



CHÂTEAU DE VERSAILLES

TERMS AND CONDITIONS OF BULK SALES

2019

Preamble

The present Terms and Conditions of Sale automatically apply, without restriction, to:

- All bulk orders as described in Article 1,
- Orders placed by tourism professionals, works councils and non-profit organisations (hereinafter referred to as the 'Customer'),
- Orders placed via the Customer Services of the Établissement Public du Château, du musée et du domaine national de Versailles (Public Institution of the Palace, Museum and National Estate of Versailles), at the contact address provided below.

Bulk subscription sales are governed by the Terms & Conditions of Sale relative to subscriptions.

The EPV reserves the right to modify the present Terms and Conditions of Sale at any time, without notice. In the event of modification, all orders will be subject to the Terms and Conditions of Sale that were in force at the time the order was placed.

The Customer's purchase of bulk tickets indicates unconditional acceptance of the present Terms and Conditions of Sale.

These Terms and Conditions of Sale apply to the exclusion of all other terms and conditions of sale and are applicable in all countries.

For more information, a document for tourism professionals is available via the following link: <http://manueldesventes.chateauversailles.fr/#/tab/dash>

The Seller:

Établissement public du château, du musée et du domaine national de Versailles (EPV),
(FR 15180046260),

SIRET number: 180 046 260 00014 – Code APE / 925 C

Headquartered at Château de Versailles, RP 834, 78008 Versailles cedex

Governed by Decree n°2010-1367 of 11 November 2010 amended

Customer Services:

Telephone: 01 30 83 78 00, Monday to Friday, from 9am to 5pm.
Calling from outside of France: + 33 1 30 83 04 05

Email: ven@crm.chateauversailles.fr

Article 1 - Type and validity of tickets

Bulk sales concern Customers wishing to purchase at least 30 non-dated, non-nominative tickets which are valid for 2 years from date of issue. These tickets apply to individual visitors (Château, Passport, Fountains Passport (paying gardens), and the Trianon Estate, etc.) and may not be used for groups.

Tickets sold in bulk grant free access to all areas of the museum and the Estate of Versailles open on the day of the visit (the Palace of Versailles, the palaces of the Trianon, the Queen's Hamlet and the Coach Gallery), the temporary exhibitions, the gardens, the Musical Fountains and Musical Gardens (according to the ticket purchased and day of visit).

Bulk sale ticket holders may not use the group entrance to the visitor circuits.

Admission may be denied if the bulk sale ticket does not include a legible mention of the ticket price.

Article 2 - Order procedure

The Customer sends their request to ven@crm.chateauversailles.fr, specifying 'VN' as the subject of the email.

Upon receipt, Customer Services will send the Customer the order form and present Terms & Conditions of Sale, by email.

The Customer returns the order form duly completed with the following information: the amount and type of tickets desired (Château, Passport, Fountains Passport (paying gardens), and the Trianon Estate, etc.) in addition to the method of collection (see Article 5). The Customer also ticks the box indicating their express and unconditional acceptance of the present Terms & Conditions of Sale.

Such requests will be processed within 2 business days (up to 5 days if the order is placed just before the weekend).

Payment methods are indicated in Article 4 hereafter.

The Customer may collect the tickets under the terms stipulated in Article 5 hereafter.

Article 3 – Bulk ticket prices

Bulk ticket prices are specified in euros excluding taxes (pursuant to the provisions of Article 256 B of the GTC).

Orders are invoiced based on the prices in effect at the time of the order.

The EPV reserves the right to modify its prices at any time, without notice.

The EPV offers discounts for bulk ticket purchases under certain conditions.

- A 5% discount on tickets is applicable to all Customers purchasing at least 30 tickets in total (for all types of Service Provision) from the start of the ongoing calendar year.
- A 9% discount on tickets is applicable to all Customers purchasing at least 300 tickets in total (for all types of Service Provision) from the start of the ongoing calendar year.
- A 13% discount on tickets is applicable to all Customers purchasing at least 600 tickets in total (for all types of Service Provision) from the start of the ongoing calendar year.
- A 14% discount for an annual purchase of 50,000 tickets including 30,000 Passports.

