



## CHÂTEAU DE VERSAILLES

# GENERAL CONDITIONS OF SALE TO INDIVIDUAL VISITORS

### Foreword

These General Conditions of Sale of the *Établissement public du château, du musée et du domaine national de Versailles* (EPV) (Public Institution of the Palace, Museum and National Estate of Versailles), define the rights and obligations of the parties for all orders placed with the EPV:

- For all physical persons and legal entities (hereafter referred to as the “Visitor”),
- Individual visiting tickets (guided or unguided) of the Palace and the National Estate of Versailles and Trianon,
- On the following website: <http://billetterie.chateauversailles.fr/index-css5-chateauversailles-pg1.html> (hereafter referred to as “the site”),
- Or by telephone with the Customer Relation Service of the EPV.

They are thus not applicable for:

- On-site sales,
- Subscriptions,
- Partner sales networks,
- Volume sales (30 individual tickets at least, purchased in advance by professionals).

The seller:

Établissement public du château, du musée et du domaine national de Versailles (EPV),

(FR 15180046260),

SIRET number: 180 046 260 00014 – SIC code / 925 C

headquartered at Château de Versailles, RP 834, 78008 Versailles Cedex, FRANCE

and governed by French Decree no.2010-1367 of 11 November 2010 as amended

Customer service:

Information and Indirect Sale sector

1, rue de l'Indépendance Américaine

78000 VERSAILLES

Calling from within France: 01 30 83 78 00, from Monday to Sunday at 9:00 am to 5:00 pm

Calling from outside of France: + 33 1 30 83 78 00

Email: [relationclients@chateauversailles.fr](mailto:relationclients@chateauversailles.fr)

Contact form: <http://www.chateauversailles.fr/contacts-/contact>

Complete acceptance without reservations of these General Conditions of Sale is mandatory for any order. To do this, the customer must tick the corresponding box before confirming the contents of its order.

EPV reserves the right to amend these General Conditions of Sale at any time, without prior notice. All new versions of these conditions shall be indicated beforehand on the first page of the "Contact" section. In the event of an amendment, the General Conditions in force on the day the order is placed shall be applicable to the said orders.

### **Article 1 – Cost, nature and number of the entry tickets**

1.1 - The prices of the tickets are indicated in Euros, net of taxes. Only full rate tickets are offered for online sale. Visitors likely to receive the benefit of reduced rates will have to obtain their tickets on-site by presenting an identity document and the related proofs. Visitors likely to receive free access will have to be present at the access check-up with an identity document and related proofs, or with a free ticket, which is available online on the Site, with the related proofs.

The conditions of reduction and exoneration of the right of entry can be viewed at the following address: <http://www.chateauversailles.fr/preparer-ma-visite/toutes-les-informations/billets-et-tarifs/billets-et-tarifs/gratuite-et-reductions-1>

By purchasing a full rate ticket, the Visitor renounces its right to any discount or gratuity which it might have been able to claim for the tour.

1.2 - The EPV limits the number of tickets sold to 30 (excluding volume sales and group sales, which are not governed by these General Conditions of Sale).

1.3 - All orders, irrespective of their origin are to be paid for in Euros, net of taxes (in compliance with the provisions of Article 256 B of the GTC).

1.4 - The applicable rates are those in force on the day of the order. The EPV reserves the right to modify its costs at any moment. The services shall be invoiced on the basis of the rates in force at the time the orders are registered.

### **Article 2 – Availability**

The EPV puts up a pre-defined quantity of tickets for sale on its Website. It reserves the right to increase or reduce the number of tickets for sale.

The tickets sold online do not constitute a no-queue ticket. Each ticket grants access only once to the corresponding service. A ticket is sold for a one-day tour chosen by the Visitor.

Tickets are purchased in real-time. In this regard, the website will inform the customer of the availability of tickets when placing its order.

“My cart” allows the customer to check whether the order placed corresponds to what it actually wants. As long as the payment has not been made, the customer can change the contents of its order in the “My cart” page.

For all complaints after validation of the transaction, please refer to Article 9.4 below.

### **Article 3 – Information concerning the tickets sold**

The Site presents the essential characteristics of the tickets on offer:

- Identification of the originator of the offer:

Établissement public du château, du musée et du domaine national de Versailles (EPV),  
SIRET number: 180 046 260 00014 – SIC code / 925 C  
Cultural Development Division  
1 rue de l'Indépendance américaine  
78008 Versailles Cedex (France)

- Dimensions of the barcode print on the hardcopy, irrespective of its format,
- Contents of the offer associated with the ticket(s). The characteristics of the offer associated with the ticket(s) sold are likely to be modified. Owing to this, photographs and texts describing the offer associated with the ticket(s) are not contractual in basis.
- Cost in Euros, net of taxes,
- Validity date of the ticket(s).

