



Dear app

You are the holder of a valid CHAMONIX Le Pass or MONT BLANC Unlimited annual pass.

Given the current health situation, the Government has decided to keep our tourist sites and our ski areas closed for an indefinite period.

Since this autumn, we have worked tirelessly with all of our teams to prepare for the winter season, taking into account the news and the recommended measures.

We have strengthened, readjusted and adapted our reception, information and support measures.

We are aware of the immense disappointment caused by the non-opening of our installations, for you as much as for our teammates and for our various partners. We would like to reassure you and make guarantees that we are doing everything we can to see you again very soon.

As we previously announced, the Compagnie du Mont Blanc wishes to maintain your loyalty and as planned, we remind you that 2 options are available to you :

1- You keep your annual pass.

A partial refund corresponding to 70% of the value of your package will be made. If you choose this option, we invite you to complete our dedicated form available at the following address <https://suggestion.compagniedumontblanc.fr/>

If you have already made a request, it is not necessary to complete the form, your request is being processed.

The reimbursement will be made via a remote refund (a credit card will be requested), 30 days after submission of a completed request.

2- You can now request the cancellation and full refund of your 2020-2021 package free of charge

In accordance with our T&Cs <https://www.montblancnaturalresort.com/media/download/cmbb2c/cms/media/CONDITIONS-GENERALES-DE-VENTES.pdf> and our health protocol "COVID-19" <https://www.montblancnaturalresort.com/fr/protocole-sanitaire>, any unused ticket (+returned coupons) will be fully refunded for any request made until 15.SEP.2021.

If you choose this option, we invite you to complete our dedicated form available at the following address <https://suggestion.compagniedumontblanc.fr/>

If you have already made a request, it is not necessary to complete the form, your request is being processed.

If you purchased your package on our website, the refund will be made directly to the credit card used for the purchase.

If you bought your ski pass at Compagnie du Mont Blanc ticket offices, the reimbursement will be made via a remote refund (a credit card will be requested), 30 days after submission of a completed request.

We thank you for your understanding and deeply regret this situation.

We hope that this approach once again demonstrates your importance to us.

Take care of yourself and your loved ones.

See you very soon

The Sales & Marketing team