



# GENERAL TERMS AND CONDITIONS OF ONLINE BULK SALES FOR TOURISM PROFESSIONALS

2025

## Preamble

Seller's identity:

Public Establishment of the Palace, Museum and National Estate of Versailles (EPV)

Intra-community VAT: FR 15180046260

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

having its registered office at Château de Versailles, RP 834, 78008 Versailles cedex  
governed by amended decree n°2010-1367 of 11 November 2010

Customer Relations Department:

Telephone: 01 30 83 04 05, Monday to Saturday, 9 AM to 5 PM.

Calls from abroad: + 33 1 30 83 04 05

These General Terms and Conditions of Sale apply automatically and without restriction to:

- all orders for bulk ticket sales as described in article 1
- made by a tourism professional, a social and economic committee or an association (hereinafter the "Customer(s)") on the online ticketing site of the Public Establishment of the Palace, Museum and National Estate of Versailles (EPV):  
<https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillespro&p=1007>

Volume sales of subscriptions are governed by the General Terms and Conditions of Sale applicable to subscriptions.

EPV reserves the right to modify these General Terms and Conditions of Sale at any time and without prior notice. Any new version of these will be announced in advance on the first page of the "Contact" section. In the event of modification, the General Terms and Conditions of Sale in force on the day of the order will apply to each order.

The purchase of tickets in bulk by the Customer implies its unreserved acceptance of these General Terms and Conditions of Sale.

These conditions apply to the exclusion of all other general terms and conditions of sale and to all countries.

## **Article 1. Characteristics - Ticket validity**

These General Terms and Conditions of Sale apply to customers wishing to purchase a number of non-personal time-stamped tickets on one calendar year, valid only on the date and at the time chosen at the time of purchase. These tickets are for individual visitors (Palace, Passport, Musical Fountains/Musical Gardens Passport (paying gardens), Estate of Trianon, Package, audioguide...) and cannot be used for groups.

Tickets sold in bulk give unrestricted access to all areas of the museum and the national estate of Versailles open on the day of the visit (the Palace of Versailles, the Trianon Palaces, the Estate of Trianon, etc.), temporary exhibitions, the gardens, the Musical Fountains and the Musical Gardens (depending on the ticket purchased and the day of the tour).

A bulk ticket does not entitle the holder to use the group entrance.

Non-approved tourism professional customers undertake not to purchase more than 100 (one hundred) tickets for each time slot made available to tourism professionals on the dedicated online ticketing channel.

The following must be legible on a bulk ticket:

- the price
- the barcode
- the name of the service
- the day and time of the tour
- the name of the professional
- the transaction number

Any ticket presented without this information will be considered non-compliant, and the ticket holder will be refused access to the tour itineraries.

## **Article 2. How to order**

To purchase tickets in bulk, the Customer is invited to create an account or to identify itself on the EPV website if an account has already been created.

To create an account, the Customer must contact EPV at the following Internet address [ven@crm.chateauversailles.fr](mailto:ven@crm.chateauversailles.fr).

In order to receive a username and password with which to connect to the dedicated online ticketing channel at: <https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillespro&p=1007> the Customer must fill in the mandatory fields in order for its request to be processed.

Any purchase by the Customer on the sales channel reserved for individual visitors will result in the closure of the Customer's account.

When registering, the Customer is required to enter personal data and therefore undertakes to ensure that the submitted information is accurate and correct.

To delete its account, the Customer must complete the form available at the following address <http://www.chateauversailles.fr/contacts-/contact> select "other" as the category, and enter its name and login details.

In the absence of proof to the contrary, the recorded data constitutes proof of all transactions between EPV and its Customers.

All purchases are firm and final, and no cancellation or modification by the Customer is possible once payment has been confirmed.

Payment terms are specified in article 4.

Tickets are collected by the Customer under the conditions set out in article 5 below.

### **Article 3. Volume sales prices**

Ticket prices for bulk sales are quoted in euros net of tax (in accordance with the provisions of article 256 of the French General Tax Code).

Orders are invoiced on the basis of the prices in force at the time an order is recorded.

