



CHÂTEAU DE VERSAILLES

**TERMS AND CONDITIONS OF SALE FOR:
GUIDED TOURS FOR GROUPS,
PRIVATE TOURS,
"VERSAILLES EDUCATION" *,
"VERSAILLES FOR ALL" ***

**Excluding self-guided visits which are regulated by the Terms and Conditions of Sale of the self-guided visits.*

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

1/ Guided tours for groups

2/ Private tours

3/ Within the framework of the 'Versailles Education' and 'Versailles for All' offers:

- Guided tours,
- Educational activities /discovery activities,
- Videoconferences,
- Training courses.

Via the sales channels listed in Article 1 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), headquartered at Château de Versailles, RP 834, 78008 Versailles Cedex. The present Terms and Conditions of Sale may be modified without notice.

All of these offers are hereafter referred to as 'Visits'.

'Versailles Education' applies to:

- Educational institutions and teachers,
- Leisure centres.

'Versailles For All' applies to:

- Specialised institutions for the disabled,
- Legal entities (institutions, non-profit organisations, etc.) involved with members of the public said to be alienated from museum practice,
- Cultural institutions.

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 Visits 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.

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

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

Article 1 – Terms of the Visits offer

1.1- The Visits offer applies to groups of 2 to 30 people.

1.2 - All purchases of a Visit result in an order for group tickets including the booking of the visit and admission.
An order is sold for a specified day and time of visit.

1.3 - The EPV, in accordance with its sales policy, the capacity of the Palace and the availability of visits, offers a predefined amount of group tickets for sale.
The EPV reserves the right to increase or reduce the number of tickets for sale.

1.4 - The EPV sells Visits via two sales channels.

➤ Customer Services operated by the company LASER CONTACT
Château de Versailles Customer Services
6 boulevard Nicéphore Niepce
86963 Futuroscope Cedex
Telephone: +33 (0)1.30.83.78.00

➤ The EPV on-site sales team
Customer Services:
Secteur Information et Vente Indirecte (SIVI)
1, rue de l'Indépendance Américaine
78000 VERSAILLES
Telephone: 01 30 83 04 05, Monday to Sunday, from 9am to 5pm.
Calling from outside of France: + 33 1 30 83 04 05

For **private tours**, at the following email address: visiteprivee@crm.chateauversailles.fr

Article 2 – Prices of Visits

- 2.1 - Any Visit order, no matter where it originates, must be paid in euros.
- 2.2 - Prices are indicated in euros, net of tax.
- 2.3 - Orders are invoiced based on the prices in effect at the time of the order.
- 2.4 - The EPV reserves the right to modify its prices at any time, without notice.

Article 3 – Terms of sale of Visits

3.1 - For all Visits:

Bookings open 3 months before the desired date of the Visit, on the first business day of the month, at 8.30am. Bookings close 2 weeks before the desired date of the Visit.

3.2- Booking requests for **private tours** must be sent by email to the following address: visiteprivee@crm.chateauversailles.fr

3.3 - Particular terms for **guided tours for groups and 'Versailles Education'**:

- 1- The booking request form must be filled out online, ensuring that all fields are completed. In order to confirm the booking request, the Customer must accept the Terms and Conditions of Sale by ticking the corresponding box.
- 2- On receipt of the booking request, EPV will send the Customer a booking form summarising:
 - a. The Customer's identity,
 - b. The order reference number,
 - c. The service ordered,
 - d. The price of the service and the payment terms,
 - e. Cancellation conditions.

In order to confirm the booking, payment of the Visit must be made within 15 clear days after receipt of the booking form.

Payment methods are indicated in Article 4 hereafter.

3.4 - Particular terms for ‘Versailles for All’:

1. Booking requests must be made by telephone via the contact centre on +33(0)1.30.83.75.05, from Monday to Friday, 9am to 5pm.
2. On receipt of the booking request, EPV will send the Requester a booking form summarising:
 - a. The Requester’s identity,
 - b. The order reference number,
 - c. The service ordered,
 - d. The price of the service and the payment terms,
 - e. Cancellation conditions.

In order to confirm the booking, payment of the Visit must be made within 15 clear days after receipt of the booking form.

Payment methods are indicated in Article 4 hereafter.

3.5 - Request are handled on a first come, first served basis.

3.6 - A maximum of 60 people, including accompanying persons (i.e. 2 groups of 30 people), from the same structure may obtain a Visit for the same date.

Article 4 – Terms of payment of Visits

4.1 - For all orders made between 3 months and 31 days before the date of the Visit, payment must be made within 15 days following the taking of the booking. For all orders made 30 days to 16 days before the date of the Visit, payment must be made within 48 hours following the taking of the booking.

For each receipt of payment, proof of purchase with the transaction reference number will be sent to the institution.

