Transaltitude General Terms and Conditions

The current General Terms and Conditions are supplemented by:

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

Comprehensive versions of these documents are available at www.transaltitude.fr / mobil app

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.transaltitude.fr, or on the mobil app, fares are subject to special conditions and may be lower than fares offered at other points of sale.

Free travel - Beneficiaries: Children under 3 (ticket reservation required).

Tickets:		Full fare	Reduced fare	Point of sale
Single		Open to all	Reserved for passengers: - under 26 - over 70 - with a monthly or annual Cars Région Oùra card travel pass	• Grenoble station • Selected agencies • On board – only full-fare tickets available *(tickets are non-refundable and non-exchangeable)* • www.transaltitude.fr / mobil app
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	-	• Grenoble station • Selected agencies • www.transaltitude.fr / mobil app
Return (refundable for the full return only)		Open to all	-	• Grenoble station • Selected agencies • www.transaltitude.fr / mobil app
Day Return (Valid for a same-day return journey. Refundable for the full return only).		Open to all	-	• Grenoble station • Selected agencies • www.transaltitude.fr / mobil app
Extra luggage: charged per item for all luggage not included in the 'Free luggage allowance' (for each Transaltitude ticket, the Customer may travel with luggage allowance equivalent to one suitcase or travel bag stowed in the hold (weighing not more than 20 kg/not larger than 150 cm in overall size: length + width + depth) + one set of ski/snowboard equipment (stowed in the hold) + one piece of hand luggage). **Non-standard or over-sized luggage**: The price of additional baggage is €50; oversized or unbooked baggage is charged extra at €90 per baggage upon boarding and subject to availability of space in the hold.				• Grenoble station • Selected agencies • On board *(tickets are non-refundable and non-exchangeable)* • www.transaltitude.fr / mobil app
SKILIGNE (non-exchangeable and non-refundable)	**Several ski resorts to choose from :** **WITH a ski pass:** One **Day** Return + a One-day alpine or nordic ski or Nordic pass	Open to all	One-off promotions during the winter	• Grenoble station (*Skiligne ticket office - one-off promotions* ***excluded***) • www.transaltitude.fr / mobil app

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. Transaltitude travel tickets purchased through the www.transaltitude.fr website or on the mobil app, are subject to the Terms and Conditions of Use of the www.bus-et-clic.com web site. At boarding, passengers may show a printed (A4) or electronic (e.g. iPhone, tablet, laptop) version of their ticket.
Tickets printed out on a sheet of paper need to be of good quality and legible. 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 coach times for bus stops are not contractually binding. They are calculated according to average traffic conditions and may be impacted by variations in these conditions. Passengers planning to take the coach should be at their bus stop at least 15 minutes before the coach times marked on the timetable. SKILIGNE customers departing from Grenoble bus station should get there 20 minutes before departure.
At certain periods in the winter, Transaltitude journeys may include a connecting service. Customers should ask the bus driver when they board to find out if there are any connections. Transaltitude cannot be held responsible for any missed connections and any additional costs resulting thereof.

As traffic conditions are likely to be particularly heavy at weekends and during school holidays, particularly on the route from the resort to Grenoble (coach station), passengers are strongly advised to allow a connection time of 2 to 3 hours between the coach's scheduled arrival time in Grenoble and the departure time of their train from the SNCF station. Transaltitude cannot be held responsible for any missed connections caused by the customer or for any resulting costs.

Section I.5 - *Promotion SKILIGNE* ticket
The *Promotion Skiligne* ticket is only open to passengers travelling on the Transaltitude network. Skiligne products cannot be refunded whatever the circumstances. The ticket does not include any insurance coverage for the leisure activities undertaken.
The SKILIGNE pass includes:
- a Transaltitude day return ticket with fixed departure times,
- a day Alpine or Nordic ski pass.

This ticket that 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-Transaltitude distribution point).
PLEASE NOTE: there is an exception for the Alpe du Grand Serre ski resort when travelling from Vizille: the ski pass must be collected directly from the resort's ticket offices.
On arrival at the resort, if the ski slopes are closed due to weather conditions, Transaltitude cannot be held liable. Skiligne customers should speak directly to the ticket office staff at the resort's ski lifts. 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.
Combined Transport + Ski Lift Ticket: Allemond – Eau d'Olle Express to Oz 3300
The "Transport + Ski Lift Ticket: Allemond – Eau d'Olle Express to Oz 3300" package is sold exclusively on the Transaltitude website and includes a return travel ticket and a pedestrian ski lift pass.
Customers must book online at www.transaltitude.fr before their journey.
On arrival at Allemond, they must present their combined ticket at the ticket office of the Allemond 'Eau d'Olle Express' ski lift to collect the pedestrian lift pass, which allows them to use the ski lift to Oz 3300.
This pass is issued for the ascent only and must be collected before boarding. For the return journey (descent), no pass is required to use the ski lift.
This combined ticket is neither exchangeable nor refundable.

