

ALTITUDE GUIDES GENERAL TERMS AND CONDITIONS OF SALE

UPDATED ON SEPTEMBER 1, 2025

A] Co-contractors

- THE SELLER

for travel activities or activities involving several services (accommodation, transport, rental, etc.) and for simple services: full-day or half-day guide, summit climb, climbing school, ice climbing, via ferrata, canyoning, etc. without any other associated services;

Altitude Guides is a limited liability company that can offer all-inclusive vacation packages, registered with Atout France under number IM073240010

Its registered office is located at: 1 rue du Pont Saint André, Termignon, 73500 Val-Cenis

SIRET: 90427396800019

Intracom VAT: 24904273968

Tel: 07. 85. 62. 21. 53

Email: info@altitude-guides.com

Website: www.altitude-guides.com

- THE PURCHASER

Any adult or legal entity who purchases a trip from ALTITUDE GUIDES, as presented on its website or via a quote.

- THE HOLIDAY

The term "holiday" includes:

- basic services;
- packages of services;
- trips and stays lasting several days.

B] Information and reservations

-A detailed description of each stay is available on our website, www.altitude-guides.com, or by email in the case of personalized requests.

- Reservations are always confirmed after contact by phone and/or email.
- Reservations are made by paying a deposit. REGISTRATION
- Registration for our trips implies acceptance of our terms and conditions.
- Registrations can be made by email or by phone.
- A registration is considered firm and final upon receipt by Altitude Guides of a deposit of 20% of the price of the trip.
- Please note that the person registering on behalf of the various participants in the trip undertakes to forward to each participant the information provided by Altitude Guides concerning the trip booked.

C] Payment terms

- A deposit of 20% of the total cost of the stay is required to secure the reservation. It must be paid no later than three months before the first day of the stay.
- The balance (80%) is due no later than 15 days before the start date of the stay.
- For reservations made less than 30 days before the start of the stay, the full amount of the stay must be paid at the time of booking.
- Payment methods:
 - By bank transfer: the bank details are indicated on the invoice that will be sent to you. FR7616807000043703331921348
 - . Please use the invoice number as the reference for your payment.
 - By payment link: we will send you a link so that you can pay directly by credit card online. This method incurs bank charges, which will be added to your bill.
 - In cash: directly on site (only for last-minute reservations).

We do not accept vacation vouchers.

The invoice:

For all payments validated and received by Altitude Guides, an invoice will be sent to the person who signed the registration form no later than 15 days after receipt of payment.

D] The Price

DETAILED PRICING

The applicable prices are those available on the website for the chosen stay. The price per stay and per person is set on the basis of a minimum number of participants, as stated in the offer.

The customer acknowledges having read the information relating to the stay they have booked. Everything is detailed in our product descriptions, in the quote, or in email correspondence. We specify what is included and what is not. Visa and tourist taxes, drinks, personal equipment, and tips are not included.

These costs are therefore your responsibility and must be paid during your stay.

D] Cancellation

-Cancellation by us: In exceptional circumstances, we may be forced to cancel a departure for reasons beyond our control or if the minimum number of participants is not reached and the registered participants do not agree to pay a surcharge to ensure that the departure can go ahead with a reduced number of participants.

This decision will be communicated to you no later than 15 days before the start of your stay. An alternative solution may be offered to you. If the alternatives offered are not suitable for you, your payments will be refunded in full, without any further compensation. All costs incurred by you remain your responsibility (purchase of plane or train tickets, hotel, equipment necessary for the trip, etc.). Altitude Guides cannot be held liable for any compensation or indemnity to the Customer.

-Cancellation on your part (for any reason):

Any cancellation or modification on your part prior to departure must be communicated to us by email (info@altitude-guides.com). The date of receipt of the email will be considered the date of cancellation/modification.

- More than three months before the date of your stay: your payments will be refunded, minus a 5% administration fee;
- Less than three months before the date of your stay: we will retain your deposit.
- Less than 15 days before the date of your stay: we will retain the balance.

If you are unable to make the trip, you may suggest another person to take your place, provided that they meet the same conditions and do not expect any refund of the booking fees already incurred in your name, which will remain payable. You must inform us of this by email (info@altitude-guides.com) 15 days before departure.

- Cancellation beyond your and our control:

In the event of bad weather conditions, Altitude Guides will offer an alternative to the originally proposed outing, in particular postponing it to a later date if possible. If this alternative does not suit the customer, all payments will be refunded, except for any costs already incurred (accommodation, equipment, rental, transport, etc.).

E] Insurance

Our Professional Liability insurance policies cannot under any circumstances replace your personal insurance policies, and you are responsible for ensuring that your insurance policy covers search and rescue costs, medical expenses, and repatriation costs for all activities in the country where you are staying.

MULTIRISK INSURANCE

It is strongly recommended that you take out insurance covering cancellation costs - illness and accidents in the mountains - loss or theft of luggage - interruption of stay. Before taking out a policy, check that the payment method you are using does not already include the same insurance cover.

REPATRIATION AND EMERGENCY ASSISTANCE INSURANCE It is mandatory to have repatriation, emergency assistance, and search and rescue coverage in order to participate in our trips. It is the participant's responsibility to verify, prior to registration, the risks for which they are already covered. It is also essential to have civil liability insurance in order to participate in our trips and excursions.

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We recommend that you take out IMPACT MULTISPORT insurance/assistance (<https://www.assurance-multi-sports.com/>), which mainly provides the following coverage (from €3.95/day):

- 24/7 repatriation assistance coverage;
- €Coverage for search and rescue costs, including helicopter rescue, up to €30,000, with no altitude limit;
- Reimbursement of sports and leisure packages;
- Personal accident cover;
- Coverage for medical expenses

CANCELLATION INSURANCE

For all "all-inclusive" sports trips, travel, accommodation, and sports activities, we recommend that you take out travel cancellation insurance.

The Impact Multi-Sport Insurance policy provides the following coverage:

(<https://www.assurance-multi-sports.com/AssuranceSportDetail?ID=c9414a8b-7c1e-4d5a-ba52-d8f90ee5e8f3>)

- Coverage for trip cancellation or interruption
- Worldwide repatriation assistance,
- Coverage for your luggage and personal belongings
- Search and rescue costs at sea and in the mountains, with no altitude limit, up to €25,000€ (actual costs for rescue on marked trails)

F] COMPLAINTS

DISPUTES DURING YOUR STAY

You are required to inform Altitude Guides of any non-compliance observed during your stay by immediately contacting us at the number listed on your sales contract (website or email) or the contacts provided to you in advance. Failure to report a non-compliance on site may affect the amount of any damages or price reduction due if prompt reporting could have prevented or reduced the damage to the traveler(s).

AFTER THE STAY

Travelers may submit any complaints in writing to Altitude Guides by email (info@altitude-guides.com). This must be done as soon as possible after the return date of the trip, accompanied by supporting documents.

G] SPECIAL TERMS AND CONDITIONS FOR OUR TRIPS

PROVISION OF EQUIPMENT

If Altitude Guides provides you with equipment:

- In the event of loss or theft, you will be charged the price of new equipment.
- In the event of damage, you will be charged the cost of repairs.