



CHÂTEAU DE VERSAILLES

# Terms & Conditions of Sale for Individual Visitors

2020

## Preamble

The present Terms & Conditions of Sale 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], (hereinafter referred to as 'the EPV') define the rights and obligations of the parties for all orders placed with the EPV:

- By any natural or legal person (hereinafter referred to as the 'Visitor'),
- For individual visit tickets (open access or guided tour) to the Palace and estate of Versailles and the Trianon,
- Via the following website: <http://billetterie.chateauversailles.fr/index-css5-chateauversailles-pg1.html> (ci-après « le Site »)
- Or by telephone with EPV Customer Services.

They do not apply, thus, to individual tickets sold in the following framework:

- Via on-site sales;
- Via partner sales networks;
- Bulk sales (minimum of 30 individual tickets purchased in advance by professionals).

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:

Secteur Information et Vente Indirecte (SIVI)

1, rue de l'Indépendance Américaine

78000 VERSAILLES

Telephone: + 33 01 30 83 78 00, Monday to Sunday, from 9am to 5pm.

Calling from outside of France: + 33 1 30 83 78 00

Email: [relationclients@crm.chateauversailles.fr](mailto:relationclients@crm.chateauversailles.fr)

Contact form: <http://en.chateauversailles.fr/contact-us>

The full and unconditional acceptance of the present Terms & Conditions of Sale is required for all orders. To accept, please click on the corresponding box before confirming the content of your order.

The EPV reserves the right to modify the present Terms and Conditions of Sale at any time, without notice. Any new version of the latter shall be notified in advance on the first page of the 'Contact' section. 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.

## **Article 1 - Price, type and amount of admission tickets**

1.1 Ticket prices are indicated in euros, net of tax. Only full rate tickets may be purchased online. Visitors entitled to a reduced rate must obtain their ticket on site upon presentation of proof of ID and relevant supporting documents. Visitors entitled to free admission must present their ID, relevant documentary proof or a free ticket on arrival. Free tickets are available via the Website, subject to documentary proof.

The conditions governing reduced rates and free admission may be consulted at the following address: <http://en.chateauversailles.fr/plan-your-visit/conditions-free-admission>

On purchasing a full rate ticket, the Visitor waives all forms of discount or gratuity they may be entitled to for their visit.

1.2 The EPV limits the amount of tickets sold to 15 (except for bulk and group sales, which are not governed by the present Terms & Conditions of Sale).

1.3 All orders, regardless of their origin are payable in euros excluding taxes (pursuant to the provisions of Article 256 B of the GTC).

1.4 The prices applied are those in effect on the day the order is placed. The EPV reserves the right to modify its prices at any time. Service Provisions are invoiced based on the prices in effect at the time of the order.

## **Article 2 - Availabilities**

The EPV provides a pre-defined amount of tickets for sale on its Website. The EPV reserves the right to increase or reduce the number of tickets for sale.

Tickets sold via the Website do not entitle the holder to priority access (i.e. No-queue tickets) except for tickets which specify admission without queueing. Each ticket is valid once only for the corresponding Service Provision. Tickets are sold for the specific day of visit selected by the Visitor.

Tickets are purchased in real time. The Website will thus inform you of the availability of tickets when you place your order.

'My cart' enables you to verify that the order placed corresponds to your request. As long as payment has not been made, you may modify the content of your order on the 'My cart' page.

For all claims after validation of the transaction, please refer to Article 9.4 below.

## **Article 3 - Information on tickets sold**

The Website presents the essential details of the tickets on offer:

- Identity of the issuer of the offer:

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

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

Direction du Développement Culturel

1 Rue de l'Indépendance américaine

78008 Versailles Cedex (France)

- Print sizes of the bar code on paper regardless of its format;
- Content of the Service Provision associated with the ticket(s). The details of the Service Provision associated with the ticket(s) are subject to change. The photographs and descriptive texts of the offer associated with the ticket(s) are therefore not binding.
- Prices are specified in euros excluding taxes.
- Date of validity of ticket(s).

## **Article 4 - Orders via the Website - personal account**

### **4.1 Identification, creation and deletion of an account**

To order a ticket, you are requested to create an account on the Website by providing your contact details, or to log in if you already have an account. You must complete all the required fields so that your order may be processed.

To create an account, you must complete a registration form, enter your Personal Data and select a user name (email address) and a password. You undertake to enter accurate and correct information on this registration form.

An email confirming the registration and creation of your account will be sent to you at the email address specified on the registration form.

To delete this account, you must complete the form available at <http://en.chateauversailles.fr/contact-us>, select the category 'other subject' and enter your name and login details.

