

## General conditions of sale

### Shuttle Grenoble Altitude

**Purchasing Shuttle Grenoble Altitude transport tickets implies full acceptance of the general sale conditions and specific conditions related to the purchase by the Altibus safe payment.**

Keolis Voyages Monnet are in charge of the Grenoble Isère Airport/Grenoble Bus Station line with direct connections during the winter season (from December to March) to the two Alps's stations ; Les Deux Alpes and l'Alpe d'Huez.

Keolis Voyages Monnet reserve the right to modify the conditions at any time and without prior notice.

#### A. Travel Hours

Keolis Voyages Monnet cannot be held responsible for any delay or cancellation/withdrawal of the service in the event of a cause beyond control or a fortuitous occurrence, such as bad weather, natural disasters, social conflicts, intervention of the civil or military authorities, strikes, fire, damage of water.

The cause beyond control extends to any external event, presenting at the same time an unforeseeable, inescapable and insurmountable character which prevents the Carrier from carrying out whole or part of the obligations put by this contract at its load.

Schedules and connections with other means of transport (planes, trains, coaches, and buses) are provided as far as possible, but are not guaranteed. The Carrier can be engaged by no expenditure or consequences allotted to delays or modifications.

#### B. Tickets

##### Delivering Points

Tickets are on sale according to the rules established for each sales point. They can be purchased:

- From the driver
- In the agency located at square Boulevard Sembat in Grenoble
- At Grenoble Bus station
- By telephone with the Altibus call center
- On the website: [www.altibus.com](http://www.altibus.com) or future site of the line

- Price rates

**Fares valid from the 1st December 2009**

##### ✓ Normal rates

<i>Normal rates</i>	Airport - Grenoble Bus Station	Airport - 2 Alpes/Alpes D'Huez
Single	12,50 €	40 €
Return	22 €, i. e. 12% of savings	70 €, i. e. 12% of savings

*The fares indicated are all inclusive of taxes.*

✓ Children rates

Children under 2 years of age travel free subject being accompanied by a paying adult. They travel on the knees of the adult (one child per relative).

Children from 2 to 10 years old are considered as paying travellers, at the price below. They will have to present an I.D., in order to justify their age, before going aboard vehicles.

<i>Children from 2 to 10 years old</i>	Grenoble Isère airport → Grenoble Bus Station	Grenoble Isère airport → Les 2 Alpes - Alpe d'Huez
Single	10.50€	34€
Return	18.50€	59€

*The fares indicated are all inclusive of taxes.*

✓ Group rates

These rates are valid only for round trips between the airport of Grenoble-Isère and the ski resorts of Les 2 Alpes and Alpe d'Huez.

Number of persons price per person	Grenoble Isère airport → Les Deux Alpes (price per passenger for a round trip)	Grenoble Isère airport → Alpe d'Huez (price per passenger for a round trip)
Between 10 et 20 persons	40€	40€
more than 21 persons	35€	35€

*The fares indicated are all inclusive of taxes.*

The tickets are valid only on the followings trips:

- Grenoble Airport <-> Grenoble Bus Station
- Grenoble Airport <-> Deux Alpes
- Grenoble Airport <-> Alpes d'Huez

The tickets can not be used for other transport connections.

**The tickets are valid three months, from the date of purchase.** Outside of this deadline, they are neither refundable nor exchangeable. Within these 3 months, the ticket is exchangeable for the same route and for the same number of people, under reserve that the ticket is not partially soiled, damaged, torn or illegible. No refund, even partial, will be done.

The round trip ticket allows the customer to travel to and from the airport. In case of loss, the ticket is at the customer's charge. The ticket must be presented to the driver for inspection.

Means of payment

Aboard vehicles, the means of payment are cash and French bank accounts. Bank notes with a value higher than 100 euros are not accepted. Our retailers reserve the right to accept other means of payment. (I.e. credit cards)

Any complaint will have to be made within 2 months following the date of travel. Any payment by the purchaser will be regarded as final.

