



CHÂTEAU DE VERSAILLES

GENERAL TERMS AND CONDITIONS OF SALE FOR SELF-GUIDED GROUP TOURS¹

2025

Identity of the vendor:

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

TVA Intracommunautaire: FR 15180046260

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

Registered Head Office: Château de Versailles, RP 834, 78008 Versailles cedex

Governed by decree No. 2010-1367 of 11 November 2010 amended

Customer Services Department:

Telephone: 01 30 83 04 05, Monday to Saturday 9 am to 5 pm.

Calls from outside France: + 33 1 30 83 04 05

Email: visitesautonomes@crm.chateauversailles.fr (for booking confirmation requests or bookings only, as these cannot be made by telephone).

Preamble

These General Terms and Conditions of Sale apply for all legal intents and purposes and without restriction to all bookings for self-guided tours of all the circuits at the Palace of Versailles which can be visited independently, for the groups described in Article 1 and made by one of the following professionals (hereinafter referred to as the “Customer”):

- All legal persons organising self-guided group tours led by a tour guide/interpreter who holds a professional ID card issued by the Prefecture;
- Teachers² and *relais culturels* (cultural intermediaries), activity centres, departments or organisations directly or indirectly affiliated to the French National Ministry of Education, non-profit associations organising travel and/or school trips (e.g.: association Mije, non-profit associations affiliated to the Fédération des œuvres laïques, non-profit associations affiliated to the Ligue de l’enseignement, etc.)
- via the EPV sales channels set out in Article 1.6 below.

¹ Groups must use an external provider who can obtain speaking rights (see conditions set out in Article 1.1 below). Groups who do not comply will be refused admission to the tour and no refund will be made for the booking.

² Offers relating to Versailles Education (tours, events and workshops organised with a facilitator and training courses) for teachers are governed by dedicated Terms and Conditions of Sale.

The EPV reserves the right to amend these General Terms and Conditions of Sale at any time without prior notice. Any new version of these conditions will be notified in advance on the first page of the “Contact” section of the online booking office. In the event of an amendment, all bookings will be subject to the General Terms and Conditions of Sale in force on the day of booking.

By purchasing group tickets, the Customer confirms their unconditional acceptance of these General Terms and Conditions of Sale.

These conditions are applicable to all self-guided tours for groups as defined in the Preamble, to the exclusion of all other general terms and conditions of sale, and to all countries.

Article 1. General provisions

- 1.1. The self-guided tour offer provides access to all circuits of the Palace which can be visited independently open to group tours on the day of their visit; the tour must be led by a guide with speaking rights and a reservation.

Speaking rights are issued to guides entitled to them on presentation of their professional ID card at the “groups” entrance. These rights are issued no earlier than 1 hour before the tour starts.

Please note: a guide with speaking rights can only lead one group at the time. By the same token, a group can only be led by one person with speaking rights (except where prior written authorisation has been granted by the EPV). It should be noted that a booking refers to one group and therefore to one person with speaking rights.

The professional ID card (photo side outwards) and speaking rights (indicated by a sticker) must displayed so that they are visible to ticket staff, greeters and security officers throughout the tour.

Any group arriving without a guide with speaking rights will not be admitted to the tour and the booking will not be refunded.

Visitors for a self-guided tour who have not booked and have no speaking rights will be not be permitted to pursue their tour.

Groups accompanied by a tour guide/interpreter must use audiophones. This equipment can be hired at the time of booking or onsite in the North Ministers’ Wing on the day of the tour. A flat fee is charged according to the size of the group (from 5 to 10 people or from 11 to 30 people). The audiophones will be handed out 15 minutes before the tour time.

If the rule relating to the number of people entitled to speaking rights on the same booking (see above) is waived, the Customer must pay for the number of audiophones corresponding to the number of speaking rights.

- 1.2. The self-guided tour offer applies to groups of 1 to 30 people, excluding the person with speaking rights.

The EPV reserves the right in exceptional circumstances to admit groups which do not correspond to this definition.

A 'small group' is defined as a group of at least 1 to 10 people (3 paying tickets are required to confirm the booking).

A 'large group' is defined as a group of at least 11 to 30 people (11 paying tickets are required to confirm the booking).

