



CHÂTEAU DE VERSAILLES

General terms and conditions of sale

FOR SELF-GUIDED TOURS IN GROUPS:¹

2024

Preamble

The present Terms & Conditions of Sale apply automatically and without restriction to:

- all orders for self-guided tours
- for groups as specified in Article 1
- led by the following professionals:
 - All legal persons organising independent group visits;
 - All natural persons approved by the competent French ministries (Culture & Communication, National Education, Tourism);
 - Teachers and cultural relay presenters,² schools or universities and leisure centres, services or structures directly or indirectly affiliated with the Ministry for National Education, tour operators and / or school visits (e.g. Mije Association, organisations affiliated with the Fédération des Oeuvres Laïques, organisations affiliated with the Ligue de l'Enseignement, etc.).

- orders via the sales channels, listed in Article 1 below, of the Établissement public du château, du musée et du domaine national de Versailles (EPV) (Public Institution of the Palace, Museum and National Estate of Versailles), headquartered at Château de Versailles, RP 834, 78008 Versailles Cedex.

¹ Groups must call on the services of an external person eligible to speak (conditions specified under Article 1.1 hereafter) Groups without a guide will be denied admission. No refund on the booking will be granted.

² Offers related to Versailles Education (visits, events and workshops organised with a presenter, in addition to training courses) booked online by teachers are subject to specific TCS

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The EPV reserves the right to modify the present Terms and Conditions of Sale at any time, without notice. All new versions of these Terms and Conditions will be notified in advance on the first page of the 'Contact' section. In the event of modification, the Terms and Conditions of Sale applied to each order shall be those in effect the day the order is placed.

The Customer's purchase of group tickets implies their unreserved acceptance of the present terms of sale.

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

Seller's identity:

Établissement public du château, du musée et du domaine national de Versailles (EPV),
(FR 15180046260),

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

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

Governed by Decree n°2010-1367 of 11 November 2010 amended

Customer Relations Department:

Information and Indirect Sale Sector

1, Rue de l'Indépendance Américaine

78000 VERSAILLES

Telephone: +33(0)1 30 83 04 05, Monday to Sunday, from 9am to 5pm.

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

Email: visitesautonomes@crm.chateauversailles.fr (to be used only for confirmations or for bookings which cannot be made by telephone).

Contact form: <https://www.chateauversailles.fr/contact>

Article 1. General provisions

1.1 The self-guided tour offer provides admission to all freely accessible circuits of the Château open to group tours on the day of arrival and managed by a guide holding a booking.

Self-guided tours are not commented. **It is for this reason that the Customer must call on an external person eligible to speak (professional guide-interpreters approved by the competent French public authorities, teachers and cultural relay card holders) - in this case**

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the speaking permit is granted on presentation of the justifying document at the group entrance and will be issued 1 hour at the earliest prior to the time of tour departure. Please note that guides may only accompany one group at a time (unless otherwise authorised).

As a reminder, an order number grants admission:

- **To a group**
- **On a date**
- **At a specific time**

An order with several dates or times will not be accepted.

The guide, teacher or relay card holder is required to present their guide card, teacher or relay card at the cash desk in order to obtain their speaking permit.

The guide, teacher or relay card, in addition to the speaking permit must be visible to ticket inspectors or security staff throughout the duration of the visit.

Groups without a guide (or teacher) will be denied admission. No refund on the booking will be granted.

‘Guided’ groups (except teachers and relay card holders) must be equipped with headphones. This equipment may be rented when placing the order, or on site in the North Ministers’ Wing on the day of the visit, subject to availability. Rental fees are €16 per group of 11 to 30 people, or €8 for a group of 5 to 10 people, or per speaking permit. Headphones are issued 15 minutes before the start time of the visit.

1.2 The self-guided tour offer applies to groups of 1 to 30 people, excluding the guide.

EPV reserves the right to exceptionally admit groups which do not correspond to this definition.

A ‘small group’ is defined as a group of at least 3 to 10 paying tickets.

A ‘large group’ is defined as a group of at least 11 to 30 paying tickets.