Section II.1 - Passenger luggage Carriage conditions for passenger luggage are described in the network operating rules. All TRANSALTITUDE 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.
*Hold baggage must not weigh more than 20 kg per person and be larger than 150 cm in overall size: length + width + depth. As space is limited in the hold, non-standard luggage such as rolling "compact travel bags" for carrying several snowboards or pairs of skis are not allowed.
Any excess baggage or baggage whose weight and volume exceed the above conditions is considered as oversized baggage and is not accepted on board coaches. However, during the check-in process and subject to available space in the hold, this baggage may be taken on board for an additional charge of €90 per oversized baggage.
All luggage must be labelled with the name, phone number and address of the passenger concerned. The passenger can also add their email address on the label. Passengers must provide their own labels and are solely responsible for labelling their luggage. Luggage must be fully closed. No items (such as helmets, bags, etc.) should be attached to the outside of luggage. Shopping bags, carrier bags, crates, boxes or any other open containers are not allowed in the hold or on-board the vehicle.

Fragile or valuable items (electronic devices, jewellery, cash, etc.), whatever their nature, must be kept by the passenger under their direct supervision for the entire duration of the journey. Placing such items in the hold or in the vehicle's communal storage areas is done entirely at the passenger's own risk.

Transaltitude cannot be held liable for any loss, theft, breakage, damage or malfunction of such items. No refund or compensation may be claimed in this regard.

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 Transaltitude routes.

Section II.3 – Travel in wheelchairs
Wheelchairs are welcome on Transaltitude services. Travel must be booked at least 48 hours before departure by calling our call centre on: **04 8000 7000**. Call centres make the booking and tickets can be purchased over the phone at the going rates.
Wheelchair Users also have the option to book their ticket directly online on the website Transaltitude during the "travel option" step. Reservations are possible up to 48 hours before the start of the race. Online reservation of the "UFR seat" option is free.

Section II.4 - Ticket purchase
- Online at: www.transaltitude.fr or on the mobil app,
- By phoning our call centre on: **+33 (0)4 8000 7000**.
- From a VFD ticket agent: find a Transaltitude ticket agent at www.transaltitude.fr
- On board: only 'Full-fare one-way' tickets and luggage tickets.
- From one of our travel partners (such as a marketplace, travel search engine, etc.).

Section II.5- Refunds/Booking amendments

The Transaltitude season finishes on 26 April at the latest every year. Any claims need to be sent to Transaltitude by 30 April at the latest. Claims sent after 15 May will not be processed or refunded.

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.transaltitude.fr /or on the mobil app):
- All refund requests must include the full name of the purchaser and the order number (information featured on the ticket). Without this information, the refund request cannot be processed and will be rejected.
- 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).
- Customers may not request a refund for the additional luggage part (bought in addition to the "free luggage allowance") only.
- No exchanges or refunds are permitted for tickets booked as part of a PROMOTION (one-off discount, etc.) or a SKILIGNE PROMOTION/EAU D'OLLE EXPRESS COMBINED OFFER.
- 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 exchanged or refunded.
- Travel tickets purchased from a travel partner (such as a marketplace, travel search engine, etc.) cannot be refunded.
- Refunds cannot be requested by telephone, only in writing (by post or email).

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 on+33 (0)4 8000 7000 :
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.transaltitude.fr or on the mobil app:
Customers may cancel and be refunded directly online for tickets purchased at https://www.bus-et-clic.com/transaltitude.

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 the 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.transaltitude.fr website. Customers have to submit a refund request in writing (see section 1.d).