A non-payment on line or by telephone, for example for technical reasons or defect of provisioning of the account, in no case, does not exempt the purchaser to the payment of the services and, if necessary, of the expenses that the defect of payment could have caused by its fault.

Keolis Voyages Monnet could not be held responsible for a possible dysfunction or an unavailability of Internet web site or telephone platform of sales.

### Exchanges and Refunds

The tickets sold on board, at the bus station and at the Public garden Office are non refundable. The tickets are exchangeable within one month after the date of purchase for the same destination and the same fares (subject to available places).

The Passenger cannot be transported, unless he is able to show a valid ticket. Furthermore, deteriorated or modified ticket by another person than the Carrier or one of his appointed agents will not be valid for the transport nor for the exchange.

**Tickets bought by Internet or by the call center are subjected to Altibus specific terms and conditions.**

### **Self-printable tickets**

These tickets are personal and inalienable. **They are non-refundable and non exchangeable.**

This transport ticket is only valid if it is printed on white "A4 paper", blank on both sides, without altering its size of impression in portrait (vertical) set-up with a laser impression or jet of color ink. In no case can it be presented on another support (electronic, screen). A good quality of impression is necessary. The partially printed, faded, damaged or illegible tickets will not be accepted on board and will be regarded as invalid. In the event of incident or of bad quality impression, you must print your PDF file again. The non compliance with these rules involves the non-validity of the ticket.

During the control, the Passenger must present an official valid identity paper with photograph: identity card, passport, driving licence or residence permit. The name of the holder of the identity paper must be the same as the name mentioned on his transport ticket.

This ticket is only valid for the mentioned bus, date and journey. In the other cases, and except agreement of the Carrier, this title will be regarded as invalid and the Passenger must provide himself another title to be in rule (purchase by the driver). This title must be kept until the exit of the bus.

The Transisère tickets are not accepted on this line and on the departure and arrival places specified in tourist season.

### The reservation

The reservation is not compulsory. It is strongly advised in tourist season (from December to March). The Passengers who have reserved their seats have priority on the last minute purchases and the purchases of the day. In case of overload and for last minute purchases, it could be requested from the travellers to refer to the following departure or to wait for the implementation of additional vehicles.

### Inspection of the tickets

If the Passenger holds a discount or a fare under particular conditions this one must be able to provide the supporting documents and to prove the regularity of it at any time during the travel.

The tickets must be presented at the driver for inspection for each rise in a vehicle. Each Passenger must keep his transport ticket during all the journey time, in order to be able to show it at any inspection from the sworn agents of control, on board or at the descent of the vehicles. The Carrier reserves the right to carry out the documentary checking of the identity of his Passengers.

Any Passenger being in irregular situation will be liable to a fine whose amount is defined by the lawful texts into force and whose methods are in conformity with the Code of Penal Procedure (art. 529-3 to 530-3).

### Luggage

The transport of skiing equipment is included in the price of the ticket provided that they can be transported by the traveller. The transport of luggage is free within the limit of 2 baggages per person and one hand luggage. The maximum weight is 30 kg in total.

Any luggage other than hand luggage must be transported out of compartment.

Inflammable material, or any substance considered dangerous to other passengers is strictly prohibited.

The transport of freight is not ensured on this line.

Domestic animals of small size are allowed free of charge in condition of being muzzled and transported in a closed basket and kept on the knees of the Passengers. Dogs for partially sighted people are allowed free of charge. Only dogs kept on a lead and muzzled are accepted with an admission charge (full price ticket). In no case should they present a danger to the other Passengers. The animals are transported under the responsibility of the Passenger during the journey time.

The Carrier declines any responsibility with regard to the loss for the luggage which would have been dropped off close to the coaches or any damage caused during the journey inside the compartment.

