



CHÂTEAU DE VERSAILLES

GENERAL TERMS AND CONDITIONS OF SALE FOR INDIVIDUAL VISITORS

2025

Preamble

These General Terms and Conditions of Sale of the Public Establishment of the Palace, Museum and National Estate of Versailles (hereinafter referred to as “EPV”) define the rights and obligations applicable to all orders placed with EPV:

- by any individual (hereinafter the “Visitor” or “you”),
- for individual tickets for guided or self-guided tours of the palaces and national estate of Versailles and Trianon,
- via the following online ticketing service:
<https://billetterie.chateauversailles.fr/index-css5-chateauversailles-lgfr-pg1.html>
(hereinafter the “online ticketing service”)
- or by telephone via the EPV Customer Relations Department.

They therefore do not apply to individual tickets sold in the following context:

- on-site sales
- partner sales networks
- bulk sales (individual tickets purchased in advance by professionals).

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 78 00, Monday to Friday, 9 AM to 5 PM

Calls from abroad: + 33 1 30 83 78 00

Contact form: <http://www.chateauversailles.fr/contacts-/contact>

Full and unreserved acceptance of these General Terms and Conditions of Sale is mandatory for all orders. To this end, you must check the corresponding box before confirming the contents of your order.

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.

Article 1 Prices, type and number of tickets

- 1.1 Ticket prices are stated in euros, net of tax. Full-price, reduced-price and free tickets are available online and by telephone. Visitors entitled to reduced or free admission must present proof of identity and the relevant documents when the tickets are checked.

The conditions governing reductions and exemptions from admission fees can be consulted at the following address: <http://www.chateauversailles.fr/preparer-ma-visite/conditions-gratuite>

By purchasing a full-price ticket, visitors waive any discount or free admission to which they may have been entitled for their visit.

- 1.2 EPV limits the number of tickets sold to 15 paid and 8 free tickets (excluding bulk sales and group sales, which are not governed by these General Terms and Conditions of Sale).
- 1.3 All orders, whatever their origin, are payable in euros net of tax (in accordance with the provisions of article 256 B of the French General Tax Code).
- 1.4 The applicable prices are those in force on the day of the order. EPV reserves the right to modify its prices at any time. The ordered services will be invoiced on the basis of the prices in force at the time the order is recorded.

Article 2 Availability

EPV offers a predefined number of tickets for sale via its online ticketing service. It reserves the right to increase or reduce the number of tickets on sale at any time.

Time-stamped tickets allowing access to the Palace of Versailles (Palace ticket, Passport and Package) sold via the online ticketing service allow access to the tour of the Palace of Versailles via entrance A within ½ hour of the chosen time slot.

Each ticket provides a single access to the corresponding service. A ticket is sold for a tour day and time chosen by the Visitor.

Ticket purchases are made in real time. As such, you will be informed of ticket availability when placing your order.

“My basket” enables you to check that your order corresponds to your wishes. As long as the payment has not been recorded, you can modify the contents of your order in the “My basket” page.

For any claim after validation of the transaction, please refer to article 9.5 below.

Article 3 Information on tickets sold

Each ticket sold must present the essential characteristics of the said tickets:

- Identification of the seller
- Bar code on all paper formats
- Contents of the offer associated with the ticket(s), photographs and texts describing the offer associated with the ticket(s) are not contractual.
- Price in euros, net of tax
- Validity date of the ticket(s)

Article 4 Ordering via the online ticketing service and by telephone - personal account

4.1 Identification - creating and deleting an account

To order a ticket, please create an account on the EPV online ticketing service or by telephone

- 4.1.1. To create an online sales account, you need to fill in a registration form, enter your personal details and choose a login (e-mail address) and password. You undertake to ensure that the information entered in this registration form is accurate and correct.

Confirmation of registration and account creation will be sent to the e-mail address indicated in the registration form.

To delete an account, please fill in the form at the following address <https://www.chateauversailles.fr/contact> select the category “Modify my information” and enter your name and login.

