

# PRACTICAL GUIDE FOR TOURISM PROFESSIONALS

## NEW TERMS OF SALE FOR SELF-GUIDED TOURS

### 1. OVERVIEW OF THE PRINCIPLES

#### PRICES

##### **Offer common to small and large groups**

Small self-guided groups: 2 to 10 people.  
Large self-guided groups: 11 to 30 people.

##### **Paid visits for adults**

A single ticket includes the tour reservation and the admission price.  
The ticket includes a visit to all the Palace's open itineraries.

The principle of commercial discounts is maintained and will apply depending on your order volume.

##### **Free Admission**

The general rules for free admissions can be sent to you by the Contact Centre.

#### CONFIRMATION AND PAYMENT FOR PAID VISITS

Allocations are reserved to Key Accounts and are assigned twice a year, 7 months before the visit date. Reservations open for all customers on the 1st day of the month, 3 months before the month for which the visit is scheduled.

D = the day of your visit	You order is the result of...		
	an allocation:	a reservation not included in an allocation:	a reservation made between D-3 days and the day of your visit
You are an accredited or key account, you must confirm by e-mail to the Contact Centre...	D-15 before the date of your visit	on the date of the order	on the date of the order
You are a "private" customer, you must make complete payment...	-	on the date of your order with the Contact Centre	on the date of your order (at the group desks or at the Contact Centre)

## 2. ACCREDITED CUSTOMERS AND KEY ACCOUNTS

### YOU ARE A KEY ACCOUNT AND YOU WANT TO CONFIRM A RESERVATION FOR A TOUR TIME SLOT ASSIGNED TO YOU

#### When can you do this?

<b>D = the date of your visit</b>	<b>Your order is the results of an allocation:</b>
you must confirm it by sending an e-mail* to the contact centre...	15 days before the date of your visit

\* attention, this confirmation means paiement.

#### How can you do this?

Get in touch with the Contact Centre which will identify your allocation.

#### In all cases:

- your confirmation and the exact number of tickets to be reserved must be received by e-mail at the Contact Centre no more than 15 days before the date of your visit

#### The following payment methods are accepted:

- payment by invoice at the end of month
- payment by bank card

Upon receipt of your confirmation e-mail, the Contact Centre will validate your reservation.

### YOU ARE AN ACCREDITED CUSTOMER OR A KEY ACCOUNT AND YOU WANT TO MAKE A RESERVATION FOR A TOUR TIME SLOT OUTSIDE ALLOCATIONS LEAST 3 DAYS IN ADVANCE

#### When can you do this?

Self-guided tour reservations open on the 1st of the month, 3 months prior to the visit date.

<b>D = the date of your visit</b>	<b>Your order is the results of a reservation made more than 3 days prior to the visit:</b>
you must confirm by sending an e-mail* to the contact centre...	on the order date

\* attention, this confirmation means paiement.

#### Reminder:

- january: reservations open for visits scheduled for April
- february: reservations open for visits scheduled for May

### How can you do this?

Get in touch with the Contact Centre by telephone at +33 01 30 83 04 03 or by e-mail at [resagrandscptes@crm.chateauversailles.fr](mailto:resagrandscptes@crm.chateauversailles.fr)

**In all cases:**

- your confirmation e-mail must be received on the day of your order for extra allocation. If a confirmation e-mail is not sent on the day of the order, the order will be cancelled

**The following payment methods are accepted:**

- payment on invoice at the end of month
- payment by bank card

Your tickets can be sent to you by e-mail or e-ticket or may be held for you at the group entrance upon presentation of your reservation or transaction number.

## 3. PRIVATE CUSTOMERS

### YOU WANT TO RESERVE A TOUR TIME SLOT AT LEAST 3 DAYS IN ADVANCE

#### When can you do this?

Self-guided tour reservations open on the 1st of the month, 3 months prior to the visit date.

**Reminder:**

- january: reservations open for visits scheduled for April
- february: reservations open for visits scheduled for May

#### How can you do this?

Get in touch with the Contact Centre by telephone at +33 01 30 83 04 05. The Contact Centre will record your reservation and ask you to pay for it.

