

## SPECIFIC OPERATING CONDITIONS

### Cars Région Isère for Summer 2026

The sale of this product is carried out within the framework of the transport regulations of the Cars Région Isère network, available here:

: [cars\\_region\\_isere\\_reglement\\_transport\\_2025\\_v2.pdf](#)

and the operating rules of the online sales platforms available here:

- [Lignes T64 et T65 \(Vercors\)](#)
- [Lignes T73 et T76 \(Oisans\)](#)
- [Ligne T77 \(La Bérarde\)](#)

The specific conditions related to ticket purchases on these three sales platforms apply only to **lines T64, T65, T75, T76, T73, T77**, within the limits of the services and stops offered for sale.

- Access on board to other services and stops on these same lines is subject to seat availability.
- Ticket purchases on these platforms are possible from June 15, 2026 to September 12, 2026 inclusive.
- The following Cars Région sales points are also authorized:
  - L'Alpe d'Huez: Tourist Office
  - Saint Christophe en Oisans: Tourist Office
  - Grenoble Station: Oûra ticket counters
  - By phone via the call center: +33 4 8000 7000

#### **Reservable transport tickets**

- Tickets are valid for the journey, date and departure time indicated on the ticket.
- Passengers may present their ticket printed (A4) or in electronic format.
- For printed tickets, good print quality is required.
- Partially printed, damaged, dirty or illegible tickets will not be accepted and will be considered invalid.
- Each ticket includes one piece of luggage per person (standard suitcase or travel bag, max 20 kg, stored in the hold).
- Maximum dimensions: 150 cm (height + width + depth).
- Luggage must be labeled with name, phone number and address.
- Labeling is the responsibility of the passenger.
- Booking is possible up to 15 minutes before departure on lines T64, T65, T73, T75 and T76.
- Booking is possible until departure for line T77.
- The platforms remain open until September 12, 2026. Any claim submitted after this date will not be processed.

#### **Tickets on sale**

Lines T64, T65 (Vercors) and T73, T75, T76 (Oisans):

One-way ticket at a flat rate of €7.70 (Full fare – 3 zones). Booking included.

Booking is free for subscribers and passengers with valid tickets.



Without prior booking, boarding is not guaranteed and depends on seat availability.

Line T77 (La Béarde):

One-way ticket €4.30 (Full fare – 1 zone) + €0.50 booking fee, total €4.80 online.

Booking fee applies also to subscribers and valid ticket holders.

Booking is mandatory.

### **Refunds** <https://vente.carsisere.altibus.com/Reservation/Annulation>

Refunds are possible until 2:30 PM the day before departure and only for the entire order.

No refund for last-minute purchases.

Online refunds are free and irreversible.

Booking fees are non-refundable.

### **Procedure**

Customer logs on to the website. <https://vente.carsisere.altibus.com/Reservation/Annulation>

- Enters ticket number and last name.
- Confirms cancellation.

Receives confirmation email.

Refund processed within 4 working days to original payment card.

### **Special case: e-Carte Bleue**

Refund not possible online.

Request must be sent by email before 2:30 PM the day before departure.

Refunded tickets are cancelled and refused for boarding.

### **Written refund request**

Must be sent at least 48 hours before departure.

Include order number, tickets and bank details.

Incomplete files will not be processed.

Can be sent by post or email.

Refund applies only to entire order.

### **Reservation changes**

Changes can be made free of charge until 2:30 PM the day before departure.

Only dates and times can be modified.

Changing departure/arrival location or number of passengers equals cancellation.

Changes subject to availability.

Original tickets become invalid.

### Special cases for changes

Tickets purchased at sales outlets: must go to the outlet before deadline.

Tickets purchased by phone: must contact call center before deadline.

Call center open Monday to Saturday, 8 AM to 7 PM.