- 4.1.2. To create an account by telephone, you must contact the Customer Relations Department by calling 01 30 83 78 00, Monday to Friday, 9 AM to 5 PM, French time (calls from abroad: + 33 1 30 83 78 00) and provide the same information as for creating an account online (see 4.1.1). The terms of payment and obtaining tickets are those described in article 5 and following.

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

All purchases are firm and final, and no cancellation or modification by the Visitor is possible once payment has been confirmed, in accordance with article 9.

Article 5 Online payment

5.1. Payment by credit card enables you to pay for your tickets online and definitively. The following cards accepted for payment of an order:

- Carte Bleue / Visa / Eurocard / Mastercard / American Express / Discover
- PayPal
- E-ANCV

Your bank account will be debited once the order has been confirmed as described in article 6. The debiting of the bank account is independent of the printing of the tickets.

You warrant that you are fully authorised to use the payment card provided for payment of your order and that this card gives access to sufficient funds to cover all costs resulting from the use of the online ticketing service.

Proof of payment is sent to the e-mail address that you provided when ordering.

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.

5.2. Payment security

The EPV online ticketing service uses a secure payment system.

The PAYLINE MONEXT secure payment solution uses SSL encryption.

The Visitor's bank details are therefore 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 6 Order confirmation

Your ticket order is definitively confirmed and binding on EPV only upon receipt of the e-mail confirming validation of the order and specifying at least:

- the order number
- a download link for the ticket(s), as set out in article 7 below
- the services to which the ticket(s) entitle(s) you
- the total amount of the order
- instructions for printing the purchased ticket(s)

This e-mail is sent only after confirmation of the approval of the bank payment centres. As such, we ask you to check your e-mail.

Article 7 Obtaining tickets

7.1. The ticket is printable upon receipt of the order confirmation e-mail set out in article 6 and can be downloaded using a hyperlink specified in the said e-mail or in the Wallet. It is not possible to print the ticket on the EPV website.

You must have printed the ticket prior to the visit, without changing the print size, full page, on white A4 paper, blank on both sides, or present the mobile ticket received on your mobile terminal when purchasing via the mobile online ticketing service. Partially or poorly printed, soiled, damaged, illegible or falsified tickets are invalid. You are responsible for checking the number and condition of tickets purchased online and printed.

The essential features of the ticket are:

- the holder's name;
- the nature of the service associated with the ticket;
- the price in euros;
- the date and time of the start of the ordered service for which the ticket is valid;
- a bar code to validate it at the entrance to the Palace of Versailles;
- the transaction number;
- the conditions of use of the e-ticket and access to the ordered service.

The ticket is personal, specific to you and non-transferable. It includes the name of each ticket's holder, which you entered as part of the online purchase. A valid identity document with photograph may be required. Failure to present such a document may result in refusal of the ordered service.

Access to the ordered service is subject to verification of the ticket's validity. The first person to present the ticket is presumed to be the rightful holder. Any other person arriving at a later time with a copy of the ticket will be refused access.

You must keep your ticket with you for the duration of the service.

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

EPV declines all responsibility in the event of loss, theft or use of copies without your knowledge, including on the premises of the palaces and national estate of Versailles and Trianon.

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.

7.2. The “Jouons à Versailles” game (hereinafter the “Game”) is available in French only.

The game is only available when buying tickets via the following online ticketing service: <http://billetterie.chateauversailles.fr/index-css5-chateauversailles-pg1.html> (hereinafter the “online ticketing service”).

Accepted payment methods: see article 5 “Payment”

The game can be purchased up to 4 PM on the day before the visit scheduled by the buyer, except for visits taking place on Sundays, in which case the game can only be purchased up to 4 PM on the previous Friday.

The game must be collected on the day of the visit from the guided tours reception desk (Ministers’ Wing North) on presentation of the voucher, which will be scanned by EPV. The game will be provided to the buyer. The voucher is personal, specific to you and non-transferable.

If not collected, the game will be retained by EPV for a period of one (1) month. During this period, the buyer must send an e-mail to (minus@chateauversailles.fr) to arrange a new collection date.

If the game is not collected within this period of one (1) month, it will be sent to the buyer by post to the address given at the time of purchase.