The EPV calculates the total number of tickets from 1 January to 31 December of each calendar year. The EPV draws up the list of Customers benefiting from discounts after each order.

Discounts cannot be applied retroactively.

Visits sold in the framework of the ‘Open access to all Château circuits’ offer may be eligible to total or partial exoneration for persons in one of the situations specified in the document ‘Exonerations for admissions to the permanent collections of the museum’ - this document is accessible at the following address:

<http://en.chateauversailles.fr/plan-your-visit/conditions-free-admission>

Visitors who may be eligible for partial or total exoneration of the ticket price must present ID and the relevant supporting documents upon admission.

Article 4 - Terms of payment for bulk sales

4.1- Any bulk order, no matter where it originates, must be paid in euros. Payment is made upon receipt of the pre-invoice which specifies the payment deadlines.

4. 2- Customers may pay:

➤ - either by telephone with EPV Customer Services:

- Payment by credit card up to €1,500,
- On invoice for accredited Customers thus authorised by agreement (4.4).

➤ or on site to the Treasury:

- By credit card,
- By cheque,
- In cash for payments of up to €1000,
- On invoice for accredited Customers thus authorised by agreement (4.4),
- Or by bank transfer via a current account with the Yvelines Paymaster General.
IBAN: FR76 10071 78000 00001003986 61
BIC: TRPUFRP1. Important: The order number must be included in the title of the bank transfer.

4.3 - For payment by credit card, the following cards are accepted:

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

4.4 - For payment on invoice, the Customer must fulfil the following conditions:

- The Customer must be accredited, with an agreement expressly authorising payment on invoice (Article 6),
- Payment must be made to the EPV accountant.

4.5 - The Customer declares that they are fully authorised to use the credit card provided for payment of their booking and that this card provides access to adequate funds to cover the costs of the order.

The EPV is required to issue a double copy of proof of transaction stating the date, time and amount of the transaction.

Proof of payment is sent to the email address provided during the order procedure.

The EPV uses the PAYBOX VERIFONE payment solution which stores a copy of the proof of payment for a duration of 5 years, in addition to the limitation periods in effect.

PAYBOX VERIFONE archives this proof on a reliable and durable medium constituting an exact copy pursuant to the provisions of Article 1379 of the Civil Code and Decree n°2016-1673 of 5 December 2016. The IT registers of the Website shall be deemed by the parties as proof of the communication, orders, payments and transactions carried out between the parties.

4.6. Secure payments

The Website of the EPV is covered by a security system. The secure payment solution PAYBOX VERIFONE uses an SSL encryption procedure. The Visitor's bank details are thus protected, as solely the payment authorisation codes issued by the banks are stored. The encryption methods and services used to secure transactions are subject to an authorisation or declaration by the PAYBOX VERIFONE services pursuant to the legislation in effect.

Article 5 - Collection of tickets

Customers may receive their tickets by email or collect them from the Treasury on payment.

Article 6 - Accredited Customers

Customers may benefit from specific payment terms and adapted communication means by signing an ad hoc agreement with the EPV.

Customers wishing to enter into such an agreement may send an email to ven@crm.chateauversailles.fr

Article 7 - Liability and penalties

All orders are taken based on the information provided by the Customer. The latter is responsible for verifying the information regarding their order.

Customer Services declines all responsibility for any order placed using incorrect or incomplete information.

The EPV also reserves the right to suspend or terminate the application of provisions related to bulk ticket discounts if the Customer repeatedly fails to comply with the present Terms and Conditions of Sale or the regulations governing visits of the museum and the estate.

Any illegal reproduction and/or use of a counterfeit ticket is liable to criminal prosecution.

The EPV shall not be held liable for the loss, theft or use of copies without the Customer's knowledge, including within the Palace and national estate of Versailles and the Trianon.

In the event of disregard of one of the provisions specified in the present Article, the EPV reserves the right to deny admission to the Service Provision in question.

Article 8 - Waiver of cooling-off - Claims

8.1 - A ticket may not be cancelled or reimbursed.

8.2 – In accordance with Article L.221-28 of the Consumer Code, the sale of admission tickets to a museum, considered a recreational service, is not subject to a cooling-off period.