Lost objects can be claimed by presenting an identity paper to Keolis Voyages Monnet warehouse (road of Grenoble 38590 St Etienne of St Geoir, Tel. (+33(0)4 76 93 40 00). The Carrier declines any responsibility for the lost and not found objects.

## **C. Travel Conditions**

### Seats

Third seats located behind the driver are reserved by priority and in the following order to:

1. Disabled ex-serviceman
2. Blind people
3. Industrially disabled persons and civil disabled person
4. Pregnant women
5. People accompanied by children younger than 4 years
6. Non-accompanied children from 4 to 12 years

If at the time of departure, these places are not occupied; other Passengers are free to use them. However, if beneficiaries arrive during the journey, these seats have to be immediately released (decree of the French "Prefecture" dating September 1st 1948).

### Vehicle access

Keolis Voyages Monnet can refuse the access to a Passenger and his luggage, in any boarding point, if one or several of the following points are, or are likely to occur:

- The transport of a Passenger and of his luggage could endanger the safety, the health, the comfort or the convenience of other Passengers or the staff; particularly if a Passenger is intimidating or is behaving and speaking in an abusive way towards the staff.
- The physical or mental state of the Passenger, including a state caused by alcohol or drug consumption could present a danger, even a risk for him(her)self, the other Passengers, or for the personnel.
- In case of electronic tickets, the Passenger is not able to prove that he (she) is the person designated in the 'name of the Passenger' box
- The Passenger or the person who paid the ticket did not discharge the price at the going rate and all expenses (excess of luggage included).
- The Passenger asks for a particular assistance not requested at the booking's time.
- The ticket owned by the traveller was acquired fraudulently or bought to a different organization from the Carrier or its appointed agents, the ticket was listed as lost or stolen, the ticket was falsified or forged.

### People with reduced mobility

These general conditions of sale are also relevant for the transport of people with weak mobility. The transport acceptance of reduced-mobility people and of people requiring a specific assistance is submitted to a preliminary booking at Keolis Voyages Monnet, at least 48h before the journey. (Please call: 04 76 93 40 00 from Monday to Friday, from 9:00 AM to 12:00 AM and from 14:00 PM to 17:00 PM). Transport of a guide dog of a visually impaired person is free of charge.

### The right behaviour on board

It is forbidden to (under risk of penalty)

- Smoke in the vehicle
- Eat or Drink
- Speak with the driver during the journey
- Use the emergency exits (except in case of accident)
- Obstruct the opening and closing of doors
- Damage the vehicle's fittings and information's signs to the public

A correct and respecting behaviour towards the other travellers is required, especially concerning the use of mobile phones, computers and MP3 players. The use of these devices should, in no case, bother the driving.

Security belts are mandatory, if not worn by the Passengers, the penal responsibility will have to remain individual for each passenger, once over the age of 13 years. In no case, will the driver or its employers be held responsible.

**In case of none wearing the security belt by the Passengers** the penal responsibility will have to remain individual for each of them, for 13 years old persons and more. By no means will the driver or employers be held responsible.

### **D. Suggestions and complaints**

Any complaint or suggestion can be sent by mail. Thanks to enclose your transport ticket.

**Keolis Voyages Monnet**  
 15 -17, Route de Grenoble  
 38590 Saint Etienne de St Geoir  
 Tél: (+33(0)4 76 93 40 00  
[info@voyages-monnet.com](mailto:info@voyages-monnet.com)

## **E. Definitions**

'Keolis Voyages Monnet': transport's company in charge of exploiting Grenoble Isère Airport bus line, registered under the number 071 502 827 000 18 on the Trade National Register. The company is registered on the Trade Court of Grenoble and located in 15-17, route de Grenoble 38 590 Saint Etienne de Saint Geors.

Carrier: transport's company in charge of exploiting and managing the bus line

Passenger: person travelling on board of the vehicle

Grenoble Altitude: trade brand registered by Keolis Voyages Monnet, in order to point out the shuttle to Grenoble Isère Airport.