- 1.3. There are two types of self-guided tour:

- The "school" tour is for groups with a minimum of 10 young people under 18 on a self-guided tour as part of a school visit, accompanied by their teacher.
- The "adult" tour is for groups comprising more adults than young people under 18 (excluding the guide) with a maximum of 9 young people under 18.

- 1.4. All self-guided tour purchases consist of a group ticket booking which comprises a tour reservation and entrance fee. A booking is sold for a specific day, tour time and speaking permit.

- 1.5. In keeping with its sales policy, visitor capacity at the Palace of Versailles and the availability of tours, the EPV issues a predetermined number of group tickets for sale, which it reserves the right to increase or reduce at any time without prior warning.

- 1.6. There are three EPV sales channels for self-guided tours:

For "adult" and "school" visits:

- The EPV Customer Services Department
See contact details in the Preamble.
- The EPV onsite sales team
The Cultural Development Department
See contact details in the Preamble

For "adult" visits only:

- The dedicated online booking office for tourism professionals:
<https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillespro&p=1007> (hereafter referred to as the “Site”).

Article 2. Prices for self-guided tours

- 2.1. All self-guided tour bookings, whatever their origin, are payable in euros.
- 2.2. The price of group tickets is shown in euros excluding taxes (pursuant to the terms of Article 256 B of the General Tax Code).
- 2.3. Bookings are invoiced on the basis of prices current when the booking is registered.
- 2.4. The EPV reserves the right to amend its prices at any time without prior notification. If a booking is amended, the new prices will apply.
- 2.5. Self-guided tours sold as part of the “All circuits of the Palace which can be accessed independently” offer may qualify for total or partial admission fee exemption for visitors in the categories listed in the document “Admission fee exemptions for the museum’s permanent collections” which can be accessed at:
<http://www.chateauversailles.fr/preparer-ma-visite/conditions-gratuite>
- 2.6. Self-guided “school” tours are free for adults accompanying young visitors on school trips or extracurricular visits subject to the following quotas:
 - Pre-school / majority of children under the age of 6: entitled to 1 accompanying adult per 5 children.
 - Primary / majority of children under the age of 10: entitled to 1 accompanying adult per 10 children.
 - Secondary / majority of children over the age of 10: entitled to 1 accompanying adult per 15 children.Up to a maximum of 3 additional paying accompanying adults can be added (with an exception being made where a child with disabilities is accompanied by their disability support assistant).
- 2.7. Visitors who may qualify for a total or partial exemption from paying for a ticket must present an identity card and relevant supporting documentation for inspection.

Article 3. “Adult” self-guided tours

3.1. Online booking procedure

3.1.1 To book self-guided “adult” tours, the Customer is required to create an account or to log in to the EPV’s online ticket office if they already have an account.

To create an account, the Customer must email the EPV at ven@crm.chateauversailles.fr to receive a username and password to access the dedicated group online sales channel at: <https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillespro&p=1007>

The Customer must fill in the required fields to validate their account and for their booking to be processed.

To create an account, the Customer is required to provide personal data and undertakes to give accurate information.

In the event of a breach of these General Terms and Conditions of Sale, the EPV reserves the right to restrict or reject the number of professional accounts on the online ticket office.

3.1.2. To cancel an account, the Customer must fill in the form available at <https://www.chateauversailles.fr/contact>, by selecting the category “Update/Delete my information” and entering their name and username.

3.1.3. In the absence of evidence to the contrary, the information registered on the EPV’s online ticket office constitutes proof of all transactions carried out between the EPV and the Customer.

3.1.4. All purchases are binding, and the Customer cannot cancel or amend them once payment has been confirmed, pursuant to Article 8.3.

For more information if you are:

- A tourism professional: <https://www.chateauversailles.fr/professionnels-tourisme>
- A teacher: <https://www.chateauversailles.fr/enseignants>
- A *relai culturel* (cultural intermediary):
 - Visitors with disabilities: <https://www.chateauversailles.fr/groupe-handicap>
 - Culturally/socially underserved visitors: <https://www.chateauversailles.fr/groupe-champ-social>

3.2. Accreditation procedures for Customers who are tourism professionals

3.2.1. The EPV offers two types of accreditation governed by agreements signed between the EPV and Customers: the Basic agreement and the Key Account agreement.

