

# GENERAL SALE CONDITIONS

## COACH LINES T73, T75, T76, T77

*These general conditions of sale apply to the sales system <https://vente-carsisere.altibus.com> set up by the Auvergne-Rhône-Alpes Region.*

The Auvergne Rhône-Alpes Region (the Organizer) has entrusted the company Altibus.com with the development of the sales system for the summer lines connecting Grenoble to Les 2 Alpes, Alpe d'Huez and La Bérarde.

Consequently, Altibus.com only acts at the stage of marketing tickets without intervening in any way at the level of the organization of the service.

The Organizers remain fully responsible for the running of the service.

Sales are made in real time via the Altibus.com servers according to the service configuration data provided by the Organizer.

### SCOPE

These General Terms and Conditions of Sale apply, without restriction, to any purchase of tickets offered for sale by the company Altibus.com on the website <https://vente-carsisere.altibus.com>. You are required to read them before purchasing any ticket.

In accordance with the Data Protection Act of 6 January 1978, reinforced and supplemented by the GDPR (General Data Protection Regulation) which came into force on 25 May 2018, you have the right, at any time, to access, rectify, oppose, erase and transfer all of your personal data by writing, by post and providing proof of your identity, to:

ALTIBUS – 920 avenue de la Houille Blanche- 73000 Chambéry

You declare that you have read this contract and accepted it by checking the box provided for this purpose before implementing the procedure for ordering your tickets. Validation of the ticket order materializes your acceptance, without restriction or reservation of this contract.

Finally, you acknowledge having the required capacity to contract and acquire tickets offered on the web site <https://vente-carsisere.altibus.com>

### ORDER

An order is registered when you accept these General Terms and Conditions of Sale by checking the box provided for this purpose and you validate your order. In application of the provisions of article 1127-2 of the Civil Code, the Customer has the possibility to check the details of his order, its total price and to correct any errors before confirming his acceptance. This validation implies acceptance of all of these General Terms and Conditions of Sale and constitutes proof of the contract.

It is therefore your responsibility to check the accuracy of the order and to immediately report any errors.

The sale of tickets will be considered final as soon as Altibus.com has sent you confirmation of acceptance of the order, by email and after receipt of the full price.

### PAYEMENTS

You must make your payments by credit card. Altibus.com accepts payments by credit cards from the CARTE BLEUE / VISA and EUROCARD / MASTERCARD networks.

Your bank account will be debited for the amount of the order, upon final validation of the transaction in the case of a Secure CB Payment, except in the case where you are in deferred debit in which case this debit will be effective on your bank account at the end of the month.

A proof of order will be automatically sent to you by e-mail as soon as the payment has been recorded.

To be valid, the Ticket must not have been the subject of an opposition or unpaid amount on the bank card used for the order, in which case the barcode will be deactivated: you will then not be able to access the service. The debit of the bank card is independent of the actual printing of the tickets. In any event, the Tickets will be paid even if you fail to print or download them.

#### **PAYEMENT SECURITY**

Altibus.com uses all reasonably admissible technologies to give its online payment system the greatest reliability. The confidentiality of banking information is guaranteed and secured by the SSL protocol which systematically checks the validity of access rights when paying by credit card and encrypts all exchanges. For said payments, Altibus.com uses the payment solution of the CIC bank.

#### **ELECTRONIC TICKET**

As soon as your order is confirmed, you will have your ticket in your Customer Area or by email. This digital ticket must be printed at home on paper or downloaded to be presented to the driver on the day of the journey. Each ticket has a unique QR code that allows you to access the coach.

#### **USE AND VALIDITY OF THE TICKET**

The Ticket is modifiable and refundable in accordance with the specific operating conditions validated during your purchase.

#### **TICKET CONTROL AND SERVICE ACCESS**

The Organizer is responsible for ensuring the control of the Tickets unless it has delegated this mission to a third party. It is the unique QR code and the Ticket identifier, if applicable, that will allow the validity of each Ticket to be verified.

#### **FRAUD**

It is strictly forbidden to reproduce, duplicate or counterfeit a Ticket in any way whatsoever. The person who reproduced the Ticket and the user of the copy of the Ticket are liable to prosecution. In the event of loss or theft, Altibus.com declines all responsibility in the event of illicit use of the Ticket. Any lost or stolen Ticket is neither exchangeable nor refundable.

#### **WITHDRAWAL PERIOD, CANCELLATION AND REFUND**

In accordance with Article L.221–28 paragraph 12 of the Consumer Code, Tickets are not subject to a right of withdrawal. All orders are firm and final.

Your refund will only be made by Altibus.com and on behalf of the Organizer if the cancellation falls within the framework of the Specific Operating Conditions validated at the time of purchase.

The Ticket sales referred to herein are subject to French law.

In the event of disputes, the French courts have sole jurisdiction.

#### **CUSTOMER SERVICE**

For any information or questions, the regional call center can be reached at 04 8000 7000 (choice 3 - department 38)

#### **ACCEPTANCE OF THE GENERAL CONDITIONS**

By validating the order, you accept the order as well as all of these General Conditions of Sale, without reservation. The data recorded by Altibus.com are authentic and constitute proof of all past transactions. You also accept the specific operating conditions of the Organizer, the latter supplementing these conditions.