



TERMS AND CONDITIONS OF SALE FOR SOLO AND DUO "1 YEAR IN VERSAILLES" SUBSCRIPTIONS

2024/06

Article 1: Object

These Terms and Conditions of Sale apply to :

- sales of SOLO and DUO "1 year in Versailles" subscription cards (defined in Article 3), including bulk sales
- made by the Établissement public du château, du musée et du domaine national de Versailles [Public Institution of the Palace, Museum and National Estate of Versailles] (hereinafter referred to as "the EPV"),
- via a subscription form (hereinafter the "Form"), available on <http://www.chateauversailles.fr/abonnement>, on site or ordered by post or by email.

The Form should be sent to the EPV under the conditions set out below :

- via the EPV online ticketing service (hereinafter the "Website") <http://billetterie.chateauversailles.fr/>
- via Customer Services on 01.30.83.76.20 (hereinafter "Customer Services")
- to any physical or legal person (hereinafter "the Purchaser or "the Holder").

In order to accept these Terms and Conditions of Sale:

- For purchases via the Website: the Purchaser must accept terms and conditions of sale by checking the corresponding box before confirming the order.
- For purchases using the Form: the Purchaser must accept terms and conditions of sale by checking the corresponding box to accept these Terms and Conditions of Sale.
- For purchases via Customer Services: the Purchaser will be informed of the existence of the Terms and Conditions of Sale by the advisor and will be invited to read them.

Validation and payment of an order for a SOLO or DUO "1 year in Versailles" subscription card imply complete and irrevocable acceptance of these Terms and Conditions of Sale. If the Purchaser is not the Holder of the subscription, the Purchaser and Holder will both be bound by these Terms and Conditions of Sale. In addition, in the case of a DUO subscription card, as well as the Holder of the subscription, any guest accompanying the latter will also be bound hereby.

The EPV reserves the right to adapt or amend these Terms and Conditions of Sale at any time. Any new version of the latter will be notified in advance on the first page of the 'Contact' section.

In the event of amendment, the terms and conditions applicable are those in force on the date when the Purchaser places the order.

Article 2: The seller

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

(FR 15180046260),

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

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

Governed by Decree no. 2010-1367 of 11 November 2010, amended

Customer Services is available to the Purchaser for any information, enquiries or bookings:

Telephone: 01 30 83 76 20, Monday to Sunday, from 9 am to 5 pm.

Calling from outside of France: +33 1 30 83 76 20

Or by email: abo@chateauversailles.fr

Article 3: SOLO "1 year in Versailles" and DUO "A year in Versailles" cards

3.1 Description of the SOLO "1 year in Versailles" and DUO "1 year in Versailles" offer

→ The SOLO "1 year in Versailles" card is valid for the Holder personally;

→ The DUO "1 year in Versailles" card is valid for the Holder and for a guest of his/her choice (the guest does not need to be named).

This subscription, including both the DUO and the SOLO versions, entitles the Holder to the following services:

- Admission to the Palace of Versailles permanent collections and the Grand Trianon entrance without queueing;
- Free, unlimited access to:
 - all areas of the Palace of Versailles ;
 - the Gardens;
 - the Estate of Trianon;
 - the gallery of Coaches;
 - the Musical Gardens and Musical Fountains Show;
 - temporary exhibitions.
- The possibility of buying tickets for friends and family at the Subscriptions ticket desk (within the limits of available entrances);

- Reduced rates for the Fountains Night Show and Royal Serenades;
- Reductions on certain services offered on the Estate;
- Special offers from our partners;
- Access to an exclusive cultural program announced every month (except August) in a dedicated newsletter (in french), which includes in particular guided tours, special encounters and talks conducted by curators, art technicians, historians, etc.

3.2 Duration and validity of SOLO "1 year in Versailles" and DUO "1 year in Versailles" cards

The SOLO "1 year in Versailles" and DUO "1 year in Versailles" cards issued by the EPV are valid for 1 year after their issue date.

Article 4: Prices

The EPV offers a single price for each of the two cards, SOLO "1 year in Versailles" or DUO "1 year in Versailles", which is quoted on the Website and on the Form.

The prices applicable are those in force on the day the order is recorded.

Special rates apply to bulk sales as described in Article 5.3, to renewals and to promotional offers.

The EPV reserves the right to modify its prices each year.

These prices do not include service charges (postage).

Prices, service charges and the total amount of the order are given in euros.

The total amount of the order is the final amount inclusive of all taxes. The prices of the cards are given in euros excluding taxes (pursuant to the provisions of Article 256 B of the GTC).

Article 5: Processing of the order

This procedure applies to all orders for fewer than 10 SOLO and/or DUO cards.