In accordance with its pricing policy, the EPV reserves the right to reject accredited Customers or restrict their numbers.

3.2.2. Accreditation is subject to the following conditions:

Customers who wish to apply for the Basic agreement must meet the following conditions:

- The Customer's main business activity is related to tourism;
- The Customer buys at least 8,000 paying tickets for "adult" tours annually;
- The Customer spreads out their purchases so that the number of scheduled bookings for the off-peak season represents at least a quarter of the bookings scheduled for the peak season.

All Customers wishing to apply for a Key Account agreement must meet the following conditions:

- The Customer's main business activity is related to tourism;
- The Customer buys at least 15,000 paying tickets for "adult" tours annually;
- The Customer spreads out their purchases so that the number of scheduled bookings for the off-peak season represents at least a quarter of the bookings scheduled for the peak season.
- The Customer agrees to request a minimum of one third of their bookings in weekly slot allocations.

Customers wishing to retain their Key Account agreement must, in addition to the conditions stated above, use over 65% of the allocated slots granted to them.

The reference criterion for Customer applications is the total number of bookings for adult tours purchased in the year prior to the application for accreditation, excluding cancellations.

3.2.3. Accreditation offers access to the following benefits.

All Customers with a Basic agreement are entitled to the following rights:

- Invoicing based on the terms set out in the agreement
- 10% discount on each group ticket purchased for a self-guided tour.

All Customers with a Key Account agreement are entitled to the following benefits:

- Invoicing based on the terms set out in the agreement
- Regular reserved slots across the season, known as “allocations”.
- 15% discount on each group ticket purchased for a self-guided tour.

3.2.5. Accredited Customers can increase the number of tickets included in their booking up to 1 day prior to the tour date by contacting the Customer Services Department. Upward adjustment on the day of the tour at the groups ticket office or via the EPV Customer Services Department incurs loss of entitlement to their Customer discount.

The following conditions apply to an upward adjustment in the number of tickets:

- The request does not exceed the number of tickets available at the time of adjustment;
- Payment for supplementary tickets must be made via debit account for authorised Customers, provided the change is made before tickets are issued.

It is not possible to reduce the number of tickets.

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

All other images are subject to prior authorisation in writing from the EPV. Failure to comply with this rule may result in the termination of the agreement and the closure of the Customer's account.

3.3. Discounts on tickets

3.3.1. The EPV offers discounts on the purchase of “self-guided adult tour” tickets on the following basis:

- 10% discount for Customers purchasing at least 8,000 billets in total since the start of the current calendar year;
- 15% discount for Customers purchasing at least 15,000 tickets in total since the start of the current calendar year.

3.3.2. The EPV calculates the total number of tickets from 1 January to 31 December of each calendar year. It draws up the list of Customers eligible for discounts at the end of each month and applies them at the Customer's request to the following months until 31 December of the current year. It does not apply any discounts retroactively or during the course of the month.

3.4. Terms of sale for tours

3.4.1. Terms of sale for tours are as follows:

The EPV allocates a specific tour slot to the Customer, depending on availability and visitor numbers, and registers the corresponding reservation.

- On the basis of this reservation, the booking is confirmed subject to two conditions:
 - The Customer must pay for their booking in full at the time of reservation, except for Customers who pay for their booking on receipt of invoice (accredited Customers). In this case, the Customer must confirm the booking by sending a confirmation email or a photocopy of their purchase order on the day the reservation is made to: visitesautonomes@crm.chateauversailles.fr.
 - The Customer is not subject to any penalty specified in Article 9.

3.4.2. All Customers with a Key Account agreement can purchase tours under the allocation system subject to the following terms:

- Depending on availability and visitor numbers, the EPV allocates regular reserved tour slots to Customers across a whole season and records the corresponding reservations. The EPV reserves the right to reject the volume of allocations requested.
- Each allocation is confirmed when the booking is made.
- Accredited Customers must cancel allotments that are no longer required no later than 15 days before the tour date. All non-cancelled allocations will be invoiced.
- The Customer is not subject to any penalty set out in Article 9.