Exchange coupons and vouchers are not accepted as means of payment.

4.2 - The following means of remote payment are accepted:

- Credit cards from Monday to Friday, 9am to 5pm:
 - Carte Bleue / Visa / Eurocard / Mastercard,
 - JCB,
 - American Express,
- Payment on invoice is reserved exclusively to legal persons governed by public law via postal delivery of an order form addressed to the *Service de l'Information et de la Vente Indirecte* or via email to the address stipulated on the order form. Payment must be made to the EPV Accounting Agency.

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Intercommunity ID number: FR 15 18 0046260 00014

Intercommunity VAT number: FR 15180046260

- Payment by bank transfer via a current account with the Yvelines Paymaster General. Important: The order number must be included in the title of the bank transfer.
IBAN: FR76 1007 1780 0000 0010 0398 661 BIC: TRPUFRP1

- Payment by bank or postal cheque payable in France, made out to *l'Agent Comptable du château, du musée et du domaine national de Versailles*, must be sent with the present document by postal delivery within 15 days to the Régie des Recettes (date as per postmark).

The payment means are summarised in the booking form sent by the EPV.

4.3 - Payment means accepted at the cash desk on site are: credit card, cheque, cash and payment on invoice.

Article 5 – Collection of tickets

5.1 - Customers may receive their tickets by email or collect them on site at the cash desk.

5.2 - Customers paying on invoice must provide the original of their order form at the cash desk on the day of the visit.

Article 6 – Ticket validity

6.1 - Group ticket holders may not use the individuals' entrance to the visitor circuits.

6.2 - A group ticket may not be used outside of the order to which it pertains. All tickets in an order must be used on the date and time stipulated on the order.

6.3 - A group ticket may not be resold at a higher price than its face value.

Article 7 – Cancellation and refund

According to Article L.221-28 of the Consumer Code, the sale of entry tickets to a museum, considered a recreational service, is not subject to a cooling-off period.

Nevertheless, the EPV wishes to entitle Customers of Visits to a conventional right of withdrawal, under the following conditions:

All Customers may cancel a Visit, at no extra expense, 15 clear days before the date of the Visit, without justification and without paying a penalty.

Any cancellation must be notified using the online form:

http://newsletter.chateauversailles.fr/DemandeReservation/FormReservation_E1-2_New.cfm?WL=5342&WS=0_&WT=7a01d5d8-a2bf-4155-abd1-f2fdf7fd1659&WD=1539

Refund terms will be indicated by email upon receipt of the cancellation request.

All cancellations made less than 15 days before the date of the Visit will remain payable to the EPV.

In the event of cancellation or modification attributable to the EPV of the date or time of the Visit for which the Customer has purchased tickets, the Customer accepts that the EPV Customer Services, when possible, may use his contact details to provide instructions as to obtaining a refund.

Article 8 – Personal data and cookies

8.1 - Personal data

The *Établissement public du château, du musée et du domaine national de Versailles* has set up a customer data processing system, to manage, in particular, Customer emails. The EPV has made a declaration to the CNIL (the French Data Protection Authority).

Customer information and data are 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.

It enables the EPV to contact the Customer, in the event of a cancellation or modification of the date of the Visit in the context of article 7.

This data is stored for 5 years and is accessible to the internal departments of the EPV, its service providers and partners.

According to the Data Protection Act of 6 January 1978, all Customers have the right to access, rectify, and delete their personal information using the following contact form (<http://www.chateauversailles.fr/contacts-/contact>) under the subject line "Other subject".

A response will be given within 2 months after the request is received by the EPV.

Using the forms available on the EPV's website, www.chateauversailles.fr, the Customer may choose to receive special offers or information regarding the EPV or its partners, either via email or post. If the Customer no longer wishes to be included in the EPV's database, they must select the appropriate setting on the EPV site, or send their request to Customer Services: <http://www.chateauversailles.fr/contacts-/contact>

8.2 - 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 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://www.chateauversailles.fr/mentions-legales/mentions-legales/mentions-legales/cookies>

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 Visit ticket purchases.

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 – Liability and penalties

9.1 - All orders are taken based on information provided by the group leader or by the intermediary designated for this purpose.

Customers are responsible for verifying the information regarding their order.

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

9.2 - The EPV reserves the right to apply penalties if the Customer does not abide by the present Terms and Conditions of Sale or regulations governing visits of the museum and the estate.

In particular, if the composition of a group does not correspond to the order, and the order has not been regularised, the EPV reserves the right to deny access to the Château.

9.3 - 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.

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 and documents issued by the EPV 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.

Article 11 – Applicable law – Disputes

Sales of Visit tickets set forth in the present Terms and Conditions of Sale are subject to French law.

In the event of a dispute, the Versailles courts shall have sole jurisdiction.