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

EPV offers discounts applicable to the purchase of tickets sold in bulk under the following conditions:

- A 5% discount on tickets is applicable to all customers purchasing at least 30 tickets per year.
- A 13% discount on tickets applies to all customers purchasing at least 600 tickets per year.

EPV calculates the cumulative number of tickets from January 1 to December 31 of each calendar year. It draws up a list of Customers benefiting from discounts after each order. It does not apply retroactive discounts.

Tours sold as part of the “All circuits with free access to the Palace” offer are subject to total or partial exemption for people in the situations listed in the document entitled “Exemptions from admission fees for the museum’s permanent collections” - a document available at the following Internet address

<http://www.chateauversailles.fr/preparer-ma-visite/conditions-gratuite>

Visitors eligible for partial or total exemption from the ticket price must also hold an admission ticket.

#### **Article 4. Terms of payment for bulk sales**

All bulk ticket orders, whatever their origin, are payable in euros.

Payment is made:

- on receipt of the invoice, which specifies the payment terms for customers authorised to pay by account debit;
- upon confirmation of purchase for credit card payments: Carte Bleue / Visa / Eurocard / Mastercard / American Express / Discover)
- Paypal

In the case of payment by invoice, the Customer must satisfy the following conditions:

- be an approved Customer, with the agreement expressly authorising this type of payment (see article 6);
- make payment to the EPV Accounting Agency.

The Customer warrants that it is fully authorised to use the payment card provided for payment of its order and that this card gives access to sufficient funds to cover all costs resulting from its order.

The proof of payment is sent to the e-mail address indicated during the ordering process.

EPV has adopted the PAYLINE MONEXT payment solution, which keeps a copy of the transaction receipt for a period of 5 (five) years, plus any applicable statute of limitations.

PAYLINE MONEXT archives this proof on a reliable and durable medium constituting a faithful copy pursuant to the provisions of article 1379 of the French Civil Code and decree n°2016-1673 of 5 December 2016 relating to the reliability of copies and taken for the application of article 1379 of the French Civil Code. The computerized registers of the EPV website are considered as proof of communications, orders, payments and transactions.

#### Payment security:

The EPV site uses a secure payment system. The PAYLINE MONEXT secure payment solution uses SSL encryption. The Customer's bank details are thus protected, since only the payment authorisation codes issued by the banks are retained. The encryption methods and services used to secure transactions have been authorised or declared by PAYLINE MONEXT in accordance with current legislation.

### **Article 5. Obtaining tickets**

Customers can obtain tickets by downloading them from the online ticketing platform.

### **Article 6. Approved Customers**

Customers can benefit from specific payment methods and adapted means of communication by entering into an ad hoc agreement with EPV.

Customers wishing to benefit from such an agreement may send an e-mail to [ven@crm.chateauversailles.fr](mailto:ven@crm.chateauversailles.fr)

### **Article 7. Liability**

All orders are recorded solely on the basis of the information provided by the Customer. It is the Customer's responsibility to check the details of its order.

EPV reserves the right to suspend or terminate the application of the provisions relating to discounts on tickets sold in bulk in the event that the Customer does not comply with these General Terms and Conditions of Sale or the regulations governing visits to the museum and the national estate of Versailles and Trianon.

Anyone illegally reproducing a ticket and/or using a counterfeit ticket will be liable to prosecution and denied access to the tour itineraries.

**The Customer undertakes to offer on its own website only tickets for which the dates, times and services of the tours are proposed by EPV.**

**The Customer undertakes to resell each ticket for its face value, while separately indicating any additional fees, commissions and services.**

**EPV reserves the right to suspend or terminate any commercial relationship with the professional in the event of non-compliance with these provisions.**

EPV declines all liability in the event of loss, theft or use of copies without the Customer's knowledge, including within the grounds of the palaces and the national estate of Versailles and Trianon.

The Customer undertakes to use the visuals made available by EPV on its website: <https://www.chateauversailles.fr/manuel-des-ventes/mediatheque>

Any other image must be approved in writing by EPV. In the event of non-compliance with this commitment, EPV may terminate the agreement and close the Customer's account.

In the event of failure to comply with any of the conditions set out in this article, EPV reserves the right to refuse access to the service in question.