3.4.3. In the event of non-compliance with these conditions, the EPV reserves the right to cancel the booking. Money already paid by the Customer to the EPV will not be refunded, as set out in Article 9.

Article 4. Self-guided “School” tours

4.1. The booking terms for “School” tours are as follows:

- According to availability and visitor numbers, the EPV allocates a specific tour slot to the Customer and registers the reservation.
- On the basis of this reservation, the booking is confirmed subject to three conditions:
 - The Customer must specify the exact number of tickets to be reserved, up to a limit of 30 people (accompanying adults included) and confirm their booking by emailing a confirmation document including the date, signature and institution’s official stamp, within 15 days at the latest of making the tour booking to: visitesautonomes@crm.chateauversailles.fr;
 - If the order includes paying group tickets, the Customer must pay their order in full on the day of their tour at the latest, before it begins (according to the terms set out on the purchase order). If the Customer is authorised to pay for their order on receipt of invoice, they must confirm the order by sending a copy of the purchase order to: visitesautonomes@crm.chateauversailles.fr within 15 days at the latest of making the tour booking.
 - The Customer is not subject to any penalty set out in Article 9.

4.2. In the event of non-compliance with these conditions, the EPV reserves the right to cancel the booking. Money already paid by the Customer will not be refunded, as set out in Article 9.

Article 5. Payment methods for self-guided tours

5.1. The payment methods accepted by telephone by the Customer Services Department are:

- Bank card: Visa / Eurocard / Mastercard / American Express / Discover
- Paypal

Only payments in euros are accepted.

5.2. Methods of payment accepted onsite at the groups ticket offices are:

- Bank cards: Visa / Eurocard / Mastercard / American Express / Discover
- Cheque cashable in France

- Cash
- Purchase order (for public and administrative institutions)
- Payment on receipt of invoice for accredited Customers (cf. article 5.5).

Only payments in euros are accepted.

5.3. Payment methods accepted by the online ticket office are:

- Bank card: Visa / Eurocard / Mastercard / American Express / Discover
- Paypal
- Payment on receipt of invoice for accredited Customers (cf. article 5.5).

Only payments in euros are accepted.

5.4. The EPV reserves the right to decide the authorised payment methods for an order in line with the accreditation agreement signed with the Customer, the date on which the Customer made their payment and the legal status of the Customer.

5.5. For payment on receipt of invoice, the Customer must meet the following conditions:

- Be an accredited Customer with a Basic or Key Account agreement
- Be an organisation incorporated under French public or private law
- Send a copy of their purchase order within 15 days at the latest of making the tour booking
- Present the original purchase order at the group ticket offices on the day of their tour
- Make payment according to the terms outlined on the invoice.

5.6. The Customer must have full authority to use the payment card presented to pay for their booking and this card must have access to sufficient funds to cover all costs associated with the booking.

Proof of payment will be sent to the email address provided by the Customer during the booking process.

The EPV uses the PAYLINE MONEXT payment solution, which retains a copy of the transaction for 5 (five) years, in addition to the current statutory limitation periods.

PAYLINE MONEXT will archive this proof of payment in a secure and durable form by creating a true copy in compliance with Article 1379 of the French Civil Code and decree No.

2016-1673 of 5 December 2016 relating to validity of copies and implementing Article 1379 of the Civil Code. The website's digital record will be considered proof of communications, bookings, payments and transactions made.

5.7. Secure payments

The EPV online ticket office is protected by a security system via the PAYLINE MONEX secure payment solution which uses an SSL encryption process.

The Customer's bank details are protected as only the payment authorisation codes issued by banks are stored.

Encryption methods and services used to carry out secure transactions are subject to an authorisation or declaration issued by PAYLINE MONEX in line with current legislation.

Article 6. Methods for issuing “group” tickets and their validity

- 6.1. Customer tickets are issued by email or made available for collection at the group ticket offices. For accredited Customers, the EPV reserves the right to determine the authorised method for issuing tickets for a booking in line with the agreement signed with the Customer, the date on which the Customer makes their payment, and the legal status of the Customer.