For small or large groups including visitors entitled to free admission (PRM, EU-resident students under 26 years, teachers, etc.) at least 3 paying tickets must be applied to validate the order.

1.3 There are two categories of self-guided tour offers:

- The ‘School’ offer applies to groups of at least 10 people under the age of 18 on a self-guided tour as part of school studies and thus accompanied by at least their teacher.

- The 'Adult' offer applies to groups including no more than 9 people under the age of 18. The order must include more adults than under 18s (excluding the guide).

1.4 All purchases of self-guided tours are subject to group ticket orders including the booking of the visit and admission. An order is sold for a specific day and time of visit.

1.5 According to its sales policy, Palace admission capacities and tour availabilities, the EPV sells a predefined number of group tickets.

The EPV reserves the right to increase or reduce the number of tickets for sale, at any time and without notice.

1.6 The EPV sells self-guided tours via three sales channels:

For all adult and school groups:

- Customer Relations Department
Établissement Public du château, du musée et du domaine national de Versailles
Contact details are to be found in the preamble.
- The on-site sales team of the Établissement Public du château, du musée et du domaine national de Versailles (EPV)
Cultural Development Department
RP 834
78008 Versailles Cedex

For large groups and adults only:

- Online:
<https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillespro&p=1007> (hereinafter referred to as the 'Website').

Article 2. Self-guided tour prices

2.1 Any self-guided tour order, no matter where it originates, must be paid in euros.

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2.2 Group ticket prices are specified in euros before tax (pursuant to Article 256 B of the General Tax Code)

2.3 Orders are invoiced on the basis of prices in effect at the time the order is registered.

2.4 The EPV reserves the right to modify its prices at any time, without notice. Any changes to an order will take the new prices into account.

2.5 Self-guided tours sold in the framework of the 'All freely-accessible circuits of the Château' offer may be subject to partial or full exoneration for visitors corresponding to the situations specified in the document 'Free admissions to the Museum's permanent collections', available at the following address:

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

2.6 Self-guided 'school' tours are free for adults accompanying young visitors as part of school or after-school visits according to the following quotas:

- Pre-school / majority of children under 6 years: 1 accompanying person per 5 children
- Primary school / majority of children under 10 years: 1 accompanying person per 10 children
- Secondary school / majority of children over 10 years of age: 1 accompanying adult per 15 children.

Up to 3 additional paying accompanying adults may be included.

2.7 Visitors entitled to reduced or free admission must present ID and documentary proof to ticket inspectors.

Article 3. 'Adult' self-guided tours

Bookings open 3 months in advance as of the first business day of the month (e.g. 2 April 2024 for bookings in July 2024) at 9am via the Customer Relations Department.

To ensure fairness, the number of orders per call is limited to 5 on the first day of booking.

3-1. Terms for ordering via the website

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3.1.1 To order tickets for self-guided 'Adult' tours, the Customer is required to create an account (using the procedure described hereafter) or to log onto their existing Website account. The Customer must complete all the required fields in order to have their order processed.

To create the account, the Customer must contact the EPV at ven@crm.chateauversailles.fr to obtain a user name and password enabling them to log onto the online sales channel for groups, at:

<https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillespro&p=1007>.

During the registration procedure, the Customer must provide their Personal Data and thus undertakes to provide correct and accurate information.

3.1.2. To delete this account, the Customer must complete the form available at <http://www.chateauversailles.fr/contacts-/contact>, select the 'Other' subject category and enter their name and login information.

3.1.3. Procedure for online orders:

- **Step 1:** Customer identification on the Website home page
- **Step 2:** Select 'Self-guided tours of the Grand Apartments'
- **Step 3:** Choose the date and time of visit
- **Step 4:** Choose the number of tickets required
- **Step 5:** Add to the cart and confirm
- **Step 6:** Enter the group name
- **Step 7:** Accept the Terms and Conditions of Sale by clicking the corresponding box to validate the order
- **Step 8:** Proceed to payment by entering the bank card number on the secured page or via debit account for authorised customers
- **Step 9:** The tickets are available in your account

Please note that a single transaction may include only one group, one date and time of visit.

