

VALLE D'AOSTA SKIPASS REGULATIONS

1. SCOPE OF APPLICATION OF THE REGULATIONS

- 1.1 These Regulations govern the contractual terms and conditions relating to the purchase and use of all regional skipasses for Valle d'Aosta i.e. the consecutive multiday passes (from 3 to 14 days), the international ones, the season and annual tickets and the TELESKIPASS service, and also the terms and conditions for using the ski slopes.
- 1.2 By purchasing a ticket it is understood that the buyer is aware of and accepts all the terms set out in these regulations which are on display to the public at the ticket offices of companies participating in Skipass Valle d'Aosta, by the transport and ticketing regulations in force at the companies participating in Skipass Valle d'Aosta that can be seen on their websites, as well as the national and regional laws governing winter sports and the use of ski lifts.
- 1.3 Tickets with regional validity can be sold by companies participating in the Skipass Valle d'Aosta scheme, based on the sales mandate given by the company Pila S.p.A.

2. VALIDITY OF THE SKIPASSES

Regional skipasses have two levels of validity:

- 2.1 The **Valle d'Aosta** season skipasses, the consecutive multiday passes and the TELESKIPASS service are valid for the facilities in the following locations: Antagnod, Breuil-Cervinia, Brusson, Chamois, Champoluc, Champorcher, Courmayeur, Cogne, Gressoney-La-Trinité, Gressoney-St-Jean, La Magdeleine, Skyway Monte Bianco, Ollomont, Pila, La Thuile, Rhemes-Notre-Dame, Saint-Rhemy-en-Bosses, Torgnon, Valgrisenche, Valtourmenche. They are also valid for the facilities in the French location La Rosière (Savoy) and at Alagna Valsesia (Vercelli).
- 2.2 The **Valle d'Aosta + ZERMATT** season skipasses and the international multiday passes are valid for the facilities in the locations named above and also for the facilities in the Swiss location ZERMATT. The international skipasses sold in Italy must be validated in Italy the first time they are used in the season. International regional season skipasses give the right to 2 admissions per month to Zermatt.
- 2.3 For season passes to be considered valid, they must contain a clear and visible photograph.

3. USABILITY IN OTHER FOREIGN SKI RESORTS

3.1 Holders of regional passes are entitled, on the days of validity of their skipasses, to ski in the Swiss ski area of the 4 Vallées/Verbier during the periods of opening established by the respective ski resorts. They can be used in the following ways:

- holders of season passes are entitled to ski for free for a maximum of 6 days, with a limit of 1 day per week;
- holders of multiday passes for 6 or more days are entitled to a 50% discount on the daily skipass.

4. PERIODS OF USABILITY

4.1 The start and end of the winter and summer seasons are decided at the sole discretion of the companies participating in Skipass Valle d'Aosta depending on the weather, the condition of the ski runs, the safety, the amount of snow and the technical maintenance needs.

The publication of the start and end dates of each ski season by the individual companies participating in Skipass Valle d'Aosta is purely indicative and does not constitute a commitment to open an individual resort or to keep it open.

Operations of facilities during each ski season may be suspended at any time, temporarily or permanently, at the sole discretion of the companies participating in Skipass Valle d'Aosta, on the basis of weather conditions, snow conditions, the state of the ski slopes or for safety reasons or when there are well-founded reasons.

Operations may also be suspended at any time, temporarily or permanently, when this is required for reasons of force majeure, such as electricity blackouts, strikes including by the companies' own staff, fires, earthquakes, wars, terrorist attacks, epidemics, pandemics, orders from the authorities and, more generally, for reasons beyond the control of the companies participating in Skipass Valle d'Aosta.

In the event of a temporary or permanent closing of facilities for one of the above reasons, the buyer will not be entitled to any refund or compensation, unless this is provided for by mandatory provisions of law.

In particular, with regard to season and/or annual passes, the user acknowledges that, by purchasing the pass, the user accepts the risk that the ski season may be shorter than expected, this risk being offset by the advantage of being able to use the ski facilities at a flat rate.

4.2 The operating times of the facilities are decided by the individual companies participating in Skipass Valle d'Aosta and made public in notices posted in the ticket offices and the stations of the ski lifts. These times can be changed even during the course of the day if necessary owing to technical, service, safety reasons or circumstances beyond the companies' control.

If embarking on long routes, it is the user's responsibility to carefully check the times for the return transport. The companies participating in Skipass Valle d'Aosta cannot be held responsible in the event that the user is unable to return to the departure station for reasons attributable to that user.

4.3 The number and type of facilities in operation is communicated on specific signboards and can be subject to change, even without prior notice, due to technical, service, safety reasons or owing to force majeure (including, by way of example, electricity blackouts, strikes including by the companies' own staff, orders from the authorities) and, more generally, for reasons beyond the control of the individual resorts.

Ski lifts in operation are usually indicated in notices displayed at the ticket offices.

The individual companies participating in Skipass Valle d'Aosta reserve the right to close to the public, for the time strictly necessary, certain ski runs, routes, areas and premises of the ski resort if required for competitions or sports events. In such circumstances, competitors and the staff involved may be given exclusive and priority use of certain facilities.

