



CHÂTEAU DE VERSAILLES

GENERAL TERMS AND CONDITIONS OF SALE FOR THE VERSAILLES EDUCATION OFFER – EXCLUDING SELF-GUIDED VISITS

2024

Preamble

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

- all bookings for visits, workshops, training sessions and events within the framework of the “Versailles Education” offer – excluding self-guided visits which are governed by their own terms and conditions of sale – hereinafter referred to collectively as “Visits”;
- the groups described in Article 1;
- bookings made by the following professionals:
 - schools, universities and activity centres;
 - departments or organizations directly or indirectly affiliated to the French National Ministry of Education;
 - non-profit associations organizing 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.).
- bookings made via the online sales service:

<https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillesc olaire&p=1007> (hereinafter referred to as the “Website”).

The EPV reserves the right to amend these General Terms Conditions of Sale at any point without prior notice. Any new version of these conditions will be notified in advance on the first page of the “Contact” section. 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 tickets, the customer confirms their unconditional acceptance of these General Terms and Conditions of Sale.

These General Terms and Conditions of Sale are applicable to the exclusion of all other terms and conditions of sale, and to all countries.

Identity of the vendor:

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

Secteur Information et Vente Indirecte

1, rue de l'Indépendance Américaine

78000 VERSAILLES

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

Calls from outside France: + 33 1 30 83 78 00

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

Email: versailleseducation@crm.chateauversailles.fr (for booking confirmations or bookings that cannot be made by telephone or using the Schools Online Sales Service only).

Article 1. Terms for the sale of Visits

1.1. The Visits offer applies to groups of 1 to 35 people, inclusive of teachers and accompanying adults as per the quotas below:

- 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, but the group must not exceed 35 people in total.

The EPV reserves the right in exceptional cases to accept groups which do not meet this definition.

1.2. A booking is sold for a specific, day, service, and Visit time.

1.3. The EPV releases a predefined number of Visits for sale in line with its sales policy, Palace visitor capacity, and the availability of Visits. It reserves the right to increase or reduce the number of Visits on sale at any time, without prior notice.

1.4. For all Visits:

Bookings open 3 months prior to the selected Visit date, on the first working day of the month at 9 am. Bookings close 30 days before the selected Visit date.

In order to allocate bookings more fairly, bookings for activities with a facilitator are restricted to 4 per day per institution. The EPV reserves the right to cancel any time slots booked over and above this stated limit.

The number of time slots for educational events for school children which are free of charge is limited to 5 slots per institution over the course of the event. The EPV reserves the right to cancel any time slots booked over and above this stated limit.

The facilitator delivering the service booked is not authorized to change the theme or language.

If a group fails to attend on the day and at the time of the Visit without providing an explanation in compliance with the EPV's General Terms and Conditions of Sale, the EPV reserves the right to refuse any future request for a free schools event booking.

1.5. To book Visits, the customer is required to create an account (following the process described below) or to log in to the Website if they already have an account. The customer must fill in the required fields for their username request to be processed.

To create an account, the customer must complete the online form to receive a username and password to access the dedicated teachers' online sales service at: <http://www.chateauversailles.fr/compte-billetterie-scolaire>.

To register, the customer is required to provide Personal Data and undertakes to provide accurate and correct information.

To cancel this 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.

Article 2. Terms for booking on the Website

2.1 Booking steps:

Step 1: Log in as a customer on the home page of the Schools Online Sales Website.

Step 2: Select the Visit, the date of the Visit, and the time.

Step 3: Select price “1”.

Step 4: Select the number of participants (pupils and accompanying adults)

Step 5: Add to the basket.

Step 6: Enter the name of the group.

Step 7: Fill in the “Comment” field (age of pupils, type of group)

Step 8: Accept the General Terms and Conditions of Sale by ticking the relevant box, then submit the booking.

Step 9: A confirmation email and booking voucher will be sent to the email address provided when registering.

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

- 2.2 All bookings for Visits must be paid for in euros, irrespective of country of origin.
- 2.3 Ticket prices are shown in euros. (In line with the terms of article 256 B of the CGI - French General Tax Code, [no tax is applicable](#)).
- 2.4 Bookings are billed on the basis of current prices at the time the booking is registered.
- 2.5 The EPV reserves the right to amend prices at any time and without prior notice.
- 2.6 To confirm the booking, payment for the Visit must be made within 15 clear days of the booking.

