

GENERAL TERMS AND CONDITIONS OF SALE

Piscine Patinoire des Rojalets

1. Preamble

These general terms and conditions govern the sale by SOCIETE IMMOBILIERE ARSCO SA of tickets, 10-entry cards, half-yearly, and annual subscriptions for the Piscine Patinoire des Rojalets, located in Coppet. Any order implies full acceptance of these conditions.

SOCIETE IMMOBILIERE ARSCO SA reserves the right to unilaterally modify these terms and conditions without prior notice. However, such changes shall only take effect from the date of publication and shall not affect contracts entered into prior to their implementation.

2. General Information

SOCIETE IMMOBILIERE ARSCO SA is a real estate company comprising the nine communes of Terre Sainte: Bogis-Bossey, Chavannes-de-Bogis, Chavannes-des-Bois, Commugny, Coppet, Crans, Founex, Mies, and Tannay. The headquarters of ARSCO is located in Coppet.

As the owner, SOCIETE IMMOBILIERE ARSCO SA operates the Piscine Patinoire des Rojalets in Coppet. The opening periods and times of the swimming pool and ice rink are listed on the website <http://www.arsco.ch>

3. Payment Methods, Products and Pricing

Users must pay an entry fee to access the sports facilities.

Orders are payable exclusively in Swiss francs (CHF), including VAT at the legal rate applicable on the purchase date. Orders are considered final only after acceptance of these general conditions and payment, which must be made at the time of order via debit card (Maestro or Postcard), credit card (VISA or Mastercard), or TWINT. Full payment is required at the time of purchase.

Tickets and 10-entry cards can be purchased online via the secure link <https://arsco.axess.shop/> or directly on-site from a vending machine.

Entry tickets are valid for 30 days from the date of purchase. 10-entry cards are valid for 2 years from the purchase date. **These cards are non-nominative** and can be used by multiple people, provided they belong to the same age category (children or adults).

Subscriptions are nominative and non-transferable.

For all orders (except single-entry tickets), users must provide their full name.

For subscriptions, a **preferential** rate called the “**tarif indigène**” is granted to residents of Terre Sainte communes. This discount is subject to validation. To benefit, the user must reside in one of these communes and have previously created an account on SOCIETE IMMOBILIERE ARSCO SA's online store.

Any online order implies full acceptance of these general conditions. Purchasing a ticket for the pool/ice rink constitutes acceptance of the current prices as indicated on <http://www.arsco.ch> at the time of transaction. SOCIETE IMMOBILIERE ARSCO SA reserves the right to change its prices at any time.

The initial acquisition of a smart card (10-entry or subscription) is charged at CHF 5.00 (VAT included), in addition to the selected option. This reusable and secure card covers production and activation costs. The card can be reloaded for future purchases, avoiding additional fees and supporting a more sustainable and environmentally friendly approach.

The subscription validity period starts on the purchase date. **Please note that a new subscription automatically replaces the one already loaded on the card, even if it is still valid.** It is recommended to wait until the current subscription expires before purchasing a new one to avoid loss of validity days.

4. Online Purchase Process

After selecting a product from the online store <https://arsco.axess.shop/> the user creates or logs into their account to complete the purchase.

- **For individual ticket purchases**, an e-ticket is sent to the user, which must be presented at the entry gate.
- **To reload an existing card**, the user enters their WTP number. Once payment is made, the card is automatically reloaded and ready for immediate use.
- **For first-time card purchases**, the user receives an e-ticket to present at the kiosk in order to retrieve their 10-entry card or subscription card, depending on the chosen product.

5. Refunds and Suspension

No refund or suspension will be granted, regardless of the reason.

Vacations or personal absences do not entitle users to any compensation.

6. Loss and Theft

In case of loss or theft of the access card, the user must notify SOCIETE IMMOBILIERE ARSCO SA as soon as possible by email at info@arsco.ch so that the card can be blocked. ARSCO assumes no responsibility for misuse of a card that was not reported lost or stolen.

A replacement card can be requested by email at info@arsco.ch. A fee of CHF 20 will be charged for replacement.

7. Sanctions for Fraud or Misuse of Nominative Subscription Cards

Any fraudulent attempt, including using an invalid or falsified entry ticket, will result in immediate exclusion from the facilities. A financial penalty of CHF 50 may also be applied, without excluding the possibility of legal action.

In the event of fraud involving a nominative subscription card - strictly personal and not transferable or lendable under any circumstances - the subscription will be immediately cancelled without refund and will result in immediate exclusion. Additionally, a financial penalty of CHF 200 will be applied, along with possible temporary or permanent exclusion and legal proceedings.

8. Temporary Closures

SOCIETE IMMOBILIERE ARSCO SA reserves the right to temporarily (partially or fully) close the facilities (maintenance, construction, events, etc.) without any entitlement to compensation or refund.

9. Code of Conduct and Safety

Purchasing an entry ticket constitutes full acceptance of the facility rules.

In case of rule violations, management reserves the right to terminate a subscription without refund.

10. Data Protection

Personal data collected through the online store is treated with strict confidentiality and in accordance with applicable data protection laws. It is used solely for order management, billing, and, where applicable, user communication. No data will be shared with third parties without the user's explicit consent, unless legally required. Users may exercise their rights to access, correct, or delete their data at any time by contacting SOCIETE IMMOBILIERE ARSCO SA via email at info@arsco.ch.

11. Modification of Conditions

Management reserves the right to modify these general terms and conditions. Any changes will be communicated appropriately.

12. Governing Law and Jurisdiction

These general conditions are governed by Swiss law. Any dispute relating to their interpretation or execution falls under the exclusive jurisdiction of the courts at the headquarters of SOCIETE IMMOBILIERE ARSCO SA, subject to mandatory legal provisions.

13. Customer Service

The ARSCO team is available to answer your questions.

SOCIETE IMMOBILIERE ARSCO SA

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