In the cases referred to in this section, as well as in the case of delays and waiting at the lifts due to any reason, the pass holder will not be entitled to any, even partial, reimbursement or compensation.

5. CONDITIONS OF USE

5.1 NONE of the tickets issued can under any circumstances be refunded or replaced with another ticket/pass.

5.2 Tickets/passes must not be altered or counterfeited or used in a different way from what is established by the rules of use set out in these regulations. All tickets/passes are strictly personal and not transferable and therefore must not be used by anyone other than the holder and cannot be transferred. Any misuse will result in the immediate and permanent confiscation of the ticket/pass and the application of the civil and criminal penalties provided for by law (particularly Valle d'Aosta Regional Law 20 of 18 April 2008).

5.3 No reimbursement or compensation is due in the event of delays at the ski lifts for any reason, nor in the event the ticket/pass is not/cannot be used by the holder. .

6. PRICES

6.1 The prices normally apply to the entire season concerned. However they may be altered at any time when there are significant changes in the cost of living or taxes or when other relevant facts occur. For consecutive multiday skipasses whose validity covers periods with different rates, the price is calculated by applying pro-rata the average daily values of each period.

6.2 With regard to the TELESKIPASS service, the prices are those decided and published at the ticket office, in brochures and on the respective websites of the individual companies managing the areas participating in the service, and it is the customer's responsibility to inquire about the prices currently charged by each resort.

6.3 There are age-related reductions available. Regarding verification of the requirements for such reductions, self-certifications are not acceptable.

7. LOSS OR THEFT

7.1 In case of loss or theft of season ticket cards or a University Pass, and notwithstanding the provisions in previous point 5, the customer is required to promptly notify the ticket offices of the companies participating in Skipass Valle d'Aosta. For the issue of a duplicate, a self-declaration must be presented for the loss or, in the case of theft, the report to the competent authorities, and the following amounts paid:

- €30 (thirty/00) as reimbursement of secretarial and administrative expenses + €5 as a deposit for the new season card;
- €5 for “secretarial fees for University Pass activation” for the issue of the new card.

7.2 In case of loss or theft of cards for the TELESKIPASS SERVICE, the customer is required to promptly notify the ticket offices of the companies participating in the service or the company Pila S.p.A. by registered letter or certified email at the address pilaspa@pcert.it with advance copy via email to the address info@skilife.ski or via fax at +39-016532556 (or block the card directly via the website www.skilife.ski on the page TELESKIPASS). In this case, the holder will be exempt from the responsibility of paying any amounts relating to access to the lifts with the card(s) misused by third parties from the moment of receiving the confirmation, by email, that the card(s) has/have been blocked. For the issue of a duplicate, a self-declaration must be presented for the loss or, in the case of theft, the report to the competent authorities, and the amount of €13 (thirteen/00) must be paid for duplicating the pass.

8. RETURN OF THE SECURITY DEPOSIT

8.1 The “security deposit” is only ever returned if the card is returned to the cash desks of any Valle d'Aosta ski resort in perfectly usable condition and, in any case, by the end of the winter season in which it was issued, as stated by the wording printed on the card. After this deadline, the card becomes the property of the customer and can be used for subsequent seasons, without prejudice to the technological updates to the ticketing system that may become necessary, or the requirements necessary for the renewal of the price reduction.

9. CHECKING

9.1 The purchase of the ticket implies the obligation to present it on request by the “Inspectors” or by the staff of the companies operating the cableway transport service. All the special discounted rates are only applicable on presenting the necessary documentation proving unequivocally that the requisites for receiving them have been met. Inspectors, in addition to asking to see the ticket, may also require confirmation of the above proofs.

10. REFERENCE REGULATIONS

10.1 Regarding cases not covered by these regulations, the transport and ticketing regulation in force at the various companies participating in Skipass Valle d'Aosta apply.

11. PROCESSING PERSONAL DATA

The privacy statement below is provided in accordance with Article 13 of EU Regulation 697/2016 regarding the Protection of Personal Data.

The information in this privacy statement applies to all the types of Tickets/Passes, as specified below.

Resort tickets refer to all the travel tickets/passes that are valid solely in the ski areas managed by the companies.

Resort tickets with VDA extension refer to all the travel tickets/passes that are also valid in the other ski areas of Valle d'Aosta, on the cableways of Mont Blanc and in the ski resorts of La Rosière, Alagna and Alpe di Mera, for a limited and predefined number of days.

Regional tickets refer to all the travel tickets/passes valid in the ski areas of Valle d'Aosta, on the cableways of Mont Blanc and in the ski resorts of La Rosière, Alagna and Alpe di Mera.

By "Resort" is meant the ski area(s) managed by the company Pila S.p.A. - fraz. Pila, 16 - 11020 Gressan (Ao).

11.1 Source of personal data

The data in our possession, acquired for contracts entered into, are collected directly from the person concerned and others. All the data collected is processed in compliance with current legislation and, in all cases, with due confidentiality.

