

TICKETS FOR ROCK THE PISTES SKI & MUSIC FESTIVAL

TERMS & CONDITIONS OF SALE 2023

Online ticket sales information for Rock the Pistes Festival is published by:

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It is hereby specified that the terms and conditions of sale refer exclusively to ticket sales for the Rock The Pistes music festival, excluding all other online website sales for tickets or ski passes.

By using this website and its functions, the Client is understood to have agreed implicitly, expressly, fully and wholly to the terms and conditions of sale detailed herein. Any actions by the Client that do not respect the requirements of these terms and conditions of sale – and in particular, fraud or any attempted fraud, ticket resales and any incident linked to payment for ticket orders – may lead to a suspension of access to the service or the Client's account being blocked, depending on the degree of seriousness of the actions, without prejudice against any damages and interest that may be sought by the Association Portes du Soleil Territoire d'Evenements. Consequently, the Association Portes du Soleil Territoire d'Evenements reserves the right to refuse any order from a Client with whom there exists such litigation.

Définition

The “PASS SKI CONCERT” gives access to all ski lifts throughout the Portes du Soleil (i.e: the resorts of Abondance, Avoriaz, Champéry, Champoussin, Chatel, La Chapelle d'Abondance, Les Crosets, Les Gets, Montriond, Morgins, Morzine, Saint Jean d'Aulps, Torgon) and free access to the concert venue.

The “PASS VIP” gives access to all ski lifts throughout the Portes du Soleil (i.e: the resorts of Abondance, Avoriaz, Champéry, Champoussin, Chatel, La Chapelle d'Abondance, Les Crosets, Les Gets, Montriond, Morgins, Morzine, Saint Jean d'Aulps, Torgon), as well as free access to the concert venue and to the VIP area (food and drinks provided).

Ticket prices & categories

Age categories for visitors are based on date of birth:

Child under 5 yrs: free (born in or after 2018)

Child: 5 to 15 yrs (born between 2007 and 2017)

Youth: 16 to 19 yrs (born between 2003 and 2006)

Adult: 20 to 64 yrs (born between 1958 and 2002)

Senior: 65 yrs + (born after 1957)

Pass ski concert for 1 day

Adult: €58,50 (includes tax)

Child: €43,90 (includes tax)

Junior / Senior: €52,70 (includes tax)

Pass ski concert for 7 days (valid from Sunday 12 March 2023 to Saturday 18 March 2023).

Adult: €292,50 (includes tax)

Child: €219,40 (includes tax)

Junior / Senior: €263,30 (includes tax)

VIP 1-day pass: Single price: €115 (includes tax)

The "Pass Ski-Concert" and "VIP Pass" cannot be returned, exchanged or refunded, for any reason.

Ski passes

The "Pass Ski-Concert" and "VIP Pass" are sold with a "hands-free" card that can be reused and recharged at a later date with other online ski pass purchases. The cost for this "hands-free" card is €3 unless the Client already has one.

Livraison des Pass

If the Client does not have a magnetic "hands-free" pass with an Internet number or WTP number allowing them to purchase their "Pass Ski-Concert" / "VIP Pass", these can be sent by post, at a cost of €2 per order for national delivery in metropolitan France and €2.50 outside this zone.

Insurance

In the event of a ski accident or any other personal reason stopping visitors from using the ski lifts, please note that any part-used "Pass Ski-Concert" / "VIP Passes" cannot be refunded. Snowrisk insurance can cover this risk. Purchase it online for €3.5 per day.

All details of insurance guarantees are available from www.snowrisk.fr. Offered by Mondial Assistance with Gritchen Affinity.

Loss of Concert Ski pass

In case you lose your Pass Ski-Concert or VIP Pass, a replacement can only be issued if the Association Portes du Soleil Territoire d'Evènements is able to stop your original ski pass from being used. The owner of the lost pass should provide the pass number which was provided when making the purchase online.

Concert cancellation

In the event of a concert being cancelled and if – and only if – your Pass Ski-Concert or VIP Pass was not used on the mountain lifts, it will be valid for the next Rock The Pistes festival, or you can convert it into a Portes du Soleil ski pass for use before the end of the current season.

Data protection and confidentiality

An automated personalised ticketing information system is in place to create a ticket office database. The entity responsible for this data management is the Association Portes du Soleil Territoire d'Evènements.

In accordance with the Data Protection Act, 6 January 1978, anyone whose personal details are collected automatically is entitled to oppose, access, modify, correct and delete data about them.

Each participant consents to the organiser of the festival using images of them; the same principle also applies to partners and media organisations (static or audio-visual), for brochures or promotional documentation.