The buyer’s attention is drawn to the fact that EPV and Minus are the sole owners of the intellectual property rights of the game. Any reproduction (illustrations, text, Palace of Versailles and Minus trademarks) requires the prior written authorisation of EPV and Minus.

Article 8 Personal data - Cookies

8.1 Personal data

The personal data requested from the Visitor is necessary to manage his/her order (including payment) and his/her relations with EPV. This data is retained by EPV in the Visitor's personal account: it is used to complete the transaction. In addition, once recorded, this data enables the Visitor to carry out future transactions more quickly.

It also enables EPV to contact the Visitor in the context of article 9 (cancellation and refund).

Using forms available from the EPV online ticketing service www.chateauversailles.fr, the Visitor may choose to receive offers or information from EPV and its service providers and partners by e-mail or post.

The Visitor's personal data is intended for use by EPV, the data controller, and the retention thereof relies either on a contractual basis for the management of the Visitor's account, or on the Visitor's consent for the sending of communications. It may be communicated, for the purposes described above, 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.

This data is retained for 3 (three) years from the date of creation of the Visitor's account.

The Visitor has the right to access, rectify, delete, oppose, port and limit his/her 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 your contact details and providing proof of your identity by any means to: donnees.personnelles@chateauversailles.fr.

The Visitor may also at any time withdraw his/her consent to the sending of communications or request the deletion of his/her account using the contact form.

The Visitor has the right to define general and specific directives defining the manner in which he/she intends the aforementioned rights to be exercised in the event of death.

The Visitor has the right to lodge a complaint 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.

8.2 Cookies

EPV uses cookies to provide its Visitors 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 Visitor is informed that, when using the online ticketing service, a cookie may be automatically installed on his/her browser. Cookies are used to record information about the browsing habits of Visitors. 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-protger/maitriser-votre-navigateur>. However, such deactivation may prevent the use of certain features of the EPV website.

Article 9 Late arrival - Cancellation and refund

- 9.1 In the event of the purchase of a tour with a time slot, no late arrival on the part of the Visitor can be accepted.
- 9.2 A ticket cannot be rescheduled, refunded, taken back or exchanged, except in the event of cancellation of the corresponding service by EPV. A ticket may also not be resold for more than its face value.
- 9.3 Should the service for which you have purchased tickets be cancelled or rescheduled for a reason attributable to EPV, you agree that our Customer Relations Department may, where possible, use the contact details provided by you when booking in order to keep you informed of the next steps to be taken.
- 9.4 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.
- 9.5 Any complaint must be made via the contact form, available at the following Internet address: <https://www.chateauversailles.fr/contact>. You must then choose the “complaints” category as your subject and complete the mandatory fields, no later than the day of your visit.

Article 10 Liability

You must check the ticket(s) and online purchase confirmation when they are delivered or received in your e-mail inbox.

EPV cannot be held liable for any non-performance caused by force majeure beyond its control, including, but not limited to, transport interruptions, strikes, exceptional weather conditions, fire, etc.

Finally, you are solely responsible for the use of any tickets purchased by you or any third party.

The Visitor undertakes to comply 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 11 Miscellaneous

11.1 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.

11.2 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.

11.3 The Visitor's failure to comply with his/her 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 his/her 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 Visitor with whom such a dispute exists.

11.4 All Visitors are subject to the regulations governing visits to the Museum and National Estate of Versailles and Trianon.

Article 12 Applicable law - Disputes

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

Mediation of consumer disputes:

In the event of a dispute between EPV and the Visitor, both parties will endeavour to find an amicable solution. If no amicable agreement can be reached, the Visitor may refer the matter

free of charge to EPV's consumer ombudsman, the Association des Médiateurs Européens (AME CONSO), within one year of the written complaint sent to EPV.

Referral to the consumer ombudsman must be made:

- by completing the form provided on the AME CONSO website: www.mediationconso-ame.com

- by post sent to AME CONSO, 197 Boulevard Saint-Germain - 75007 Paris

Failing this, the courts of Versailles shall have sole jurisdiction.