**The following payment method is accepted:**

- payment by bank card

Your tickets can be sent to you by e-mail or e-ticket or may be held for you at the group entrance upon presentation of your transaction number.

## 4. LAST-MINUTE RESERVATIONS

### YOU WANT TO RESERVE A TOUR TIME SLOT BETWEEN D-3 AND D

<b>D = the date of your visit</b>	<b>Your order is the results of a reservation made between D-3 days and D day of your visit</b>
<b>you are an accredited customer ora Key Account. You must pay when placing your order...</b>	<ul style="list-style-type: none"> <li>• by bank card or with the Contact Centre</li> <li>• on invoice if placed with the Contact Centre confirmation by e-mail</li> </ul>
<b>you are a "private" customer, you must pay...</b>	<ul style="list-style-type: none"> <li>• upon placing your order if made directly at the admission desk</li> <li>• by bank card if placed with the Contact Centre</li> </ul>

#### When can you do this?

You are an accredited customer, a key account or a private customer – you can reserve a time slot between 3 days before the date of your visit and the day of your visit **within the limits of capacity due to the number of visitors on the day in question.**

#### How can you do this?

Get in touch with the Contact Centre or go on site for a reservation between D-3 and D. In any case, you must make total payment when placing your order.

##### If you prefer to use the Contact Centre:

- the Contact Centre will record your reservation, ask you to pay for your reservation when placing your order and send your tickets to you by e-mail

##### If you prefer to contact the group reservation service on site:

- the person in charge of cultural information checks availability and sends you your order number
- the cashier records your reservation and your payment
- payment can be made by bank card, by cheque or in cash
- upon receipt of your payment, your order is validated and your tickets are issued

## SPECIAL CASES

### **YOU HAVE A PARIS MUSEUM PASS AND YOU WANT TO RESERVE A TIME SLOT**

#### **How can you do this?**

You can reserve a time slot specifying that the members of your group hold Paris Museum Passes.

- when reserving your time slot, indicate the **exact number of people** holding Paris Museum Passes
- you must confirm your order by paying a deposit at the normal group rate – an amount equal to the price of 2 tickets up to day D-1

**NB: If you do not present the number of Paris Museum Passes indicated, you will have to adjust your order by buying the number of Paris Museum Passes that are lacking**

## ADDITIONAL TICKETS

### **YOU WANT TO INCREASE YOUR ORDER BY BUYING ADDITIONAL TICKETS**

#### **Which conditions apply?**

**You are accredited, a key account or a private customer and you would like to increase your order.**

You can increase the number of tickets included in your tour on 4 conditions:

- within the limits of capacity at the time of changing your order
- within the limits of the number of people allowed for the type of group:
  - up to 3 additional people for small self-guided tour groups, without exceeding a total of 10 people
  - up to 10 additional people for large self-guided tour groups, without exceeding a total of 30 people
- the additional tickets must be paid for in compliance with the terms and conditions governing the purchase of normal reservations
- only available on site at the reception desk the day of your visit for self-guided tours for “private” customers

**Caution – the number of tickets cannot be reduced.**

## YOUNG PEOPLE

### YOU WOULD LIKE TO KNOW WHICH SELF-GUIDED TOURS ARE AVAILABLE TO YOUNG PEOPLE

#### **Who are they for?**

Self-guided tours reserved to young visitors – what are usually called SCHOOL TOURS – are for groups that want to visit the Palace of Versailles in a group of at least 10 young people under the age of 18.

The group must not exceed a total of 30 visitors.

These tours can be undertaken as part of a school group or as an extra-curricular activity (day camps, recreation centres, etc.).

#### **These visits are free of charge:**

The independent visits reserved for young visitors give access to all the visit circuits open in the Château.