#### 4.2 - Order procedure

**Step 1:** Select the ticket or the date of the visit on the Website homepage.

**Step 2:** Select the number of tickets required.

**Step 3:** Add the selection to the cart and confirm.

**Step 4:** Proceed to login or registration to the Website (following the procedure explained in Article 4.1).

**Step 5:** Enter the identity of each ticket holder (last name and first name).

**Step 6:** Accept the Terms & Conditions of Sale by clicking on the corresponding box in order to validate your order.

**Step 7:** Proceed to payment by entering the credit card number on the secure page.

**Step 8:** Receive the acknowledgement of order sent to the email address provided on registration to the Website.

4.3 Unless proven otherwise, the data recorded constitutes proof of all transactions between the EPV and its Customers.

All purchases are firm and definitive, no cancellations or modifications may be made by the Visitor once payment has been confirmed, in accordance with Article 9.

## **Article 5 - Payment**

5.1. Payment by credit card enables the definitive purchase of your tickets online. The following cards are accepted for the payment of orders:

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

Your bank account will be debited after validation of the order as specified in Article 6. The debiting of the credit card is independent of the printing of tickets.

You warrant that you are fully authorised to use the credit card provided for payment of your booking and that this card provides access to adequate funds to cover the costs resulting from the use of the Website's services.

5.2. You declare that you are fully authorised to use the credit card provided for payment of your booking and that this card provides access to adequate funds to cover the costs resulting from the use of the Website's services.

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 you 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 computer registers of the Website shall be deemed by the parties as proof of the communication, orders, payments and transactions carried out between the parties.

5.3. 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 6 - Confirmation of the order**

Your order is deemed definitive and engages EPV only upon receipt of the email confirming that the order has been validated and which specifies, *at minimum*:

- The order reference number;
- A link enabling you to download the ticket, as specified in article 7 below;
- The Service Provisions to which the ticket entitles you;
- The total amount of the order;
- Print modes of the ticket(s) purchased.

This email will be sent only after confirmation of authorisation from the banking payment centres. You are therefore requested to check your email inbox.

### **Article 7 - Collection of tickets**

The ticket is printable upon receipt of the order confirmation email as specified in Article 6 and may be downloaded from a hypertext link provided in said email. It is not possible to print tickets on site.

You must print the ticket prior to your visit, without modifying the print size, i.e. full size on white A4 paper recto and verso, or you may present the mobile ticket received via your mobile terminal if your purchase was made on the mobile online sales site. Tickets which are partially or badly printed, soiled, damaged or illegible are not valid. You are responsible for verifying the number and condition of the printed tickets purchased online.

The ticket contains the following essential information:

- Name of ticket holder;

- Type of Service Provision associated with the ticket;
- Price in euros;
- Date and, where necessary, the time of the start of the Service Provision for which the ticket is valid;
- The bar code enabling validation on admission to the museum;
- The terms and conditions for use of the e-ticket and access to the Service Provision ordered.

The ticket is personal, nominative and non-transferable. It contains the name of the holders of each ticket which you provided when making the online purchase. Valid proof of identity with a photo may be requested. Admission may be denied if the holder fails to produce ID.

Admission to the Service Provision is subject to ticket validity checks. The first person to present the ticket is presumed to be the legitimate holder. Admission to the Service Provision will be denied to any other person presenting a copy of the ticket.

You must retain your ticket for the duration of the Service Provision.

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 Visitor'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 - Personal data and cookies**

### 8.1 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.

This also enables the EPV to contact the Customer in the framework of Article 9.

Using the forms available at the EPV website, [www.chateauversailles.fr](http://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://www.chateauversailles.fr/contacts-/contact>), 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 to 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.

## 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 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 User visits the website, they are informed that a cookie may automatically be installed on their browser software. The cookie records information relative to the User's browsing. The cookie is required for the proper functioning of online 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> However, such deactivation may prevent the use of certain features of the Website.

The User has the right to access, rectify, limit, transfer and delete their personal information transferred via cookies, under the conditions mentioned above.

## **Article 9 - Delay - Cancellation and refunds**

9.1 Delay: In the event of a purchase of a visit with a specified time (e.g. guided tour), latecomers will not be admitted.

9.2 A ticket may not be reimbursed, returned or exchanged except in the event of cancellation of the corresponding Service Provision by the EPV. A ticket may not be resold at a higher price than its face value.

9.3 Upon notification of cancellation or modification attributable to the EPV of the date of the Service Provision for which you have purchased tickets, you accept that the EPV Customer Services, when possible, may use the contact details you entered during the booking procedure to provide you with further instructions.

9.4 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.

9.5 All claims must be submitted via the contact form available at: <http://en.chateauversailles.fr/contact-us>. Please select the 'claims' category and complete the required fields, or contact Customer Services in writing (see contact details in the preamble) on the day of the visit at the latest.

## **Article 10 - Liability**

You must verify the ticket(s) and the online purchase confirmation at the time of issue or collection via email.

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.

Lastly, you are solely responsible for your personal use or that of a third party of the tickets sold.

## **Article 11 - Miscellaneous**

11.1 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.

11.2 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.

11.3 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.

11.4 During their visit, all Visitors are subject to the regulations governing visits of the museum and national estate of Versailles and the Trianon.

## **Article 12 - 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](http://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.