1.d) Refund requests made in writing (via the post or via email):
If the Customer cannot cancel and get their refund online at https://www.bus-et-clic.com/transaltitude, 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, full name 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 cédex, France
- by email to: contact.busetclic@vfd.fr
- via the contact form on the website: https://www.transaltitude.fr/fr/pour-nous-contacter/

The refund request will be processed as soon as VFD receives the Customer's letter or email. 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 (by post or by email) for
- payments made via 'e.carte bleue',
- payments made using a card that has expired since the payment date and the refund request date,
- payments made over two months before the date the refund request was received by VFD,
- return tickets for which the date of the outgoing trip has expired (in cases where our customer service has been contacted at least 48 hours before the journey in question),
- single tickets for which the date of the journey has expired (in cases where our customer service has been contacted at least 48 hours before the journey in question),
- tickets purchased in an agency.

Refunds can only be made within 45 days following the booked travel date.
For refunds to be made via international transfer, the Customer needs to provide an IBAN, their home address and the tax number for their country of residence (current international regulations).

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/transaltitude 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.transaltitude.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.
- Tickets purchased from a travel partner (such as a marketplace, travel search engine, etc.) cannot 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.
- Within the same order made for several passengers, none of the tickets can be amended separately from the others. 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.
- The stops chosen in the initial order cannot be modified.

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 on+33 (0)4 8000 7000.
The Customer simply calls the Call Centre back with their order reference and/or their email address.

2.c) Amendment requests for tickets purchased at https://www.bus-et-clic.com/transaltitude / or mobil app:
A booking made at https://www.bus-et-clic.com/transaltitude may be amended by the Customer:
- at https ://www.bus-et-clic.com/transaltitude / or mobil app
- at an agency
- by phoning our call centre on **+33 (0)4 8000 7000.**

Procedures for amending a booking online at https://www.bus-et-clic.com/transaltitude
The Customer:
- signs in on the website used to purchase the tickets (by entering their email and password),
- opens the account order history;
- opens the 'Order details' and;
- selects the 'Exchange' option at the end of the order.

Section II.7 – Exceptional circumstances
Transaltitude does everything in its power to ensure journeys run smoothly. However, we cannot be held liable for delays, changes or cancellations resulting from circumstances beyond our control.
These circumstances include, in particular:
• Adverse weather conditions (snow, black ice, wind, fog, etc.);
• Disruptions to the road network (accidents, exceptional traffic congestion, road closures, unforeseen roadworks);
• Decisions by the authorities or safety requirements;
• Events of force majeure (natural disasters, industrial action, exceptional circumstances);
• The behaviour or actions of third parties (demonstrations, blockades, malicious acts).
In such situations, Transaltitude cannot be held liable for any consequences, such as missed connections, additional costs or any other loss or damage arising from these disruptions. Transaltitude undertakes, however, to implement, as far as possible, appropriate measures to minimise the impact of these unforeseen events on the service.

Technical issues and delays
In the event of technical issues beyond our control, such as a breakdown, an accident involving the vehicle or any other technical incident affecting the journey, Transaltitude will take all reasonable steps to minimise the impact on customers. Where such issues result in a delay of more than two (2) hours from the originally scheduled time, Transaltitude undertakes to reimburse, upon presentation of supporting documents, the costs incurred by customers, subject to the conditions and limits set out in the regulations in force. No refund or compensation may be claimed for a delay of less than two hours. Transaltitude shall not be held liable for delays resulting from force majeure or unforeseeable and unavoidable external circumstances.

Section II.8 – 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 Service located at 14, rue du Lac – CS : 20105 – 38120 Saint Egrève cedex, France, and not having received a satisfactory reply within 60 days, the Customer can lodge a complaint with the French *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.9 – General Data Protection Regulation
As data controller for the website www.transaltitude.fr or on the mobile app, VFD may need to collect and process the personal data of customers using the services offered on the website. VFD is committed to complying with the regulations on protecting the privacy of customers and visitors to its website. All personal data processing undertaken as part of its service offer complies with the current personal data protection regulations, including the provisions of the General Data Protection Regulation (Regulation EU 2016/679). VFD does not sell or disclose your personal data to third parties under any circumstances and for any purpose other than to ensure its online services operate correctly.

Section II.10 – Measures relating to any health crisis
Passengers agree to comply with French health regulations in force on the day they travel, including the obligation to wear a face mask on board public transport vehicles and comply with preventive measures. Passengers must provide their own compulsory personal protective equipment.
Ticket refund or amendment requests made by passengers who cannot travel because they need to comply with isolation measures will not give rise to any special treatment. These requests will be processed in the same way as any other similar request made under these Terms and Conditions of Sale.