11.2 Purpose of data processing

The sole reason for collecting and processing personal data is to correctly complete the business obligations required from Pila S.p.A., especially referring to: requirements preliminary to entering into a transport contract; fulfilling contractual obligations to the person concerned (the data subject) by performing an operation, a number of operations or a combination of operations necessary to fulfil said obligations; discharge the obligations towards every public or private body connected with or instrumental to the transport contract; comply with legal obligations. The processing of data regarding the photograph of the data subject, where required by the transport contract, is to check that access to the lifts is made by the person entitled to do so.

The system for detecting people passing through turnstiles is based on RFID proximity technology which allows customers to pass through the gate "hands-free" without having to insert authorisation cards at the gates.

The system for tracking people passing through the gates installed in the ski resorts named in the introduction makes it possible to track the ski routes taken by customers, in order to check on unauthorised use of tickets and to search for missing persons. For a profiling service of customer attendance and preferences to be activated will require consent from the data subject.

Personal data collected for the following purposes – market analysis, statistics and quality control, marketing, informing about future commercial ventures, new products and services

for promotional initiatives in general – will only be processed after receiving the data subject's consent (Article 7 GDPR).

If customers are asked to provide more sensitive information on their identity and state of health (such as a medical certificate) in order to be eligible for a discount or other concessions, such information will be used solely for this purpose and will not be further processed for other reasons or disclosed.

11.3 Methods of processing and nature of data

For the purposes referred to above, personal information is processed by manual, digital and data transmission instruments using logic strictly connected to these data collection purposes and, in any case, in a way that assures the security and confidentiality of the data in accordance with the provisions in the aforementioned law. The information collected on the individual regards personal data, identifying data (age, name, address, etc.) and geographical position (passages through turnstiles) and, in the event of accidents or to benefit from discounts or other concessions, it regards sensitive data connected to the customer's state of health (for instance, a medical certificate).

11.4 Duration of processing

The data collected (Sensitive, Personal, Identifying and geographic location) are stored for the time consistent with achieving the purposes of the processing and to comply with tax obligations, and in any case for a maximum period of three years. At the end of this period, all personally identifiable information is removed and the data relating to attendance at the ski areas are processed solely for statistical purposes.

Sensitive data relating to a customer's state of health will be stored for a maximum period of 10 years, except for longer periods in order to meet the purposes of processing and requirements imposed by current regulations.

11.5 Nature of data collecting

It is obligatory to collect personal data when entering into a transport contract in order to comply with legal and tax requirements: refusing to provide such data will make it impossible to enter into a contract with the company. Using data for promotional and marketing purposes as specified above requires the consent of the data subject, and therefore providing such data is optional and will not prevent the contract's execution.

11.6 Communication and disclosure

Personal data and the related processing shall be shared with companies for performing economic activities (such as selling, managerial, IT system management, insurance, bank or non-bank brokerage, factoring, shipping management, mailing) or for complying with legal obligations (accounting firms, lawyers, Regional Administration). Such data is not disclosed further. Staff members employed by our company or by companies that have a sales mandate can be aware of these data, as are the entities and subjects that provide the rescue service on ski slopes (such as the Red Cross, Local Health Authority, the rescue associations for ski slopes, etc.)

11.7 Data Controller

The Data Controller is Pila S.p.A. - Fraz. Pila 16 - 11020 Gressan (AO) whose legal representative is domiciled for the purpose at the address of the Data Controller. Joint Data Controllers (including the company itself which, for the purposes of this privacy statement, is specifically the Data Controller), pursuant to Article 26 of EU Regulation 679/2016, are: Pila S.p.A.; Cervino S.p.A.; Courmayeur Mont Blanc Funivie S.p.A.; Funivie Monte Bianco S.p.A.; Funivie Piccolo San Bernardo S.p.A.; Monterosa S.p.A. (the complete and updated list of joint Data Controllers with their respective contact details can be seen at the company's website: www.pila.it).

11.8 Data Protection Officer (DPO)

The Data Protection Officer (DPO) can be contacted by email at: privacy@dffsrl.com.

11.9 Rights of the Data Subject

Data Subjects may contact the Privacy Service at the Data Controller to verify their data and have them updated, rectified or added to, and/or to exercise other rights provided for in Articles 15 to 21 of the GDPR.

11.10 Right of access to personal data and other rights (Article 15 et seq.)

The data subject shall have the right to obtain from the data controller confirmation as to whether or not personal data concerning him or her are being processed and, where that is the case, have access to the personal data and the following information:

- a) the purposes of the processing;
- b) the categories of personal data concerned;
- c) the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- d) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine the period;
- e) the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- f) the right to lodge a complaint with the supervisory authority;
- g) where the personal data are not collected from the data subject, any available information as to their source;
- h) the existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

Where applicable, the data subject also has the rights provided in Article 16-21 GDPR (right to rectification, right to erasure ('right to be forgotten'), right to restriction of processing, right to data portability, right to object), as well as the right to lodge a complaint with the Supervisory Authority.

11.11 How to exercise rights

The data subjects concerned may at any time exercise their rights by sending one of the following:

- a registered letter with receipt advice to the data controller company;
- an email via certified email to the following address pilaspa@pcert.it.
- an email to the DPO at the address: privacy@dffsrl.com

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