For any order for more than 10 cards, only the procedure described in Article 5.3 will apply (bulk sales).

5.1 Order procedure for a physical person

The Purchaser can order a SOLO "1 year in Versailles" or DUO "1 year in Versailles" subscription card via the Website, using a Form or via Customer Services.

5.1.1 Ordering subscription cards via the Website

To order a subscription card online, the Purchaser must log on to his/her account or create an account on the Website by entering their contact details. He/she must complete all the required fields so that the order may be processed.

To create an account, he/she must complete a registration form, enter his/her Personal Data and choose a user name (email address) and a password. The Purchaser undertakes to enter accurate and correct information on this registration form.

An email confirming the registration and creation of the account will be sent to him/her at the email address specified on the registration form.

To delete an account, the Purchaser should refer to Article 13.1.

Order process:

Step 1: Choose the desired subscription, SOLO "1 year in Versailles" or DUO "1 year in Versailles".

Step 2: Choose the number of cards required.

Step 3: Add to the cart and check the cart.

Step 4: Complete the purchase.

Step 5: Personalise the card(s) by entering the subscription card Holder's details (surname, first name, title, postcode, town and country) by sending in a recent identity photo of the subscription card Holder, which will appear on the card.

Step 6: Accept these Terms and Conditions of Sale by checking the relevant box and the fact that the transaction is managed by PAYBOX VERIFONE, in the name and on behalf of the organiser "MUSÉE ET DOMAINE NATIONAL DE VERSAILLES".

Step 7: Enter the payment card details: type, card number, expiry date and CVV number on the back of the card. Confirm the payment.

Step 8: Receive the order acknowledgement sent to the email address provided on registration to the Website and the temporary card.

5.1.2 Ordering subscription cards using the Form

Step 1: Enter the required information.

Step 2: Accept the Terms and Conditions of Sale by checking the relevant box on the form.

Step 3: Enclose a recent identity photo if the Form is sent in by post. If the subscription is being taken out on site, at the desk in North Ministers' Wing, the photo will be taken instantly.

Step 4: Post the Form to the EPV at this address: Château de Versailles, Service abonnement, RP834 – 78008 Versailles Cedex, or hand it in at the Subscribers' desk in the North Ministers' Wing, accompanied by your payment as defined in Article 5.4 below.

5.1.3 Ordering subscription cards via customer Services

Step 1: Give the customer advisor the information required for the subscription.

Step 2: Confirm the order to the customer advisor after reading the Terms and Conditions of Sale.

Step 3: Pay by card as described in Article 5.4 below.

5.2 Order procedure for a legal person

A legal person may also order SOLO or DUO subscription cards in order to sell them or distribute them as gifts, in accordance with the procedure described in:

- Article 5.1 for any order for up to 10 cards.
- Article 5.3 for any order for more than 10 cards.

The EPV authorises any legal entity to resell SOLO or DUO subscription cards purchased from it. The latter is free to decide the resale price of the subscriptions, although they may not be higher than the prices charged by the EPV.

5.3 Order procedure for bulk sales

The bulk sales procedure applies as follows for any order of at least 10 "1 year in Versailles" cards (SOLO or DUO) placed through a single agent, whether a physical person or a legal person.

The reduced prices apply to bulk sales.

Step 1: Complete the required information on the dedicated bulk sales Form available on request to the following e-mail address: abo@chateauversailles.fr

Step 2: Accept the Terms and Conditions of Sale by checking the relevant box on the form.

Step 3: Send the Form to the EPV by post to this address: Château de Versailles, Service abonnement, RP834 – 78008 Versailles Cedex, accompanied by the payment as defined in Article 5.4 below.

Step 4: The cards or coupons will then be sent to the Purchaser within 15 days of receiving all the necessary documents.

Step 5:

The EPV will issue a coupon in the Purchaser's name. The Purchaser will then give the future beneficiaries one of these coupons.

These can go to the North Ministers' Wing to have their final card issued. The coupon must be handed to the sales clerk in the North Ministers' Wing in exchange for the final subscription card.

Beneficiaries may also make their request by post or e-mail, prior to their first visit, providing a copy of the coupon, all their contact details and an identity photo. The final card will be sent by post.

5.4. Terms of payment

SOLO and DUO cards are paid for in euros.

5.4.1 The Website

The following methods of payment are accepted for the payment of orders on the Website: Carte Bleue/Visa/Eurocard/Mastercard; JCB; American Express.

The Purchaser's bank account will be debited after confirmation of the order as specified in Article 5.6. The debiting of the credit card is independent of the printing of cards.