### **Article 4 – Terms of orders placed on the site - personal account**

#### **4.1 - Identification-creation and deletion of an account**

In order to be able to place an order for a ticket, the customer must create an account on the Site by providing its contact details, or it must log in if it already has an account. The customer must mandatorily fill the fields indicated as mandatory to ensure its order is processed.

To create an account, the customer must fill out a registration form, enter its Personal Information and choose a username (email address) and a password. The customer undertakes that the information it provides is accurate and correct.

A confirmation of the registration and creation of the account is sent to its email address indicated in the registration form.

To delete this account, the customer must fill out the form available at the address <http://www.chateauversailles.fr/contacts-/contact> choose the category “other” and indicate its name and username.

#### 4.2 - Order process:

- **Step 1:** Select the ticket or date of tour on the home page of the Site.
- **Step 2:** Choose the desired quantity of tickets.
- **Step 3:** Add to cart and select okay.
- **Step 4:** Proceed to sign up or log in on the Site (according to the procedure given in Article 4.1).
- **Step 5:** Provide details about each ticket holder (name and first name).
- **Step 6:** Accept the General Conditions of Sale by ticking the corresponding box to validate your order.
- **Step 7:** Complete your payment by entering your bank card details on the secure page.
- **Step 8:** You will then receive the confirmation of your order which is sent to the e-mail address provided during your registration on the site.

4.3 - Unless proven otherwise, the registered data constitute proof of all transactions that take place between the EPV and its customers.

All purchases are firm and definitive, the Visitor cannot cancel or modify the order once the payment is confirmed, in compliance with Article 9.

#### **Article 5 – Payment**

5.1 - Paying through bank card allows the customer to purchase its tickets online. The following cards are accepted for order payments:

- Carte bleue / Visa / Eurocard / Mastercard,
- JCB,
- American Express.

Its bank account will be debited following the validation of the order such as stated in Article 6. The debiting of the bank card is not related to the printing of tickets.

The customer guarantees that it is fully authorised to use the card used for the payment of its order and that this card has sufficient funds to cover all expenses resulting from the use of the Site services.

5.2 - The EPV is obligated to make a duplicate of the transaction receipt including the date, time and amount of the transaction.

The payment proof is sent to the email address indicated when placing the order.

The EPV uses the PAYBOX VERIFONE payment solution, which retains a copy of the transaction receipt for 5 years, plus any applicable limitation periods.

PAYBOX VERIFONE will archive this receipt on a reliable and durable medium which will serve as a true copy in compliance with the provisions of Article 1379 of the Civil Code. The digital registers of the Site will be considered by the parties as proof of communications, orders, payments and transactions which have taken place between the parties.

### 5.3 - Securing the payments

The EPV site has a security system.

The PAYBOX VERIFONE secure payment solution has SSL encryption. The Visitor's bank details are thus protected, since only the payment acceptance codes sent by the banks are retained.

The EPV guarantees that the encryption resources and services used to secure the transactions are subject to authorisations or declarations pursuant to the legislation in force.

### **Article 6 – Confirmation of the order**

The order of the customer for tickets is considered confirmed and binding for the EPV only after receipt of the email confirming that the order has been validated and specifying, *at the least*:

- The order number,
- A link for downloading the ticket, as stated in Article 7 below,
- Services to which the ticket holder is entitled,
- The total amount of the order,
- The terms of printing the ticket(s) purchased.

This mail is sent only after confirmation of agreement from the bank payment centres. So the customer must check its inbox.

### **Article 7 – Obtaining the tickets**

The ticket can be printed once the order confirmation mail stated in Article 6 is received and can be downloaded from a hypertext link specified in that mail. The ticket cannot be printed on-site in any event.

The customer needs to print the ticket before the tour, without changing the font size, full page, on a white A4 paper, blank on both sides, or show its mobile ticket it receives when it make an online purchase using its mobile phone. Tickets that are partially or improperly printed, soiled, damaged or illegible are not valid. It is obligated to verify the quantity and status of the tickets purchased online and printed.

The essential characteristics of the ticket are:

- Holder's name,
- Type of the service associated with the ticket,
- Cost in Euros,
- Date and, if required, start time of the service for which the ticket is valid,
- The barcode which allows the ticket to be verified at the museum entrance,
- Conditions of use of the e-ticket and for accessing the desired service.

The ticket is personal, nominative and non-transferable. It bears the name of the holders of each ticket which the customer has provided when purchasing online. A valid identity document with a photograph may be required. If such a document is not provided, access to the service may be refused.

Access to the service is subject to checking and validity of the ticket. The first person to present the ticket is assumed to be its legitimate owner. Any other person who then presents a copy of the ticket after this will not be allowed access to the service.

You must keep your ticket with you at all times throughout the duration of the service.

All persons who reproduce a ticket illegally and/or use a counterfeit ticket are liable to face legal action.

The EPV denies all liability in the event of loss or theft use of copies without your knowledge, including inside the Palace enclosure and the National Estate of Versailles and Trianon.

