



CHÂTEAU DE VERSAILLES  
**GENERAL TERMS AND CONDITIONS OF SALE  
OF THE VERSAILLES EDUCATION OFFER  
OTHER THAN SELF-GUIDED SCHOOL TOURS  
AND FREE SCHOOL TOURS**

2025

Seller's identity:

Public Establishment of the Palace, Museum and National Estate of Versailles (hereinafter referred to as the "EPV")

National public establishment of an administrative nature governed by amended decree n°2010-1367 of 11 November 2010

having its registered office at Château de Versailles, RP 834, 78008 Versailles cedex

Intra-community VAT: FR 15180046260

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

Customer Relations Department:

Information and Indirect Sales Sector

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

E-mail: [versailleseducation@crm.chateauversailles.fr](mailto:versailleseducation@crm.chateauversailles.fr) (only for sending booking confirmations or for booking requests that cannot be made by telephone (time difference) or through the Online School Sales service).

## **Preamble**

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

- all orders for tours, workshops, training courses and events offered as part of the "Versailles Education" offer - excluding self-guided school tours and free school tours governed by their own terms and conditions of sale -, hereinafter referred to together or separately as the "Tour(s)";
- for the groups described in article 1;

- carried out by the following professionals (hereinafter referred to as the “Customer(s)”):

- schools, universities and leisure centres;
- services or structures directly or indirectly affiliated with the Ministry of Education;
- associations organising school trips and/or visits (e.g. Mije association, associations affiliated with the Fédération des œuvres laïques, associations affiliated with the Ligue de l’enseignement, etc.).

- through the online ticketing service:

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

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.

The purchase of tickets by the Customer implies its unreserved acceptance of these General Terms and Conditions of Sale.

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

## **Article 1. Terms and conditions of sale**

1.1. Tours are available for groups of 1 to 35 people, including teachers and accompanying adults, according to the following quotas:

- Kindergarten / majority of youths under 6 years of age: 1 accompanying adult for every 5 children.
- Primary school / majority of youths under 10 years of age: 1 accompanying adult for every 10 children.
- Secondary school / majority of youths over 10 years of age: 1 accompanying adult for every 15 youths.

A maximum of 3 additional paying companions may be added, without exceeding the total number of 35 people.

In exceptional circumstances, EPV reserves the right to accept groups that do not meet these quotas.

1.2. An order is sold for one day, one service and one tour time.

1.3. EPV, depending on its commercial policy, the capacity of the Palace of Versailles and the availability of visits, has a predefined number of Tours available for sale.

It reserves the right to increase or reduce the number of Tours offered for sale at any time and without prior notice.

1.4. Reservations open 3 (three) months before the date of the desired Tour, on the first working day of the month at 9 AM. Reservations are closed 30 (thirty) days before the date of the desired Tour.

For a fairer distribution, the number of activities booked with a guide is limited to 4 per establishment per day. In the event of non-compliance, EPV reserves the right to cancel any excess slots.

For events aimed at school audiences, where the service is free of charge, the number of slots per school is limited to 5 for the duration of the event. In the event of non-compliance, EPV reserves the right to cancel any excess slots.

If a group does not show up on the day and at the time of the ordered Service, without justification in accordance with these General Terms and Conditions of Sale (cf. article 5.1), EPV reserves the right not to accept a reservation request for a future event intended for school groups that would result in the Service being free of charge.

1.5. To order Tours, the Customer is invited to create an account (according to the procedure described below) or to identify itself on the Site if an account has already been created. The Customer must complete all mandatory fields in order for its request to be processed.

To create an account, the Customer must complete the online form in order to receive a login and password with which to connect to the online sales channel dedicated to Customers, at the following address: <http://www.chateauversailles.fr/compte-billetterie-scolaire>

When registering, the Customer is required to enter personal data and therefore undertakes to ensure that the submitted information is accurate and correct.

1.6. To delete its account, the Customer must complete the form available at the following address: <https://www.chateauversailles.fr/contact>, select the category "modify my information" and enter its name and login.