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

3.1.5. All purchases are firm and definitive. The Visitor may not cancel or modify their purchase once payment has been confirmed.

For more information, a dedicated page for tourism professionals is available on our website via the following link: <https://www.chateauversailles.fr/manuel-des-ventes>

3-2. Customer accreditation terms

3.2.1. The EPV offers two forms of accreditation: the Simple agreement and the Key Account agreement

3.2.2. The Simple agreement may be obtained subject to certain conditions:

- Any Customer wishing to obtain the Simple accreditation must meet the following requirements:
 - The Customer's main activity must be linked to tourism
 - The Customer must purchase at least 8,000 paying tickets for Self-guided Adult Tours per year
 - The Customer spreads their purchases so that the number of orders planned for the low season represents at least one quarter of the orders planned for the high season.

- Any Customer wishing to obtain the Key Account accreditation must meet the following requirements:
 - The Customer's main activity must be linked to tourism
 - The Customer must purchase at least 15,000 paying tickets for Self-guided Adult Tours per year
 - The Customer spreads their purchases so that the number of orders planned for the low season represents at least one quarter of the orders planned for the high season
 - The Customer undertakes to request at least one third of their bookings in weekly allocated slots.

All Customers wishing to maintain the Key Account Agreement must, in addition to the above-mentioned criteria, use more than 65% of the allocations assigned to them.

The reference taken into account to examine the Customer's application is all self-guided adult tour orders purchased during the year preceding the request for accreditation, excluding cancellations.

3.2.3. Accreditation entitles the holder to benefits:

All Customer beneficiaries of the Simple agreement are entitled to the following:

- Invoicing
- 10% discount on each group ticket purchased for a Self-guided Tour

All Customer beneficiaries of the Key Account agreement are entitled to the following:

- Invoicing
- Regular visit slots reserved for a whole season, known as allocations
- 15% discount on each group ticket purchased for a Self-guided Tour

3.2.4. All accreditations are governed by an Agreement signed by the Customer and the EPV.

3.2.5 Accredited Customers may upwardly adjust the number of tickets included in their order up to 1 day before the visit, via the Customer Relations Department. **In the case of adjustment on the day of the visit at the group cash desk, the accredited Customer will not be entitled to the agreed discount.**

The conditions for upward adjustments are as follows:

- The request must not exceed the number of places available at the time of adjustment
- Payment of additional tickets may be made via debit account for authorised customers, provided that the change is made prior to ticket issue.

Downward adjustments are not possible.

3-3. Discounts for group tickets

3.3.1. The EPV grants the following discounts to beneficiary customers of the Simple and Key Account agreements:

- A 10% discount on 'self-guided adult group tours' is applicable to all customers purchasing at least 8,000 tickets in total as of the start of the ongoing calendar year.
- A 15% discount on 'self-guided adult group tours' is applicable to all customers purchasing at least 15,000 tickets in total as of the start of the ongoing calendar year.

3.3.2. The EPV calculates the total number of tickets from 1 January to 31 December of each calendar year, on the Customer's request. The EPV creates the list of customers entitled to discounts at the end of each month and applies said discount to the following months up to 31 December of the ongoing year. Discounts shall not be applied retroactively or for the ongoing month.

3.4 Terms of sale for tours

3.4.1. Customers may purchase self-guided adult tours in the framework of bookings, and subject to availabilities and visitor numbers. The terms of sale are as follows:

- According to availability, the EPV allocates a specific visit slot to the Customer and records the corresponding booking
- Based on this booking, the EPV validates the order on two conditions:
 - The Customer must pay their order in full at the time of booking, except for Customers who pay their order on invoice.
In this case, the Customer must confirm their order by sending a confirmation email (accredited Customers at resagrandscomptes@crm.chateauversailles.fr), or a photocopy of their order form on the same day as the booking is made, to: visitesautonomes@crm.chateauversailles.fr
 - The Customer is not subject to any penalty specified in Article 9.