Any person who illegally copies a ticket and/or uses a counterfeit ticket is liable to prosecution and will be refused admission to tour circuits. The EPV declines all responsibility for lost or stolen tickets or for the unwitting use of counterfeit tickets by the Customer, including within the Palaces and the National Estate of Versailles and Trianon.

In the event of non-compliance with a condition stated in this article, the EPV reserves the right to refuse access to the tour concerned.

6.2. Validity of “Group” tickets

A “Group” ticket cannot be used for admission at the entrance for individual visitors to tour circuits.

A “Group” ticket cannot be used other than as part of the booking to which it belongs. All “Group” tickets in a booking must be used on the date, at the time and on the circuit for which they were issued.

“A “Group” ticket cannot be resold for more than its face value.

A “Group” ticket must bear the name of the Customer and the booking price or access to the Palace of Versailles will be denied.

Article 7. Duplicate tickets

Any Customer who is unable to present tickets purchased for a group for inspection can obtain duplicates at the group ticket offices on the day of the tour by quoting the booking reference.

Article 8. Postponement, late arrival or cancellation of a tour

8.1. Postponement

Customers may postpone the date or time of their tour once only, subject to five conditions:

- Their order relates to a telephone booking (orders resulting from an allocation or online sale cannot be postponed);
- The postponement request pertains to all tickets in the order;
- The postponement request is issued at least 7 working days before the date of the tour for a change of date; one hour before the time of the tour for a change of time;
- The new tour date or time is set immediately (date to be set from bookings available on the date of the request for postponement);
- The Customer must confirm the request in writing on the same day

Failure to comply with any one of the above conditions will result in the cancellation of the tour, pursuant to the provisions of Article 9.

Please note: a booking with audiophones cannot be postponed.

8.2. Delays

An unforeseen delay of up to 30 minutes is acceptable for groups if they have notified the EPV by telephoning the Customer Services Department and can present valid proof at the group reception point:

- For the victim of a crime: the official report filed
- In the event of traffic congestion: screenshot or photo of a screen from a traffic information website
- In the event of a public transport strike: supporting evidence from the company providing the service, or a photo of a screen or website providing passenger information
- If one of the participants is ill: a medical certificate

For all delays in excess of 30 minutes, the service will be cancelled and no refund will be issued.

If a new time slot for a tour is available, a new booking must be made for the group.

If no slot is available, the Customer will have to purchase individual tickets and go to Entrance A, but without a guided tour or fast-track admission, and depending on ticket availability.

8.3. Cancellations and refunds

A ticket cannot be cancelled or refunded unless the relevant tour has been cancelled by the EPV. If the EPV is responsible for cancelling or amending the date or time of a tour, the Customer authorises the EPV Customer Services Department, wherever possible, to use their contact information to notify them of a cancellation or amendment, and to provide details of how to obtain a refund or to reschedule.

Pursuant to Article L.221-28 of the French Consumer Code, the sale of entrance tickets to a museum, is considered to be a leisure service and there is no right to a cooling off period.

All complaints, whatever their nature, must be made in writing using the contact form (<http://www.chateauversailles.fr/contacts-/contact>) on the day of the tour at the latest. The customer should select the “Complaints” category.

Article 9. Responsibility

All bookings are registered solely on the basis of the information provided by the Customer. It is the Customer's responsibility to check the details of the order. The Customer Services Department does not accept any responsibility for bookings made on the basis of inaccurate or incomplete information.

The EPV reserves the right to apply penalties if the Customer does not comply with the General Terms and Conditions of Sale stated here, and the regulations for visiting the Museum and National Estate of Versailles and Trianon, which can be consulted at: <https://www.chateauversailles.fr/reglements-visite#musee-de-versailles-et-de-trianon>

The EPV reserves the following rights:

- to invoice with a fixed fee of 25 euros any Customer having confirmed the booking for a self-guided 'school' tour who does not attend on the day of the tour;
- to cancel the booking in the event of non-compliance with the General Terms and Conditions of Sale stated here. Money already paid by the Customer to the EPV will not be refunded;
- to refuse admission to the Palace of Versailles to any group whose composition does not match the booking, unless this can be rectified.