The Purchaser warrants that he/she is fully authorised to use the credit card provided for payment of the order and that this card provides access to adequate funds to cover the costs resulting from the use of the Website services.

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

One copy will be issued to the Purchaser at the email address provided during the order process.

The EPV uses the PAYBOX VERIFONE payment solution which stores a copy of the proof of payment for a period 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 no. 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.

5.4.2 The Form

The Purchaser may choose to pay by sending a bank or post office cheque made out to "l'Agent comptable de l'EPV" or the exact amount of the order in "chèques vacances" with the form to this address:

Château de Versailles

Service abonnement

RP834 – 78008 Versailles Cedex

The Purchaser may also choose to pay at the desk in the North Ministers' Wing. The methods of payment accepted for payment at the desk are:

- these credits cards: Carte Bleue/Visa/Eurocard/Mastercard; JCB; American Express.
- French "chèques vacances"
- Bank or post office cheques
- In cash (euros)

If paying by network card, the Purchaser's bank account will be debited after validation of the order as specified in Article 5.6. The debiting of the credit card is independent of the printing of cards.

The Purchaser warrants that he/she is fully authorised to use the credit card provided for payment of the order and that this card provides access to adequate funds to cover the costs resulting from the use of the Website services.

The EPV is required to issue a proof of transaction stating the date, time and amount of the transaction. This proof of transaction will be issued to the Purchaser at the desk in the North Ministers' Wing, or by return of post for orders placed by post.

5.4.3 Customer Services

The following methods of payment are accepted for the payment of orders on the Website: Carte Bleue/Visa/Eurocard/Mastercard; JCB; American Express.

The Purchaser's bank account will be debited after confirmation of the order as specified in Article 5.6. The debiting of the credit card is independent of the printing of cards.

The Purchaser warrants that he/she is fully authorised to use the credit card provided for payment of the order and that this card provides access to adequate funds to cover the costs resulting from the use of the Website services.

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

One copy will be issued to the Purchaser at the email address provided during the order process.

The EPV uses the PAYBOX VERIFONE payment solution which stores a copy of the proof of payment for a period 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 no. 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.

5.5 Secure online payments and payments via Customer Services

The Website is covered by a security system.

The EPV uses the PAYBOX VERIFONE secure payment solution, which uses an SSL encryption procedure. The Purchaser's bank details are thus protected, as only the payment authorisation codes issued by the banks are stored.

The EPV guarantees that the encryption methods and services used to secure transactions are subject to an authorisation or declaration pursuant to the legislation in effect.

As soon as the payment is accepted, the Purchaser receives two emails, one with a summary of the order, the other constituting the customer's credit card receipt (to be kept and produced in the event of any dispute).

In line with current banking regulations, bank details are retained for fifteen (15) months after the transaction date. After that, the data is erased.

5.6. Order confirmation

Acceptance of the order and its processing by the EPV will only be effective:

- For orders placed using the Form : on receipt of all the documents mentioned in Article 5.1.2 or 5.3 above. No temporary cards are issued for orders placed using the Form.
- For orders placed via the Website : on receipt of the confirmation email acknowledging receipt of the online order. This email will be sent only after confirmation of authorisation from the banking payment centres. A temporary card will be sent to the email address provided on registering, in the form of an electronic ticket.
- For orders placed via Customer Services: on receipt of the confirmation email acknowledging receipt of the online order. This email will be sent only after confirmation of authorisation from the banking payment centres. An order acknowledgment will be sent to the email address provided on registering.

Article 6: Issuing of SOLO "1 year in Versailles" and DUO "1 year in Versailles" cards

6.1 - Method of issuance

6.1.1 The Website

A temporary card is sent to the email address provided on registering, in the form of an electronic ticket, valid for fifteen (15) days after the date of purchase.

If the Holder resides in Europe, the final card(s) will be sent by ordinary post to the address provided when the online order was placed within fifteen (15) working days of the date of purchase.

If the Holder lives outside Europe, the final subscription card will be issued on the first visit to the North Ministers' Wing reception desk or will be sent by post on request by email to abo@chateauversailles.fr.

6.1.2 The Form

For orders placed by post, the final card(s) will be sent out by ordinary post to the address provided in the order Form within (15) working days of the date of receiving the Form.

For an order placed at the desk in the North Ministers' Wing, the card will be issued immediately.

6.1.3 Customer Services

A temporary card is sent to the email address provided on registering, in the form of an electronic ticket, valid for fifteen (15) days after the date of purchase.

If the Holder resides in Europe, the final card(s) will be sent by ordinary post to the address provided when the online order was placed within fifteen (15) working days of the date of purchase.