Customers may adjust their order upwards up to the day before the visit, via the Customer Relations Department. Adjustments may not be made downwards or on site.

3.4.2. All customers with Key Account accreditation may purchase self-guided adult tours in the framework of allocations, and subject to availabilities and visitor numbers. The terms of sale are as follows:

- According to availabilities, the EPV allocates regular reserved visit slots to the Customer for the whole of a season, and records the corresponding bookings. The EPV reserves the right to refuse the allocation volume requested.
- Each allocation is systematically confirmed.
- The accredited Customer must cancel the allocations they do not require 15 days before the date of the visit at the latest. All non-cancelled allocations will be invoiced.

The Customer is not subject to any penalty specified in Article 9.

3.4.3. In the event of non-compliance with these terms, the EPV reserves the right to cancel the order. Amounts already paid by the Customer to the EPV shall not be refunded, as specified in Article 9.

Article 4. Self-guided 'School' Tours

Bookings open 3 months in advance as of the first business day of the month (e.g. 2 April 2024 for bookings in July 2024) at 9am via the contact centre.

To ensure fairness, the number of orders per call is limited to 5 on the first day of booking.

4.1 Teachers may purchase self-guided school tours in the framework of bookings, and subject to availabilities and visitor numbers. The terms of sale are as follows:

- - According to availability, the EPV allocates a specific visit slot to the Customer and records the corresponding booking.
- - Based on this booking, the EPV validates the order on three conditions:
 - The Customer must specify the exact number of tickets to be reserved and confirm their booking by sending a confirmation document including the date, signature and establishment's official stamp, 15 days at the latest after the booking of the visit, to the following address:
visitesautonomes@crm.chateauversailles.fr;
 - If the order includes paying group tickets, the Customer must pay their order in full on the day of their visit at the latest, before the start of the visit. If the Customer is authorised to pay their order by invoice, they must confirm the order by sending a copy of the order form to:
visitesautonomes@crm.chateauversailles.fr 15 days at the latest after the booking of the visit.

- The Customer is not subject to any penalty specified in Article 9.

4.2 In the event of non-compliance with these terms, the EPV reserves the right to cancel the order. Amounts already paid by the Customer to the EPV shall not be refunded, as specified in Article 9.

Article 5. Terms of payment for self-guided adult and school tours

5.1 For bookings made by telephone with the Customer Service Department or online purchases, payment by bank cards and on invoice are accepted.

5.2 Bank cards, cheques, cash, order forms and payment by invoice are accepted for payment on site at the group cash desks. Payments are made in euros only.

5.3 The EPV reserves the right to decide on the payment methods authorised for a given order according to the accreditation agreement signed with the Customer, the date on which the Customer proceeds to payment and the latter's legal status.

5.4 The following banks cards are accepted for payment of orders:

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

5.5 In the case of payment on invoice, the Customer must meet the following requirements:

- The Customer must be accredited with a Simple or Key Account agreement
- The Customer must be a French structure incorporated under public law
- The Customer must send a copy of their order form 15 days at the latest after the date of the booking of their visit
- The Customer must present the original of the order form at the group cash desk on the day of their visit
- Payment must be made to EPV's accounting agency.

5.6 The Customer guarantees that they are fully authorised to use the bank card provided for payment of their order, and that this card gives access to sufficient funds to cover all costs arising from the order.

The EPV is required to establish proof of transaction in duplicate, including the date, time and amount of said transaction.

Proof of payment is sent to the email address provided during the order procedure.

The EPV uses the PAYBOX VERIFONE payment solution, which stores a copy of proof of transaction for a duration of 5 years, in addition to the applicable limitation periods.

PAYBOX VERIFONE will archive this proof on a reliable and durable support forming a faithful copy pursuant to the provisions of Article 1379 of the Civil Code and Decree n° 2016-1673 of 5 December 2016. The Website's computerised registers shall be considered by the Parties as proof of communications, orders, payments and transactions occurring between the Parties.

