

BOUTIQUE MANEIGE PURCHASE AND REFUND POLICY

1. TICKET PURCHASE POLICY

Customers who purchase ski tickets on boutique maneige website agrees to the following:

- Boutique maneige allow you to buy ski tickets to be exchange at the participating Quebec's ski areas.
- Read terms and condition of your mysnow product (Ski Passe-Partout, Passe-Provinciale, etc.) before purchase.
- Every ski area may have specific terms that would be detailed in their product description on boutique maneige's marketplace.

Our policies:

- Booking can be moved to a later date at the same ski area (subject to availability) if done **36h** or more before the date booked. (example Thursday noon, for a visit on Saturday)
- All ski tickets purchased on boutique maneige is final sale. It cannot be cancelled, transferred or re-sold.
- There is a maximum of 8 ski tickets per transaction, per day.
- Each skier can have up to 10 active booking in their mysnow account. Each time one is used, a new date can be booked in the account.
- **The web ticket is only valid for the specific resort, date and time selected. It is your responsibility to select the right product, date and time.**
- The ski ticket purchased is for a specific date, it has no \$ value once the date is passed.
- The credit card will be charge at the moment of the booking on boutique maneige, not at the time of the visit.
- Certain conditions apply. Note that prices display online can change without notice.

- In the event of a disparity between the price displayed on the boutique maneige and the price displayed on the resort's website, the boutique maneige price prevails. This is the regular rate*.

***Regular rate** : the regular rate does not correspond to a promotional web rate of the day. The regular rate listed is provided by each of the ski areas and identifies a basic weekly rate and a weekend rate for each age category. This rate is valid for the whole season.

- ID can be requested at the ticket booth to retrieve your ticket if you are using a mysnow product or to justify specific category of ticket: kids, student, elder, etc.
- **Electronic ticket only.** Once you've completed your transaction, you will automatically receive, in your mysnow account, a bar code. This is your order confirmation that you will use to retrieve your ski ticket at the ski area.
- You may only use this site to purchase the products offered by boutique maneige, and shall not use this site to make any speculative, false or fraudulent purchases.
- We do not guarantee snow conditions, weather conditions, open terrain or number of lift operating. In the event of a closure of the ski area on the date of your purchased ticket, the ski tickets already purchased, valid during the period in question, can be move to a future date during the season 2021-22. If that may occur, send your request to boutiquemaneige@assq.qc.ca.
- The user acknowledges the inherent risks associated with skiing and the use of ski lifts and agrees to assume full responsibility for any injury whatsoever that he may sustain or cause to another person and agrees to release and/or indemnify the ski area and the ASSQ in this regard.
- In addition, the user assumes full responsibility for any injury whatsoever resulting from violation of the ski area rules and regulations, the Mountain Code of Conduct and the present terms and conditions and releases and exonerates the ASSQ and the ski area for any injury related to such actions
- Some resorts use RFID system, fees (between 2,50 to 10\$) can be asked at the resort's ticket booth to retrieve a RFID card.
- Limited quantity available.

COVID-19

- In the event of a closure order or interruption of ski resort services caused by a government order, the ski tickets already purchased, valid during the period in question at a resort under the closure order, will be refunded.

Payment method

All purchases must be submitted with a major credit card (visa or mastercard). If you don't own a credit card, please contact customer service.

Confidentiality

The information you transmit directly online is treated confidentially and will only be used for the purposes for which it was collected, in accordance with the ACT RESPECTING ACCESS TO DOCUMENTS HELD BY PUBLIC BODIES AND THE PROTECTION OF PERSONAL INFORMATION (L.R.Q., c. A-2.1). The denominated information of the tickets may be used for statistical purposes

2. MYSNOW PRODUCTS PURCHASE AND REFUND POLICY

Please read the following purchase and refund conditions and note that they are subject to change without notice.

Refund policy

All our products are final sales. Unused tickets or discounts cannot be refunded, credited, redeemed or transferred to the following season.

Certain conditions apply.

Terms of purchase

1. Anyone who purchases a maneige product is presumed to have freely accepted these terms and conditions. The Quebec Ski Areas Association (ASSQ) reserves the right to modify the terms and conditions at any time without notice. The modified terms and conditions will then be published on the boutique.maneige.ski website in the days following their modification.
2. The barcode of a mysnow product allows the user to purchase or book ski tickets only. It cannot be used for the purchase of season passes, accommodation packages, rental of equipment, food or other related services.
3. The ski tickets obtained at the ski area are not transferable and must be immediately hung on the ski jacket or pants, under the supervision of the ticket clerk and cannot in any way or for any consideration whatsoever be sold, transferred or otherwise given away.
4. The resale of ski tickets constitutes a fraud. Offenders could be prosecuted.
5. Anyone who forgets their barcode before going to the ticket office will have to pay for their entire ticket without any possibility of refund or compensation.
6. The user of a mysnow product recognizes that skiing and the use of ski lifts involve inherent dangers and accepts full responsibility for any damage of any kind that he may suffer or cause to others and agrees to release and / or indemnify the ski resort in this regard while releasing and exonerating the ASSQ.
7. The user of a mysnow product further assumes full responsibility for any damage of any kind resulting from non-compliance with resort regulations, the Mountain Code of Conduct as well as these terms and conditions; and releases and exonerates the ASSQ and the ski resort for any damage related to such breaches.

8. The ASSQ is not responsible for ski areas that cannot honor the barcode in the event of force majeure, capacity management in connection with public health directives, strikes, closures or other events beyond their control.
9. The ASSQ reserves the right to deactivate the barcode of the holder that does not respect the other regulations and / or conditions of use above without notice and without refund or compensation to the holder.

For a list of participating resorts by product, see boutique.maneige.ski.

All products have expiration dates and are valid for the 2021-2022 season, except gift cards.

Prices are in Canadian currency.

Prices are subject to change without notice.

Taxes are extra.

COVID-19

The sanitary measures decreed by public health must be respected at all times. Depending on the evolution of the epidemiological situation, these measures may change during the season. All season subscribers and holders of a ski ticket agree to comply with the measures in force at the time of their visit to the resort. These measurements are indicated on the resort's website.