

GENERAL TERMS AND CONDITIONS FOR 4 VALLÉES VOUCHERS

INFORMATION

These General Terms and Conditions form an integral part of the Terms and Conditions of Use and GTCS of 4 Vallées, which are otherwise applicable.

Capitalised terms shall have the meaning defined in the Terms and Conditions of Use and the other documents which form part of the General Terms and Conditions (GTCS, Terms and Conditions of Use, Participation Rules, Privacy Policy, etc.).

PRODUCT DESCRIPTION

The Voucher Booklet is a series of benefits offered to Customers with a 4 Vallées annual pass. The Voucher Booklet is generally offered to the Customer free of charge, with the exception of free passes and special rates.

The following groups may purchase the booklet at our cash desks:

- Children and seniors 2 (free passes)
- Ski lift staff
- Guides and licensed ski instructors 3
- Seasonal workers

Since the 2019–2020 winter season, the Voucher Booklet is now available digitally and can be accessed online at www.4vallees.ch/avantages.

REGISTRATION

The Customer selects the resort in which the 4 Vallées annual pass was purchased and logs in or registers on the corresponding resort's online platform. There are two possibilities:

- If the Customer has already ordered a pass on the Website, the same login details should be used (email/password) to access the vouchers.
- If the Customer has never ordered a pass on the Website, they must register for the Voucher Booklet by filling in the required fields.

In case the Customer has difficulty in registering or setting up the Voucher Booklet, it is recommended to consult the document [Questions and Answers Digital Vouchers Booklet](#).

HOW IT WORKS

The Customer logs into the vouchers page and selects the voucher they wish to use. The voucher and the corresponding 4 Vallées pass must then be shown at the partner's ticket desks.

The partner then validates the voucher and applies the discount for the Customer.

LIABILITY

Only the Customer is responsible for setting up their Voucher Booklet. The Customer should ensure the Voucher Booklet is functioning correctly before going to the partner. It is recommended to register at least 72 hours before first using a voucher in order to ensure the operation runs smoothly. If this time limit is not respected, 4 Vallées cannot guarantee that the problem will be managed and resolved.

4 Vallées cannot be held responsible in the event of non-functioning vouchers if:

- The Customer has not taken the necessary steps to set up their Voucher Booklet
- The partner has issues scanning the voucher and decides not to grant the discount to the Customer.

In such a situation, under no circumstances is the Customer entitled to a refund.

The partner is responsible for the Customer's chosen activity. Every partner is covered by third-party liability insurance. In the event of an accident during an activity, the partner is responsible for the incident and under no circumstances can 4 Vallées be held accountable.

CANCELLATION OF SERVICES

The benefits the Customer receives from the booklet are offered in addition to those provided by the customer's pass. There is no obligation to provide them. The service provider offering the benefit commits to providing the full or partial discount promised under normal circumstances and according to the dates announced at the start of each season.

However, if the benefit cannot be offered by the service provider for any reason (for example: event cancellation, early closure of a partner area, etc.), the Customer cannot under any circumstances request damages from the service provider or from 4 Vallées.