## Article 2. How to order on the Site

- 2.1. In the absence of proof to the contrary, the data recorded at the time of any order placed on the Site constitutes proof of all transactions between EPV and its Customers.
- 2.2. All Tour orders, whatever their origin, are payable in euros.
- 2.3. Ticket prices are quoted in euros net of tax (in accordance with the provisions of article 256 B of the French General Tax Code).
- 2.4. Orders are invoiced on the basis of the prices in force at the time an order is recorded.
- 2.5. EPV reserves the right to modify its prices at any time and without notice.
- 2.6. In order to confirm the booking, payment for the Tour must be received within 15 clear days of the order being placed.

## Article 3. Terms of payment

- 3.1. The Customer pays for the order in the manner indicated on the booking form within 15 (fifteen) days of placing the order.
- 3.2. Accepted means of payment are:

- By credit card: Carte Bleue / Visa / Eurocard / Mastercard / American Express / Discover, Monday to Friday, 9 AM to 5 PM, at the Customer Relations Department.

The Customer warrants that it is fully authorised to use the payment card provided for payment of its order and that this card gives access to sufficient funds to cover all costs resulting from its order.

The proof of payment is sent to the e-mail address indicated during the ordering process.

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 Site's computerized registers will be considered as proof of communications, orders, payments and transactions.

- Invoice: payment authorised only for legal entities under public law by sending an order form by e-mail to the address indicated on the booking form ([versailleseducation@crm.chateauversailles.fr](mailto:versailleseducation@crm.chateauversailles.fr)), at which point EPV will send an invoice. Payment of the invoice must be made to the EPV accounting agency. **Imperative: Order number to be indicated on the order form.**

EPV contact details:

SIRET N°: 180 046 260 00014 - APE code 925C

Intra-community identification number: FR 15 18 0046260 00014

Intra-community VAT number: FR 15180046260

- Bank transfer: to the EPV current account held by the Yvelines Paymaster General. **Imperative: Order number to be indicated in the title of the transfer.**

EPV bank details:

IBAN: FR76 1007 1780 0000 0010 0420 486

BIC: TRPUFRP1

- Cheque payable in France made out to the “Agent Comptable du château, du musée et du domaine national de Versailles”, to be sent by post to the “Régie des Recettes” at the following address: Régie des Recettes, Grand Commun, 1 rue de l'Indépendance Américaine, 78 000 Versailles, within 15 days of receipt of the order (date as per postmark). **Imperative: Order number to be indicated on the back of the cheque.**
- PayPal

### 3.3. Payment security

The Site is protected by a security system.

The PAYLINE MONEXT secure payment solution uses SSL encryption.

The Customer's bank details are thus 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.

- ### 3.4. In the event of non-compliance by the Customer with the payment conditions described above, EPV reserves the right to cancel the order. Amounts already paid by the Customer to EPV will not be refunded.

## Article 4. Ticket validity

- 4.1. A school ticket does not entitle the holder to use the individual visitor entrance to the tour itineraries.
- 4.2. All tickets in an order must be used on the date, time and itinerary of the Tour. A ticket cannot be used outside the order of which it forms part.
- 4.3. A school ticket may not be resold.
- 4.4. The following must be legible on the bulk ticket:
  - the price
  - the barcode
  - the name of the service
  - the day and time of the tour
  - the name of the professional
  - the transaction number

Any ticket presented without this information will be considered non-compliant, and the ticket holder will be refused access to the tour itineraries.

- 4.5. The Customer can obtain its tickets by e-mail or collect them at the Palace of Versailles ticket office on the day of the Tour. EPV reserves the right to decide on the methods of obtaining tickets authorised for a given order.

Customers who are unable to present their purchased tickets to the group ticket inspector may obtain duplicates from the ticket offices located in the Ministers' Wing North of the Palace of Versailles.

- 4.6. 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 liability in the event of loss, theft or use of copies without the Customer's knowledge, including within the grounds of the palaces and the national estate of Versailles and Trianon.

4.7. The language or theme of a Tour cannot be changed after booking. Special needs must be specified in the comments field when booking. If necessary, and within the time limit specified in article 4.9, the Customer is invited to log on to its online account to cancel its booking until payment has been made for it. It can make a new reservation according to its needs and the availability of visits. If payment for the service has already been made, the Customer must send an e-mail to [versailleseducation@crm.chateauversailles.fr](mailto:versailleseducation@crm.chateauversailles.fr).