The Customer undertakes to comply with and ensure compliance with the regulations governing visits to the Museum and National Estate of Versailles and Trianon, which can be consulted at the following Internet address: <https://www.chateauversailles.fr/reglements-visite>

## **Article 8. No withdrawal - Complaints**

A ticket cannot be cancelled, rescheduled or refunded.

In accordance with article L.221-28 of the French Consumer Code, the sale of tickets for admission to a museum, considered as a leisure service, does not give rise to any right of withdrawal.

All complaints of any nature must be made in writing using the contact form (<http://www.chateauversailles.fr/contacts-/contact>) no later than the day of the tour.

The Customer must then choose the “Complaints” category as the subject.

## **Article 9. Personal data**

9.1 The personal data that EPV, the data controller, requests from the Customer is necessary to manage its order (including payment) and its relations with EPV. This data is retained in the Customer's personal account, and is used to complete the transaction. Once recorded, this data enables the Customer to carry out future transactions more quickly. It also enables EPV to contact the Customer if necessary.

Using forms available from the EPV online ticketing service [www.chateauversailles.fr](http://www.chateauversailles.fr), the Customer may also choose to receive offers or information from EPV by e-mail or post.

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

The Customer has the right to access, rectify, delete, oppose, port and limit its personal data by using the contact form (<https://www.chateauversailles.fr/contact>), while indicating “Modify my information” as the category, or by sending an e-mail specifying its contact details and providing proof of its identity by any means to: [donnees.personnelles@chateauversailles.fr](mailto:donnees.personnelles@chateauversailles.fr).

The Customer has the right to define general and specific directives defining the way in which it intends the aforementioned rights to be exercised in the event of death.

If, after having contacted EPV, the Customer considers that its “Data Processing and Liberties” rights have not been respected, it may lodge a complaint online with the Commission Nationale de l’Informatique et des Libertés (CNIL), the supervisory authority responsible for compliance with obligations relating to personal data.

For any question relating to the processing of personal data, the Visitor may contact EPV using the contact form.

## 9.2 Cookies

EPV uses cookies to provide its Customers with the best possible quality of service, and notably to ensure the smooth operation of the online ticketing service and for audience measurement. All information relating to EPV’s policy on cookies can be found at the following Internet address: <https://www.chateauversailles.fr/politique-cookies-site-officiel>

The Customer is informed that, when using the online ticketing service, a cookie may be automatically installed on its browser. Cookies are used to record information about the browsing habits of Customers. This cookie is necessary for the proper functioning of the online ticketing service.

Browser settings (see the following Internet address for instructions):

<https://www.chateauversailles.fr/politique-cookies-site-officiel> provide information on the presence of cookies and, if necessary, enable them to be refused, as described at the following Internet address: <https://www.cnil.fr/fr/cookies-et-autres-traceurs/comment-se-proteger/maitriser-votre-navigateur>. However, such deactivation may prevent the use of certain features of the EPV website.

The Customer has the right to access, rectify, limit, port and delete personal data communicated via cookies under the conditions indicated above.

## Article 10. Miscellaneous

In the event that any provision of these General Terms and Conditions of Sale is held by a court of law to be illegal or unenforceable, the remaining provisions shall remain in full force and effect.

Pursuant to article 1366 of the French Civil Code and, where applicable, article L.110-3 of the French Commercial Code, the information and documents provided via the EPV site have evidential value. The scope of proof for information delivered by EPV's IT systems is that accorded to an original in the sense of a written paper document, signed by hand.

The Customer's failure to comply with its obligations under the terms of these General Terms and Conditions of Sale, and in particular with regard to any order payment incident, may result in the suspension of access to the online ticketing service, or even the termination of its Customer account, depending on the degree of seriousness of the conduct in question, without prejudice to any damages that EPV may seek. Consequently, EPV reserves the right to refuse any order from a Customer with whom such a dispute exists.

#### **Article 11.     Applicable law - Disputes**

The bulk ticket sales covered by these General Terms and Conditions of Sale are subject to French law.

In the event of a dispute between EPV and the Customer, both parties will endeavour to find an amicable solution.

Failing amicable agreement, the courts of Versailles shall have sole jurisdiction.