If the Holder lives outside Europe, the final subscription card will be issued on the first visit to the North Ministers' Wing reception desk or will be sent by post on request by email to abo@chateauversailles.fr.

6.1.4 Card issuing incidents

If the Purchaser or the Holder has not received the card(s) ordered within the times indicated above, the EPV requests that he/she contact Customer Services by email or by telephone so that they can take the necessary steps.

6.2 Information on subscription cards

Subscription cards contain the following information:

- Identification of the Holder: surname, first name and a recent identity photo;
- Type of subscription: SOLO or DUO "1 year in Versailles";
- Dimensions of the bar code printed on the card;
- Period of validity of the subscription card.

Article 7: Use of SOLO "1 year in Versailles" and DUO "1 year in Versailles" cards

7.1 Conditions of use the SOLO "1 year in Versailles" and DUO "1 year in Versailles" cards

The SOLO and DUO "1 year in Versailles" cards are nominative cards which feature an identity photo and a unique barcode. Accordingly, these cards are strictly personal and non-transferable. On no account may they be used for professional or commercial purposes.

The use of a DUO "1 year in Versailles" card requires the presence of its Holder. On no account may the guest enter the estate alone using a DUO "1 year in Versailles" card. The number of unnamed guests who can be admitted on a DUO "1 year in Versailles" card is limited to 1 (one) per day, except where stipulated otherwise for certain special events.

Any fraudulent use of a SOLO "1 year in Versailles" card or a DUO "1 year in Versailles" card discovered on entering the site or in any area of the Palace will lead to the immediate cancellation of the card and the termination of the Holder's subscription.

7.2 Conditions of access to the "1 year in Versailles" cultural programme

The "1 year Versailles" cultural programme is detailed in a monthly newsletter and can be consulted on the EPV website at <http://www.chateauversailles.fr/abonnes/programmation-dediee>, or in paper form available from the desk at the North Ministers' Wing.

Bookings can be made with Customer Services by calling 01 30 83 76 20 from Monday to Sunday between 9 am and 6 pm or on the dedicated page on the Website, from the day after the newsletter is sent out.

Booking is mandatory for all "1 year in Versailles", cultural events, whether or not they are subject to an extra charge. Payment can be made by telephone or online. The EPV collects these payments and organises the cultural programme.

A part of the "1 year in Versailles" cultural programme is only accessible to the Holder of a SOLO "1 year in Versailles" subscription card and the Holder of a DUO "1 year in Versailles" card and his/her guest. The phrase "on presentation of the "1 year in Versailles" card only" will appear in the description of the visit on the EPV site and on the Website. As a result, anyone purchasing a ticket for these visits acknowledges that they are aware of this prerequisite and must be able to present a valid card on the day of the visit. If are unable to do so, the Purchaser will be refused access to the visit. No refunds will be given.

Article 8: Replacement of SOLO "1 year in Versailles" cards or DUO "1 year in Versailles" cards if lost, stolen or damaged

If a SOLO "1 year in Versailles" cards or DUO "1 year in Versailles" card is lost or damaged, it can only be replaced in the presence of its Holder at the Subscriptions desk and at a cost of 8 (eight) euros. An identity document will need to be presented as well as a signed certificate declaring the card lost the damaged card.

In the event of theft, the request can be made to the subscription reception desk, by post or by e-mail. You will need to show proof of identity and a copy of the declaration of theft. Reissues are free of charge.

In all cases, the old card will be cancelled and will no longer be able to be used.

Article 9: Reproduction – counterfeiting

It is strictly prohibited to reproduce, duplicate or counterfeit a SOLO or DUO "1 year in Versailles" card in any way whatsoever. Anyone who illegally reproduces SOLO or DUO "1 year in Versailles" card and/or uses a counterfeit SOLO or DUO "1 year in Versailles" will have their card cancelled and may be prosecuted.

Article 10: Refunds

10.1 Contractual right of withdrawal

No order for a SOLO or DUO "1 year in Versailles" will give rise to a refund except in a limited number of cases, listed in Article 10.2.

Pursuant to Article L. 221-28 of the French Consumer Code, the purchase of a SOLO "1 year in Versailles" SOLO or DUO "1 year in Versailles" card is not subject to the statutory cooling-off period provided for in Article L. 221-18 of the Consumer Code.

10.2 Unavailability of the SOLO "1 year in Versailles" and DUO "1 year in Versailles" cards

If the EPV is unable to issue (one of) the card(s) ordered within the time specified in Article 6, Customer Services will contact the Purchaser by email or by telephone as soon as possible to inform him/her and will offer a refund of the corresponding amount at the latest 30 days after the effective payment of the order. All refunds will be made by bank transfer.

