Such requests will be processed according to these General Terms and Conditions.