Article 3. Payment terms

3.1 The customer must make their payment in accordance with the terms shown on the booking voucher:

- Deferred payment by bank card:

Phone the Contact Centre on 01 30 83 78 00, within 15 days of booking to make your payment.

- Deferred payment on receipt of invoice:

Email the booking voucher to the EVP stating the name of the institution making the payment and the booking number to versailleseducation@crm.chateauversailles.fr. Payment to be made according to the terms stated in Article 3.3.

- Deferred payment by cheque within 15 days of booking:

A bank or post office cheque cashable in France payable to L'Agent Comptable du château, du musée et du domaine national de Versailles, to be sent by post within 15 days of booking, accompanied by the booking voucher, (with the postmark acting as proof of posting date) to: La Régie des Recettes au 1 rue de l'Indépendance Américaine, RP 834, 78008 Versailles Cedex.

- Deferred payment by bank transfer within 15 days of booking:

Authorized bank transfer to the current account of the Yvelines Paymaster General:

Trésorier Payeur Général des Yvelines

IBAN: FR76 1007 1780 0000 0010 0420 486

BIC: TRPUFRP1

Important: please quote the booking number in the transfer reference.

3.2 Cards belonging to the payment networks below are accepted for card payments:

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

3.3 To qualify for payment on receipt of invoice, the customer must:

- be a statutory body under French law;
- send a copy of their booking voucher within 15 clear days of booking at the latest;
- present the original booking voucher at the Group ticket office on the day of their Visit;
- pay the EPV accounts agency within the deadline stated on the invoice.

3.4 The customer must guarantee that they have full authorization to use the payment card provided for payment and that the card gives access to sufficient funds to cover all costs associated with the booking.

The EPV is required to create a duplicate copy of the proof of transaction showing the date, time and total price of the transaction. The proof of payment is sent to the email address provided during the booking process.

The EPV uses the PAYBOX VERIFONE payment solution which stores a proof of transaction for 5 years, in addition to the current statutory limitation period.

PAYBOX VERIFONE will securely and reliably archive this proof by creating a true copy in accordance with the terms of Article 1379 of the French Civil Code and Decree No. 2016-1673 of 5 December 2016. The Website's digital records will be considered by the parties as proof of communications, bookings, payments and transactions between the parties.

3.5 Secure payments

The EPV Website is protected by a security system.

The PAYBOX VERIFONE secure payment solution 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 PAYBOX VERIFONE in line with legislation currently in force.

3.6 In the event of non-compliance with these terms and conditions, the EPV reserves the right to cancel the booking. Payments already made by the customer to the EPV will not be refunded.

3.7 Customers can choose to receive their tickets by email or collect them at the ticket office.

3.8 The EPV reserves the right to decide how tickets for a given booking will be issued.

The customer's name will be shown on the ticket they have purchased.

Any person who illegally copies a ticket and/or uses a counterfeit ticket is liable to prosecution.

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, EPV reserves the right to refuse access to the service concerned.

3.9 Any customer who is unable to present tickets purchased for a group for inspection can obtain duplicates at the ticket offices located at the North Ministers' Wing.

- 3.10 **The language or theme of a Visit cannot be changed in advance or onsite. Specific needs must be stated in the “Comments” field at the time of booking.** If necessary, and within the permitted time frame, the teacher can log in to their online account and cancel their booking. They can then make another booking to suit their requirements.
- 3.11 Bookings can be cancelled up to 15 days before the Visit date by email at versailleseducation@crm.chateauversailles.fr. A refund for the booking will be made within 3 months.
- 3.12 Bookings can be cancelled less than 15 days before the date of the Visit by email to versailleseducation@crm.chateauversailles.fr. However, the EPV will not issue a refund for cancellations in this time frame.

Article 4. Validity of group tickets

- 4.1 A schools ticket cannot be used by individuals for admission to tours.
- 4.2 All tickets booked must be used on the date, at the time and for the tour booked. A ticket cannot be used separately from the booking to which it belongs.
- 4.3 A schools ticket cannot be resold.
- 4.4 A schools ticket must bear the customer's name and the total price of the booking, or admission will be refused.
- 4.5 All complaints must be made using the contact form available at <https://www.chateauversailles.fr/contact>. The customer must select the heading “Complaints”.
- 4.6 In the event of non-compliance with the terms and conditions stated, the EPV reserves the right to cancel the booking. Payments already made by the customer will not be refunded.