5.7 Payment security

The Website of the EPV is covered by a security system. The PAYBOX VERIFONE payment solution uses the SSL encryption process. The Visitor's bank details are thus protected as only the payment agreement codes issued by the banks are stored. The encryption means and services used to secure transactions were the object of an authorisation or declaration by PAYBOX VERIFONE, pursuant to the legislation in effect.

Article 6. Ticket issue procedures and ticket validity

6.1 Tickets are issued to the Customer by email or made available at the group cash desks.

The EPV reserves the right to decide on the means of ticket issue authorised for a given order according to the accreditation agreement signed with the Customer, the date on which the Customer proceeds to payment and the latter's legal status.

The ticket purchased by the Customer will specify their name and the ticket price.

Any party presenting an illegal copy of a ticket and/or using a counterfeit ticket will be denied admission to the Service Provision in question and will be prosecuted, without prejudice to the termination of any agreement concluded with the EPV and to the closure of the concerned party's account.

The EPV shall not be held liable in the case of loss, theft, or the use of copies without the Customer'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.

6.2 Group ticket validity

A group ticket may not be used for admission to tour circuits via the individual visitor entry.

A group ticket may not be used outside of the order to which it pertains. All tickets in an order must be used on the date and at the time and for the circuit stipulated on the order.

A group ticket may not be resold at a higher price than its face value.

A group ticket must specify the name of the Customer and the price of the order, failing which admission will be denied.

All claims must be submitted via the contact form available at: <http://www.chateauversailles.fr/contacts-/contact>. In this case, the Customer must select the 'Claims' subject category.

Article 7. Duplicate tickets

If the Customer is unable to provide the group ticket purchased for ticket inspection, they may obtain duplicates from the group cash desks on the day of the visit, upon presentation of the order reference number.

Article 8. Delay, postponement or cancellation of the visit

8-1. Postponement

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

- Their request pertains to an order resulting from a booking made by telephone (orders resulting from an allocation or online sale may not be postponed)
- The request pertains to all the tickets covered by the order
- The request is issued at least:
 - 7 business days before the date of the visit for a change of date
 - One hour before the time of the visit for a change of time
- The new date or time of the visit is set immediately (date to be set among the bookings open on the date of 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 visit, pursuant to the provisions of Article 8.3.

Please note that orders including headphones may not be postponed.

8.2 Delay

An exceptional delay of 30 minutes is accepted for groups having **notified the contact centre** and presenting valid proof to the group desk:

- Victim of crime: registered complaint
- In the event of traffic delays: screen shot or photo of a screen of a traffic site
- In the event of a public transport strike: proof from the company providing the service, or a photo of the screen of a passenger information site

- In the event of a health issue affecting one of the participants: medical certificate

Any delay exceeding 30 minutes will result in the cancellation of the service provision and will not entitle the Customer to a reimbursement.

In the event of an availability of a new slot, the group must pay for a new order.

In the event no new slots are available, the group must purchase individual tickets and go to entrance A. Guided tours and fast track entry will be denied.

8.3 Cancellation and refund

A ticket may not be cancelled or refunded except in the event of cancellation by the EPV or the corresponding service provision.

On notification of cancellation or a modification in the date or time of visit for which the Customer purchased tickets and which is attributable to the EPV, the Customer agrees that, where possible, the EPV Customer Department may use the Customer's contact details to notify the cancellation of a service provision and explain the procedure to obtain a refund or postponement.

Pursuant to Article L.221-28 of the French Consumer Code, the sale of admission tickets to a museum, assimilated to a leisure service provision, is not subject to right of withdrawal.

All claims, regardless of their nature, must be lodged using the contact form at <http://www.chateauversailles.fr/contacts-/contact>) on the day of visit at the latest. In this case, the Customer must select the 'Claims' subject category.

Article 9. Liability and penalties

All bookings are registered solely on the basis of information provided by the group leader or a designated intermediary. Customers are responsible for verifying the information regarding their order. The Customer Relations Department will not be held liable in any way for bookings made using erroneous or incomplete information.

The EPV reserves the right to apply penalties in the event the Customer fails to comply with the present Terms and Conditions of Sale, or the Museum and Estate Visit Regulations.

