

GENERAL TERMS AND CONDITIONS MULTI-DAY TICKETS
Season 2023-24

1. All flexible multi-day tickets are issued by the resort and remain the property of Le Massif s.e.c.
2. The holder must carry his or her access card with him or her at all times and must present it to any employee who asks for it. It is essential to keep your access card for all your subsequent visits, summer and winter. Whether it's for a day ticket, multi-day tickets or a membership, this card is reloaded directly when you make your next purchase on our online store. Avoid the wait at the ticket booth in the morning and go straight to the slopes when you arrive. If you lose your access card, a \$15 fee will be charged for its replacement.
3. The 5-day multi-day tickets holder can come to the mountain all season long, from December 2, 2023 to April 12, 2024, without reservations.
4. The 4-day multi-day tickets holder may come on the mountain from Sunday to Friday during the season, except from December 27, 2023 to January 7, 2024, and from February 17 to March 24, 2024 inclusively.
5. The 3-day multi-day tickets holder can come to the mountain all season long, from December 2, 2023 to April 12, 2024, without reservations.
6. The access card cannot be lent, sold or reproduced. Any violation will result in the immediate revocation of the membership and may result in legal action.
7. If your card is lost, stolen or forgotten, please notify the Guest Services office immediately. A \$15 fee will be charged for the replacement of the card.
8. The multi-day tickets holder pledges to respect the mountain code of conduct in its entirety. This code has been adopted in virtue of the Loi sur la sécurité dans les sports, and it applies to anyone practicing a slide sport:
 - Remain in control of your speed and direction. Make sure you can stop or avoid any person or obstacle;
 - Yield the right of way to persons downhill, and choose a course that ensures their safety;
 - Stop on-trail only if you can be seen from above, and only where you are not obstructing the trail;
 - Yield the right of way to persons uphill when entering a trail, and at intersections;
 - If you are involved in or witness an accident, remain at the scene and identify yourself to a first-aider;
 - Use and wear proper devices at all times to prevent runaway equipment;
 - Stay off the lifts and trails if under the influence of drugs or alcohol;
 - Respect all signage and warnings, and never venture off-trail or onto closed trails;

- Obey all regulations and signage posted for special activities taking place within ski area boundaries, as marked out.
 - Be safety conscious. Know the code. It's your responsibility!
9. Helmets are strongly recommended in all mountain sectors.
10. Le Massif reserves the right to cancel, confiscate or suspend a pass for infractions to the mountain code of conduct, or for fraudulent use. A pass is issued only when the pass holder has agreed to abide by the above codes and regulations in effect. In cases where the pass holder is at fault, sanctions will apply without notice or refund.
11. Multi-day tickets are non-transferable. It is valid the season for which they are purchased, and may not be transferred to the next season. In some cases, they may be cancelled according to the season pass cancellation policy currently in effect.
12. Multi-day tickets entitle the legitimate holder to use, depending on the type of package, all Le Massif s.e.c. facilities. The purchaser or holder, whether legitimate or illegitimate, agrees to assume all risks and consequences resulting from the acquisition, holding or use of the season pass.

Multi-day tickets holders agree there are inherent risks and dangers to practicing a slide sport, of which they are aware. Pass holders accept all risks of personal injury and assume full responsibility for material damages resulting from the said risks and dangers. Among others, the following are included among the risks and dangers inherent to practicing a slide sport:

- Opening date and length of a ski season;
- Changing climatic conditions or poor snow conditions;
- Changes in steepness of the slope;
- Presence of natural obstacles/features and on-mountain conditions. All natural on-mountain conditions including ditches, crevices and streams, rocks, earth, areas with no snow coverage, trees, tree regrowth, natural bushes and stumps, and any other natural obstacle;
- Presence of ice/icy patches;
- Changes to surface conditions;
- Collisions with skiers or other persons;
- Presence of towers, pylons, posts, poles and any other structure used by ski area operations, including collisions with any of these elements;
- Use of ski lifts;
- Presence on-trail of mobile grooming equipment, emergency vehicles and snowmaking equipment.

13. Combine pass holders agree to pay a minimum fee of \$400 for personal rescues conducted in off-trail sectors or on closed trails.

By becoming a multi-day tickets holder at Le Massif s.e.c., the undersigned agrees and shall comply with all of the above terms of use.

I declare that I have read, understood and agreed to this contract at time of purchase.

REFUND POLICY (other than a judgment by decree)

The sale of multi-day tickets is final, non-transferable and non-refundable.

1. However, and in certain very specific situations, a total or partial refund may be granted in the form of a Le Massif gift card if all the conditions are met:

- a. Illness or injury preventing the practice of board sports.

A medical certificate confirming such incapacity must be provided and contain the nature of the injury or illness, the date of commencement of the incapacity and the expected duration of the convalescence.

- b. A professional transfer forcing the subscriber to move more than 200 km from the Massif resort.

A letter from the employer confirming the transfer and the date of entry into force of it must be provided.

No reimbursement of the purchase costs will be made if the subscriber cannot take advantage of his subscription after January 31st 2024.

2. An administration fee of \$ 40 will apply before any reimbursement.
3. All fees are subject to applicable taxes.
4. No cash refund / no exceptions.

To make your request:

Notify Customer Service within 15 consecutive days of non-participation from one of the following options:

- By email at administration@lemassif.com
- In person at Guest Service
- By mail: Le Massif s.e.c. (Cancellation request) 1350, Principale St., Petite-Rivière-Saint-François, Québec, G0A 2L0.

* All cancellations are at the discretion and approval of Le Massif s.e.c. within 30 days of receipt of the request and the latter reserves the right to modify this policy at any time during the season.

PRIVACY POLICY

In the course of our activities, Le Massif de Charlevoix collects and uses personal information, including that of our customers and visitors to our websites. We understand the importance of respecting your privacy and securing the personal information we collect. We are committed to preserving the confidentiality of our



customers, visitors, and guests, covering all personal data collected, whether online, in person, through our call center, or by other means.

Please refer to our [privacy policy](#) for more details.