Article 5. Late arrival – Cancellation and refunds

- 5.1 An unavoidable delay of up to 15 minutes is acceptable if the group has **notified the contact centre** and provided valid evidence to the group reception area:
- For the victim of a crime: the complaint 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 from a passenger information website
- If one of the participants is ill: a medical certificate

For all delays in excess of 15 minutes, the service will be cancelled and no refund will be issued.

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

5.2 A ticket can only be cancelled or refunded if the relevant service has been cancelled by the EPV, or at the teacher's request in compliance with the deadlines stated in articles 3.11. and 3.12.

If a cancellation or amendment to the date or time of a Visit for which the customer has purchased tickets is notified by, and attributable to, the EPV, the customer authorizes the EPV's Customer Service Department, wherever possible, to use their contact information to provide details of how to obtain a refund or reschedule.

For remote Visits, it is obligatory to log in ten minutes before the start of the Visit to test the connection. If it is impossible to access the Visit, it can be rescheduled. If the educational institution cannot connect on the day and at the time of the visit, the EPV cannot be held responsible and the visit will not be rescheduled or cancelled.

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

All complaints, of any type, must be made in writing using the contact form (<https://www.chateauversailles.fr/contact>) on the day of the visit at the latest. The customer must select the "Complaints" category.

Article 6. Personal data - cookies

6.1 – Personal data

The personal data requested from the customer 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 complete the transaction. Once this data has been registered, the customer can carry out future transactions more quickly.

This data allows the EPV to contact the customer within the provisions of Article 5.

Using the forms available on the EPV website www.chateauversailles.fr, a customer can opt in to email and mailings about offers and information from the EPV and its service providers and partners.

Customers' personal data is for use by the EPV, as data processor, on a contractual basis for account management, and on an opt-in basis for receipt of communications. Personal data may be transmitted to authorized parties within the EPV for the purposes outlined above, and to EPV's service providers and partners where applicable.

This data is stored for 3 years from the day when the customer creates an account.

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 (<https://www.chateauversailles.fr/contact>), selecting the category "Update/Delete my information", and providing contact information and proof of identity.

A customer can also withdraw their consent to receiving communications or ask for their account to be deleted at any time by using the contact form.

The customer has the right to state general and specific instructions about how they wish the above-mentioned rights to be exercised in the event of their death.

The customer is entitled to register a complaint with the Commission Nationale de l'Informatique et des Libertés (CNIL), the French body which oversees compliance with personal data protection regulations.

If a customer has any questions relating to the processing of their personal data, they can contact the EPV using the contact form.

6.2. Cookies

The EPV uses cookies to offer customers the best possible user experience, notably to ensure that the online Visit booking service operates efficiently, and for audience measurement purposes. The EPV cookie policy is described in detail on the website at <http://www.chateauversailles.fr/mentions-legales/mentions-legales/mentions-legales/cookies>.

Customers are informed that a cookie may be automatically installed on their browser when they visit the website. The cookie is used to record browsing information. Cookies are required to ensure that Visit purchases operate efficiently.

Browser settings can notify you of the presence of cookies (see the process at the website: <http://www.chateauversailles.fr/mentions-legales/mentions-legales/mentions-legales/cookies>). How to reject cookies is described at the website: <https://www.cnil.fr/fr/cookies-les-outils-pour-les-maitriser>.

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

Article 7. Responsibilities and penalties

All bookings are registered solely on the basis of the information provided by the group leader or their designated intermediary.

The customer is responsible for checking the details of their booking

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 Palace and Estate.

The EPV reserves the right in particular to refuse admission to the Palace to any group whose composition does not match the booking, unless the booking has been rectified.

The EPV cannot be held responsible for non-provision of service due to force majeure, i.e. factors beyond its control, including disruption of transport services, strikes, exceptional weather conditions, fire, etc.

Article 8. Miscellaneous

If any 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 1365 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.

Article 9. Applicable law - Disputes

The sale of Visits under the General Terms and Conditions of Sale stated here are subject to French law.

Consumer dispute mediation:

In line with the provisions of the Consumer Code relating to “Mediation processes for consumer disputes”, the customer has the right to access the free mediation service provided by EPV. The “consumer protection” mediator is provided by the Association des Médiateurs Européens (AME).

This mediation organization can be contacted:

- via the contact form on the CMAP website: www.mediateur-conso.cmap.fr,
- by email at: consommation@cmap.fr, ou
- by post at: CMAP – Service Médiation de la consommation, 39 avenue Franklin Roosevelt, 75008 Paris.

By default, the Versailles courts have sole jurisdiction.