The EPV specifically reserves the following rights:

- Any Customer having confirmed the booking of a self-guided 'School' tour and who is not present on the day of the visit will be invoiced a fixed-rate fee of 25 euros.
- In the event of non-compliance with the provisions specified in Articles 6 to 9, the EPV reserves the right to cancel the order. Amounts already paid by the Customer to the EPV shall not be refunded.
- If the composition of a group does not correspond to the order, and the order has not been regularised, the EPV shall deny access to the site.

The EPV also reserves the right to suspend or cease the application of provisions related to group ticket discounts and accreditation if the Customer fails to comply with the present Terms and Conditions of Sale, or the Museum and Estate Visit Regulations.

The EPV will not be held liable for any non-provision resulting from an event of *force majeure* beyond its control, including in particular disruptions to transport, strikes, exceptional weather conditions, or fire, etc.

Article 10. Personal data processing and cookies

10.1 - Personal data

The personal data requested by the EPV, as data controller, is required to manage the Customer's order (including payment) and relations with the EPV. This data is stored under the Customer's personal account and enables the transaction to proceed correctly. Once

recorded, this data enables the Customer to proceed to future transactions more quickly. This also allows the EPV to contact the Customer in the framework of Article 9.

Using the forms available on the EPV website, www.chateauversailles.fr, the Customer may choose to receive special offers or information regarding the EPV, by email or post.

The legal base for this processing is either contractual with respect to the management of customer's account, or based on consent with respect the receipt of communications by the Customer. For the purposes described above, the Customer's data is transmitted solely to persons with authorised access within the EPV, in addition to its service providers responsible for ticketing and customer relations, and partners, if any.

The Customer has the right to access, rectify, delete, oppose and transfer their personal data, in addition to the right to limit processing of said data. The Customer may exercise these rights via the contact form: (<http://www.chateauversailles.fr/contacts-/contact>), specifying 'Other' in the subject category, and providing their contact details and any form of proof of identity, or by email to: donnees.personnelles@chateauversailles.fr.

The customer has the right to provide general and specific instructions relating to the exercise of the above-mentioned rights upon their death.

If, having contacted the EPV, the Customer deems their 'Data Protection' rights have been breached, they may lodge a complaint with the CNIL.

For more information on the management of their personal data, the Customer can go to the following page on the EPV website: www.chateauversailles.fr/politique-protection-donnees-personnelles.

10.2 – Cookies

The EPV uses cookies to offer the best service possible to its customers and to enable the proper functioning of the self-guided tour online booking service and audience measurement. All information relative to EPV's cookie policy can be found on the following page of the Website: <https://www.chateauversailles.fr/politique-cookies-site-officiel>

When the Customer visits the website, they are informed that a cookie may automatically be installed on their browser software. The cookie serves to record customer browsing

information. The cookie is essential to the proper functioning of self-guided tour ticket purchases.

Browser software settings (the procedure of which can be found at:

<https://www.chateauversailles.fr/politique-cookies-site-officiel>

enabling notification of the presence of cookies and their possible refusal are described at the following address: <https://www.cnil.fr/fr/cookies-et-autres-traceurs/comment-se-proteger/maitriser-votre-navigateur>

The Customer has the right to access, rectify, limit, transfer and delete personal data transmitted by cookies under the conditions described above.

Article 11 -Miscellaneous

In the event that any of the terms of the General Terms and Conditions of Sale are deemed illegal or unenforceable by a court decision, the other provisions will remain in effect.

Pursuant to Articles 1365 et seq. of the Civil Code and, where appropriate, Article L.110-3 of the Commercial Code, information issued by the Website shall be binding between the Parties. The scope of proof of information provided by EPV's IT systems is that accorded to an original in the sense of a written paper document, signed by hand.

Failure on the part of the Customer to comply with the obligations described in 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 a suspension of access to the Website service, or 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.

Article 12. Applicable law - Disputes

Sales of self-guided tours set forth in the present Terms and Conditions of Sale are governed by French law.

Consumer dispute mediation:

Établissement public du château, du musée

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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 post 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.