The EPV also reserves the right to suspend or cease to apply provisions associated with discounts on group tickets and accreditation if a Client does not comply on several occasions with the General Terms and Conditions of Sale or rules for visiting the Museum and National Estate of Versailles and Trianon: <https://www.chateauversailles.fr/reglements-visite#musee-de-versailles-et-de-trianon>

The EPV cannot be held responsible for non-provision of service due to force majeure as defined in Article 1218 of the French Civil Code, notably including transport disruption, strikes, exceptional weather conditions, fire, etc.

Any person who illegally copies a ticket and/or uses a counterfeit ticket will not be admitted to the service in question and is liable to prosecution.

Article 10. Personal data processing - Cookies

10.1. Personal data

The personal data requested from the Customer by the EPV, the data processor, is required to manage their booking (including payment) and their relationship with the EPV. This data is stored by the EPV in the Customer's personal account in order to fulfil the transaction. Once this data has been registered, the Customer can carry out future transactions more quickly. This also allows the EPV to contact the Customer under the provisions of Article 8.3.

Using the forms available on the EPV website www.chateauversailles.fr, a Customer can opt in to email or mailings about offers or information from the EPV.

Personal data is used either on a contractual basis for Customer account management, or on an opt-in basis for receipt of communications by Customers. Customers' personal data may only be transmitted to authorized parties within the EPV for the purposes described above, to EPV's ticket service and customer services providers and to partners where applicable.

The Customer has the right to access, rectify, erase, and object to data relating to them, the right to data portability, and the right to restrict processing of their details. This can be done by using the contact form (<http://www.chateauversailles.fr/contacts-/contact>), and selecting the category "Other", or by email at donnees.personnelles@chateauversailles.fr, by providing contact details and proof of identity.

The Customer has the right to state general and specific instructions about erasing and communicating their personal data in the event of their death.

If, after contacting the EPV, the Customer believes that their data protection rights have been breached, they are entitled to register a complaint online with the Commission Nationale de l'Informatique et des Libertés (CNIL), the French body which oversees compliance with personal data protection regulations. To find out more about personal data management, the Customer can visit the EPV website page: www.chateauversailles.fr/politique-protection-donnees-personnelles.

10.2. Cookies

The EPV uses cookies to offer Customers the best possible user experience, notably to ensure that the online ticket office operates efficiently, and for audience measurement purposes. The

EPV cookie policy is described in detail on the website at:
<https://www.chateauversailles.fr/politique-cookies-site-officiel>

Customers are informed that a cookie may be automatically installed on their browser when they visit the online booking office. The cookie is used to record Customer browsing information. Cookies are required to ensure that purchases operate effectively.

Browser settings can notify you of the presence of cookies (see the process at the website: <https://www.chateauversailles.fr/politique-cookies-site-officiel>). How to reject cookies is described on the website: <https://www.cnil.fr/fr/cookies-et-autres-traceurs/comment-se-proteger/maitriser-votre-navigateur>. However, disabling cookies could affect some functionality on the EPV website.

Customers have rights of access, rectification, restriction, portability and erasure of personal data communicated via cookies as outlined in the conditions above.

Article 11. Miscellaneous

If one of the General Terms and Conditions of Sale is deemed illegal or unenforceable by a court, the other terms and conditions remain in force.

Pursuant to Article 1366 and following of the French Civil Code and Article L.110-3 of the Commercial Code, where applicable, the information provided by the EPV shall be deemed authentic between the parties. The information provided by the EPV computer systems has the same evidential value as an original hand-signed paper document.

Non-compliance by the Customer with the obligations set out in the terms of the General Conditions of Sale, and in particular any incident pertaining to payment, may incur suspension of access to the online ticket office or even the closure of the Customer account, depending on the seriousness of the actions in question, without prejudice to any damages and compensation the EPV may seek. Consequently, the EPV reserves the right to reject any booking from a Customer with whom such a dispute exists.

In the case of an accredited Customer, this non-compliance may also lead the EPV to terminate the agreement made with the accredited Customer.

Article 12. Applicable law - Disputes

The sale of self-guided tours under the General Terms and Conditions of Sale stated here is subject to French law.

In the event of a dispute between the EPV and the Customer, they will endeavour to reach an amicable resolution.

In the absence of an amicable resolution, the Versailles courts have sole jurisdiction.