8.3 - All claims, regardless of their nature, must be lodged using the contact form at (<http://en.chateauversailles.fr/contact-us>) on the day of the visit at the latest. The Customer must select the 'claims' category.

Article 9 Personal data

9.1 Personal data

The Customer's personal data is required in order to process the order (including payment) and for communication with the EPV. The EPV stores this data in the Customer's personal account area; this information is required to carry out the transaction. In addition, once this data is saved, the Customer will be able to complete further transactions more quickly.

Using the forms available at the EPV website, www.chateauversailles.fr, the Customer may choose to receive special offers or information regarding the EPV or its partners and service providers, either via email or post.

The Customer's personal data is for use by the EPV data processing officer, it is used on either a contractual basis for account management, or on the basis of the Customer's consent for communication purposes. Personal data may be transmitted, for the above-mentioned purposes, to qualified persons within the EPV, in addition to the EPV's service providers and partners, where necessary.

This data is stored for a period of 3 years starting on the day of the creation of the Customer agreement account.

The Customer has the right to access, rectify, delete and oppose their data, in addition to the right of portability and the right to the limitation of processing. The Customer may exercise these rights via the contact form (<http://en.chateauversailles.fr/contact-us>), by selecting the 'other' category, entering their contact details and providing any means of proof of identity.

The Customer may also withdraw their consent to the sending of information or request the deletion of their account at any time, via the contact form.

The Customer has the right to provide general and specific instructions relating to the exercise of the above-mentioned rights upon their death.

The Customer also has the right to submit a complaint to the CNIL, the French supervisory authority responsible for ensuring compliance with obligations relating the protection of personal data.

For all queries relative to the processing of their personal data, the Customer may contact the EPV via the contact form.

9.2 – Cookies

The EPV uses cookies to provide its Customers with the best possible quality of service, in particular to enable effective operation of the online independent visit booking service and for purposes of audience measurement. All information relating to the EPV's cookie policy is available on the following page of its website: <http://en.chateauversailles.fr/legal-information>.

When the Customer visits the website, they are informed that a cookie may automatically be installed on their browser software. The cookie records information relative to the Customer's browsing. The cookie is required for the proper functioning of independent visit ticket purchases.

The settings of the browser software (the procedure of which is indicated at the following internet address: <http://en.chateauversailles.fr/legal-information>) 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, limit, transfer and delete their personal information transferred via cookies, under the conditions mentioned above.

Article 10 - Miscellaneous

10.1 - In the event that any one of the Terms and Conditions of Sale is considered illegal or unenforceable by a court decision, the other Terms and Conditions shall remain in force.

10.2 - Pursuant to Articles 1365 and seq. of the French Civil Code and, where appropriate, Article L.110-3 of the French Commercial Code, the information provided on the Website shall be binding between the parties. The scope of proof of the information provided by the EPV's computer systems is that given to an original in the sense of a printed document, signed by hand.

10.3 - Failure by the Customer to comply with the obligations under the provisions of the present Terms and Conditions of Sale, and in particular, relative to any incident pertaining to the payment of the price of an order, may incur the suspension of access to the Website service or the termination of the Customer account according to the seriousness of the acts in question, without prejudice to any damages or compensation which the EPV may seek. Consequently, the EPV reserves the right to refuse any order from a Customer with whom such a dispute exists.

Article 11 - Applicable law – Disputes

Sales of tickets set forth in the present Terms and Conditions of Sale are governed by French law.

Consumer dispute mediation:

Pursuant to the provisions of the French Consumer Code relative to ‘the mediation of consumer disputes’, the Customer is entitled to free recourse to the mediation service provided by the EPV. The ‘consumer rights’ mediator thus provided is the Association des Médiateurs Européens (AME)

This mediation service may be contacted:

- Via the contact form on the CMAP website at: www.mediateur-conso.cmap.fr,
- By email to: consommation@cmap.fr, or
- By post at the address: CMAP – Service Médiation de la Consommation, 39 Avenue Franklin Roosevelt, 75008 Paris.

In the event of failure of the mediation, the Versailles courts shall have sole jurisdiction.