

General Terms and Conditions of Sales – *MGM* *Sérénité* Program

The *MGM Sérénité* program is offered exclusively to guests of Hotel and Residence Alexane in Samoëns, from December 13, 2025, to April 12, 2026, as part of a complimentary immersive wellness experience focused on personal reconnection.

1 – ACCESS AND SAFETY

Access to the Serenity Club and the various activities of the program is reserved for guests staying at Hotel or Residence Alexane. MGM Hôtels & Résidences cannot be held responsible in the event of failure to comply with safety instructions or inappropriate use of the available equipment. We strongly recommend that guests take out personal insurance covering risks related to the practice of sports or wellness activities.

2 - MINORS

Access to the *MGM Sérénité* program is subject to specific conditions for minors:

- Presentation of a signed parental authorization;
- Mandatory presence of a responsible adult for the entire duration of the activity;
- Respect for the equipment and the setting provided.

The supervising team reserves the right to deny access to any activity deemed unsuitable. Authorization forms are available at the reception desk.

3 – ACTIVITY BOOKINGS

Participation in activities requires prior registration, either at reception or with the coach, no later than 7:00 p.m. the day before. The "first come, first served" principle applies in case of high demand.

A health questionnaire must be completed at the time of booking.

4 - LATENESS

Participants are required to arrive 5 minutes before the start of each activity. In case of lateness, the session duration may be shortened so as not to disrupt the following activities.

5 - CANCELLATION

The *MGM Sérénité* program is complimentary for guests. No refund or compensation will be granted in case of activity cancellation.

6 – DRESS CODE

Appropriate sportswear and clean shoes are required to access the gym and the Serenity Club. Clean towels and water bottles are provided for your comfort.

7 – BEHAVIOR AND COURTESY

To preserve the peaceful atmosphere of the premises, we kindly ask you to:

- Set your mobile phones to silent mode;
- Respect the no smoking and no vaping policy within the Serenity Club.

8 – PERSONAL BELONGINGS

MGM accepts no responsibility in case of loss or damage to personal belongings. We recommend storing valuables in the safe provided in your room or in a secure locker available in the wellness area. Management reserves the right to open lockers not emptied at the end of the day.