In the event of failure to properly understand the conditions stated in this Article, the EPV reserves the right to refuse access to the service in question.

## **Article 8 – Personal data - cookies**

### **8.1 – Personal data**

The EPV implements data processing, for the purposes of managing and monitoring orders, their delivery, payment, customer relations and prospection. Automated processing of the customer's personal information and particularly handling customer emails, requires the EPV to make a declaration with the CNIL.

Information and data related to the customer is necessary for processing its order and for managing its relations with the EPV. This information is stored in the EPV database. The data are stored in the customer's personal account by the EPV: these data help facilitate your transaction. Moreover, once these data are saved, customers can transact faster in the future.

This information could help us contact the customer, insofar as possible, in the event of a cancellation or modification in the date of the service for which the customer has purchased tickets, within the context of Article 9 below.

In compliance with the "Computers and Liberties" law, dated 6 January 1978, all customers have the right to access, rectify and delete their personal data, which can be done by using the contact form (<http://www.chateauversailles.fr/contacts-/contact>) by choosing "other" as the subject and indicating the

surname, first name, address and if possible, the customer reference. A reply will be sent within 2 months after the EPV receives the request.

Depending on its choices on the registration form, the customer may choose to receive emails or letters concerning offers or information about the EPV and its partners. If the customer does not wish its presence in our files, it must indicate so during its transactions, by selecting the correct parameter. If the customer no longer wishes to do so, it can send this request to us at any time in “My Account” and “Personal Information”.

## 8.2 - Cookies

The EPV uses cookies to offer a better service experience to customers and particularly to allow proper functioning of the online ticketing service and site usage analytics. All the information related to the EPV cookies policy is given on the following page of the Site <http://www.chateauversailles.fr/mentions-legales/mentions-legales/mentions-legales/cookies>

The user is informed that when it visits the site, a cookie may be automatically installed on its browsing device. Cookies are used to record the user's browsing information. Cookies are necessary for the proper functioning of the online ticket purchase process.

The settings of the browser software (the procedure of which is indicated at the following internet address: <http://www.chateauversailles.fr/mentions-legales/mentions-legales/mentions-legales/cookies>) notify the user of the presence of cookies and may allow the user to refuse them, in the manner described at the following address: <https://www.cnil.fr/fr/cookies-les-outils-pour-les-maitriser>

The customer has the right to access, rectify, and delete their personal information transferred via cookies, under the conditions mentioned above.

## **Article 9 – Cancellation and reimbursement**

9.1 - A ticket cannot be reimbursed, taken back, or exchanged except in case the EPV cancels the corresponding service. A ticket may not be resold at a price higher than its face value.

9.2 - Following the announcement of the cancellation or modification by the EPV of the service for which it purchased tickets, it accepts that our Customer service can, insofar as possible, use the contact details it has provided when reserving the tickets in order to inform it about the steps to be taken.

9.3 - In compliance with Article L.221-28 of the Consumer Code, the sale of entry tickets in museums, similar to that of provision of leisure services, does not entail any withdrawal period.

9.4- All complaints must be made using the contact form, which is available at the address <http://www.chateauversailles.fr/contacts-/contact>. The customer must then choose the “complaints” category as the subject and fill out the mandatory fields, or then writes to the Customer service (contact details provided in the preamble) before the date of the tour.

## **Article 10 – Liability**

The customer must check the ticket(s) and the confirmation of online purchase when they are delivered or received in its inbox.

The EPV declines all responsibility in case of non-provision arising from Force Majeure outside its control, including notably, disruption of transport, strikes, exceptional weather conditions and fire, etc.

Lastly, the customer is solely liable for the use of the sold tickets by itself or anyone else.

## **Article 11 – Miscellaneous**

11.1- In the event any of the terms in the General Conditions of Sale are considered to be illegal or unenforceable through a legal decision, the other provisions shall remain in force.

11.2- Pursuant to the application of Articles 1365 and the following of the Civil Code and, if necessary, Article L.110-3 of the Commercial Code, the information provided on the Site shall be valid between the parties. The scope of the proof for information provided by the EPV digital systems is equal to that of an original paper copy, which has been signed by hand.

11.3 - Failure by the customer to comply with the obligations undertaken as per the terms of these General Conditions of Sale, and in particular, regarding any incident related to payment for an order, may result in the suspension of access to the Site service, or even the deletion of the customer account depending on the degree of seriousness of the actions in question, without prejudice to any damages which the EPV may claim. Consequently, the EPV reserves the right to refuse any order from a customer who may be involved in such a dispute.

11.4 - All visitors are subject to the rules and regulations for visiting the Museum and the National Estate of Versailles and Trianon during the tour.

## **Article 12 – Applicable law - Disputes**

The ticket sales stated in these General Conditions of Sale are subject to French law. In the event of a dispute, the jurisdiction of Versailles shall have sole competence.