These visits are free:

- for young people under the age of 18
- for adults accompanying young people, within the following quotas:
  - nursery school: 1 accompanying adult for 5 young people
  - primary school: 1 accompanying adult for 10 young people
  - secondary school: 1 accompanying adult for 15 young people

#### **Additional adults**

if the group includes no more than 3 additional adults not considered as accompanying personnel, they must buy tickets from the Contact Centre or at the group ticket desks

If there are more than 3 additional adults, you must make a reservation corresponding to the number of additional people and plan for a second guide for the group.

This reservation is subject to the rules governing non-school reservations.

### YOU WANT TO RESERVE A SELF-GUIDED TOUR FOR YOUNG VISITORS

#### **When can you do this?**

Self-guided tour reservations open on the 1st of the month, 3 months prior to the visit date. You can then reserve a time slot up to the day before your visit, subject to availability.

#### **How can you do this?**

##### **You want to reserve a time slot in advance (more than 3 days prior to your visit)**

Get in touch with the Contact Centre. The Centre will record your reservation and will send you your confirmation terms. In any case, your confirmation must be received at the following e-mail address:

visitesautonomes@crm.chateauversailles.fr no later than 15 days before the date of your visit. If you do not confirm your reservation, it will be made available to other groups.

Upon receipt of your confirmation bearing the date, signature and stamp of the establishment, the Contact Centre will validate your reservation and send you your ticket by e-mail.

**You want to make a last-minute reservation (between 3 days before and the day of the visit)**

You can get in touch with the Contact Centre or the group ticket desks on site

**If you prefer to use the Contact Centre**

The Centre records your reservation.

It gives you your reservation/transaction number and sends you your tickets.

**You prefer to go to the group ticket desks on site**

The cashier records your reservation and gives you your tickets

**CAUTION**

School visits are free of charge in the low seasons as well as in the high season. There is much more demand for these visits than the Palace's capacity can handle and the establishment often has to refuse groups.

For this reason, once the Contact Centre has validated your reservation, please be sure to comply with it. There will be a 25-euro charge if you do not show up for your tour.

## DUPLICATES

### YOU WOULD LIKE TO OBTAIN DUPLICATES OF YOUR TICKETS

**What conditions apply?**

If you are unable to present the tickets you have purchased at the self-guided tour admission desk at the Palace, you can purchase duplicates.

**How can you do this?**

Go to the self-guided tour ticket desk on site.

The cashier will find your reservation and ask you for a lump-sum payment of €8 for all the tickets included in your tour. Payment can be made by credit card, by cheque or in cash.

Upon receipt of payment, the cashier will validate your order and issue your tickets.

If you are not responsible for the failure to present the tickets, an application for a refund can be filed with our services, which will examine the possibility of refunding of the price of the duplicate

## POSTPONEMENT

### YOU WOULD LIKE TO POSTPONE THE DATE OF YOUR VISIT

#### **What conditions apply?**

You can postpone the date of your visit once, on 5 conditions:

- if the request concerns an order stemming from a reservation (an order from an allocation cannot be postponed)
- if the request concerns all the tickets in the order
- if the request is issued at least 7 days prior to the date of your visit
- If the new tour date is set immediately  
(date to be set among the reservations available on the date for which the postponement is requested)
- If the request is confirmed in writing on the same day

#### **How can you do this?**

Get in touch with the Contact Centre, which will find your order and work with you to set another tour date depending on the remaining availability.

When the new tour date has been found, the Contact Centre will change your order and, if necessary, will transmit the new confirmation and payment schedule to you.

In any case, the terms and conditions for confirmation and payment are the same as for a conventional advanced reservation.

## LATENESS

### DEFINITION

A 45-minute delay maximum is tolerated for the agencies who informed the group entrance prior to the regular arrival time (and submitted proof).

The group will then move to the next available slot.

Beyond 45 minutes, the agency will have to pay a new group reservation, subject to availability.

If not available, the group will have to buy individual tickets and go through the entrance for individuals (no priority access) without any guiding possibility.

## NON COMPLIANCE

### DEFINITION

Any group arriving with more than 30 people or more than 20 minutes late will be considered as being non-compliant by the cultural information agents or cashier-ticket agents.