10.3 Exceptional changes to the programme

The EPV may, in exceptional circumstances, be obliged to postpone or cancel all or part of the programme of events offered to "1 year in Versailles" subscribers. In this case, the EPV will contact the Holder(s) concerned by the postponement or cancellation at the earliest opportunity in order to propose an equivalent event to the event cancelled, a credit note or a refund of the amount paid for the event. All refunds will be made by bank transfer.

Article 11: Renewal

On expiry of the subscription, the Holder can renew his/her card for a further period of one year. The Holder will then have the benefit of preferential conditions, which are detailed on the Website and on the Form, if he/she renews the subscription at the earliest fifteen (15) days before the end of validity of the current card and at the latest one (1) month afterwards.

Article 12: Liability

In all cases, the EPV may not be held liable if it fails to fulfil its obligations for reasons attributable to the Purchaser or the Holder or to a case of force majeure or an unforeseeable and insurmountable event attributable to a third party to these Terms and Conditions of Sale (Article L. 221-15 of the Consumer Code).

Article 13: Personal data protection and cookies

13.1 Personal data

The personal data requested by EPV, the controller, from the customer is necessary to manage the order (including payment) and its relationship with EPV. This data is kept in the customer's personal account and allows the transaction to be completed. This data, once recorded, allows the customer to complete future transactions more quickly. They also allow EPV to contact the customer in the context of Article 9.

Through forms available on the EPV website www.chateauversailles.fr, the customer can also choose to receive offers or information from EPV by e-mail or post.

The legal basis for this processing is either contractual with respect to the management of the customer's account or based on consent with respect to the receipt of communications by the customer. The customer's data is communicated, for the purposes described above, only to persons authorized to know it within EPV, as well as to its service providers in charge of ticketing and customer relations and partners, if any.

The customer has the right to access, rectify, delete, oppose, and port the information concerning him/her, as well as the right to limit the processing that he/she can exercise by using the contact form (<http://www.chateauversailles.fr/contacts/-/contact>), indicating the category "other" as the subject, specifying his/her contact information and proving his/her identity by any means, or by sending an e-mail to : donnees.personnelles@chateauversailles.fr.

The customer has the right to define general and specific directives defining the way in which he/she intends the above-mentioned rights to be exercised in the event of death.

If the customer believes, after contacting EPV, that his or her "Informatique et Libertés" rights have not been respected, he or she may file a complaint online with the CNIL.

To learn more about the management of his personal data, the customer can visit the EPV website page: www.chateauversailles.fr/politique-protection-donnees-personnelles

13.2 - Cookies

EPV uses cookies to offer its customers the best possible quality of service and in particular to enable the proper functioning of the online self-guided tour reservation service and audience measurement. All information relating to EPV's cookie policy is presented on the following page of the <https://www.chateauversailles.fr/politique-cookies-site-officiel> website.

The customer is informed that, during his visits to the site, a cookie may be automatically installed on his browser. The cookie is used to record information relating to the navigation of customers. The cookie is necessary for the proper functioning of the purchasing act of independent visits.

The parameter setting of the software of navigation (whose procedure is indicated in the following Internet address <https://www.chateauversailles.fr/politique-cookies-site-officiel> allows to inform about the presence of cookies and eventually to refuse it in the way described at the following address: <https://www.cnil.fr/fr/cookies-et-autres-traceurs/comment-se-proteger/maitriser-votre-navigateur>

The customer has a right of access, rectification, limitation, portability and deletion of personal data communicated through cookies in the conditions indicated above.

Article 14: Entire agreement, applicable law and disputes

These Terms and Conditions of Sale constitute the entire agreement between the parties. If, for any reason, one of the clauses in these Terms and Conditions of Sale were to be declared inapplicable, it would be deemed unwritten, although this will not invalidate these Terms and Conditions of Sale as a whole or alter the other provisions of the Terms and Conditions of Sale. These Terms and Conditions of Sale, as well as all orders placed using the Form, via the Website or Customer Services are governed by French law.

Consumer dispute mediation:

In the event of a dispute between the professional and the consumer, they shall endeavour to find an amicable solution. If no amicable agreement is reached, the consumer may refer the matter free of charge to the consumer ombudsman to which the professional belongs, namely

the Association of European Ombudsmen (AME CONSO), within one year of the written complaint to the professional.

Referral to the Consumer Ombudsman must be made :

- either by completing the form provided for this purpose on the AME CONSO website: www.mediationconso-ame.com ;
- or by mail addressed to AME CONSO, 197 Boulevard Saint-Germain - 75007 PARIS

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