4.8. Cancellation of an order is possible up to 15 (fifteen) days before the date of the Tour by e-mail sent to the address [versailleseducation@crm.chateauversailles.fr](mailto:versailleseducation@crm.chateauversailles.fr). The order will be reimbursed within 3 (three) months by bank transfer.

No refund will apply for any cancellation of an order less than 15 (fifteen) days before the date of the Tour.

4.9. In the event of non-compliance by the Customer with the conditions set out in this article, EPV reserves the right to cancel the order. Amounts already paid by the Customer to EPV will not be refunded.

## **Article 5. Late arrival - Cancellation and refund**

5.1. Exceptional lateness of 15 minutes is tolerated for Customers who have notified EPV's Customer Relations Department and presented a supporting document at the group reception desk:

- Victim of an offence: filed complaint
- In the event of a traffic jam: screenshot or photo of a traffic information screen or website
- In the event of a public transport strike: proof from the company providing the service or photo of a passenger information screen or website
- In the event of a health problem for one of the participants: medical certificate

Any late arrival of more than 15 minutes will result in cancellation of the service and no possibility of refund.

If a place becomes available in a new slot, the Customer must place a new order.

5.2. An order can only be cancelled and refunded if EPV cancels the corresponding service or at the Customer's request within the timeframe announced in article 4.9.

If a Tour is cancelled for a reason attributable to EPV, the Customer accepts that EPV's Customer Relations Department, insofar as possible, may use the Customer's contact details to inform the Customer of this cancellation and of the procedure to be followed to obtain a refund or for rescheduling.

In the case of remote Tours, it is compulsory to connect ten minutes before the start of the Tour in order to test the connection. If the Tour cannot go ahead for a reason attributable to EPV, it may be rescheduled. If, on the day of the Tour, the connection cannot be made by the Customer for a reason beyond EPV's control, the Tour cannot be rescheduled or refunded.

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.

All complaints of any nature must be made in writing using the contact form (<https://www.chateauversailles.fr/contact>) no later than the day of the tour. The Customer must then choose the "Complaints" category as the subject.

## **Article 6. Personal data - cookies**

### 6.1. Personal data

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

It also enables EPV to contact the Customer in the context of article 5.

Using forms available from the EPV website [www.chateauversailles.fr](http://www.chateauversailles.fr), the Customer may choose to receive offers or information from EPV and its service providers and partners by e-mail or post.

The personal data provided by the Customer 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 Customer's account.

The Customer has the right to access, rectify, delete, oppose, port and limit its 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 its contact details and providing proof of its identity by any means to: [donnees.personnelles@chateauversailles.fr](mailto:donnees.personnelles@chateauversailles.fr).

The Customer may also at any time withdraw its consent to the sending of communications or request the deletion of its account using the contact form.

The Customer has the right to define general and specific directives defining the way in which it intends the aforementioned rights to be exercised in the event of death.

The Customer 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.

## 6.2. Cookies

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

The Customer has the right to access, rectify, limit, port and delete personal data communicated via cookies under the conditions indicated above.

## **Article 7. Liability**

All reservations are recorded solely on the basis of the information provided by the Customer.

The Customer is responsible for checking the details of its order.

EPV declines all responsibility for bookings made on the basis of inaccurate or incomplete information.

EPV reserves the right to refuse access to the itinerary to any group whose composition does not correspond to the Customer's order, without any possibility for the Customer to regularize its order.

In accordance with article 1218 of the French Civil Code, 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.

The Customer undertakes to comply with the regulations governing visits to the Museum and National Estate of Versailles and Trianon, which can be consulted at the website: <https://www.chateauversailles.fr/reglements-visite>

## **Article 8. Miscellaneous**

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.

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.

## **Article 9. Applicable law - Disputes**

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

In the event of a dispute between EPV and the Customer, both parties will endeavour to find an amicable solution.

Failing amicable agreement, the courts of Versailles shall have sole jurisdiction.