

GENERAL CONDITIONS DAILY TICKETS

Season 2023-24

1. All daily tickets purchased are prepaid through our website and valid for the chosen date.
2. The cardholder must carry his or her access card with him or her at all times and must present it to the attendant upon request. It is important to keep your access card for all your subsequent visits, summer and winter. Whether it's for a day ticket 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 \$10 fee will be charged for its replacement.
3. Quantity of daily tickets is limited.
4. The daily tickets must first be collected from the outdoor ticket office in the form of a rigid card which must be kept for future visits. The next daily ticket transactions will be recharged on the same card.
5. The day ticket is transferable to another date prior to the first scheduled day of use. It is non-transferable after that time. Product transfer must be done by emailing info@lemassif.com or calling 1-877-536-2774, ext. 4043.
6. The day ticket is non-refundable at any time.
7. The daily ticket is valid for the season for which it was purchased.
8. All day tickets issued remain the property of Le Massif s.e.c.
9. Day tickets may not be transferred to another person, lent, sold or reproduced. Any violation will result in immediate revocation and may result in legal proceedings.
10. If your ticket is lost, stolen or forgotten, please notify us immediately by calling 1-877-536-2774, ext. 4043. Your ticket can be replaced. A \$10 fee will be charged per pass.

The holder agrees to fully comply with the Mountain Code of Conduct. This code is adopted by virtue of the *Loi sur la sécurité dans les sports* and applies to any person who practices a sliding sport:

- Control your speed and direction. Make sure you are able to stop and avoid any person or obstacle;
- Yield the right of way to people downstream (lower) and head in a direction that ensures their safety;
- Stop only if you are visible to people upstream and do not obstruct the trail;

- Yield to those ahead when entering a trail or intersection;
- If you are involved in an accident or are a witness, stay at the scene and identify yourself to a rescue worker;
- Use and wear an appropriate equipment retention system at all times;
- Do not use the lifts or trails if you are under the influence of drugs or alcohol;
- Respect all signs and warnings and never venture off the trails or onto closed trails;
- You must respect all other rules and signs issued for specific activities and physically delimited by the resort;
- Be vigilant and respect the code. It is your responsibility!

The holder agrees to pay a minimum fee of \$250 related to his rescue in the off-piste skiing areas or on a closed trail.

By purchasing a ski ticket at Le Massif s.e.c., the undersigned member acknowledges having read the general conditions of membership mentioned above and agrees to abide by them.

I declare having read, understood and accepted the present contract at the time of purchase.

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.