



CHÂTEAU DE VERSAILLES

GENERAL TERMS AND CONDITIONS OF SALE FOR GUIDED AND PRIVATE TOURS FOR GROUPS

2025

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 04 05, Monday to Saturday, 9 AM to 5 PM.

Calls from abroad: + 33 1 30 83 04 05

These General Terms and Conditions of Sale apply automatically and without restriction to all orders placed by groups (hereinafter referred to as the “Customer”) for:

- guided tours, tours led by a tour guide accredited by the Prefecture, for groups organised by the Customer

- private tours, a made-to-measure formula led by an accredited guide and an EPV supervisor, enabling a group to discover the Palace of Versailles under privileged conditions

Carried out through the EPV sales channels listed in article 1.5.

These tour offers are hereinafter referred to together or separately as the “Tour(s)”.

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 Tours 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 for the sale of Tours

1.1. The range of Tours is intended for groups of 1 to a maximum of 25 people (although this number may vary depending on the tour itineraries).

1.2. Reservations open 3 (three) months before the date of the desired Tour, on the first working day of the month at 8:30 AM (for example on the 1st working day of February for tours in May).

No guided or private tours are offered on public holidays or “free Sundays”.

1.3. All purchases of Tours result in an order for group tickets including the reservation of the Tour and the entrance fee.

An order is sold for one day, one itinerary and one Tour time.

1.4. Depending on its commercial policy, the capacity of the Palace of Versailles and the availability of Tours, EPV puts a predefined number of group tickets on sale, which it reserves the right to increase or reduce at any time.

1.5. EPV offers Tours for sale through the following sales channels:

For guided tours:

- information requests should be submitted by e-mail to the following address:

visiteguidee@crm.chateauversailles.fr

- reservation requests via the online form:

<https://www.chateauversailles.fr/demande-reservation-visites-guidees-groupes-adultes>

For private tours:

Information and booking must be submitted by e-mail to the following address:

visiteprivee@crm.chateauversailles.fr

1.6. On receipt of the reservation request and subject to availability, EPV will send the Customer a booking form summarizing:

- Customer identity
- Order number
- Ordered service

- Price of the service
- Terms of payment
- Cancellation conditions

In order to confirm the reservation, it is necessary to proceed with payment for the Tour within the deadlines set out in article 3.1.

The payment methods are set out in article 3.2 below.

Requests are processed on a first-come, first-served basis. EPV is committed to doing its utmost to satisfy requests. Nevertheless, the large number of requests may mean that EPV is unable to satisfy all of them, even if they are received within the set deadlines.

Article 2. Tour prices

- 2.1. All tour orders, whatever their origin, are payable in euros.
- 2.2. Prices are quoted in euros net of tax (in accordance with the provisions of article 256 of the French General Tax Code).
- 2.3. All orders are invoiced on the basis of the prices in force at the time an order is recorded.
- 2.4. EPV reserves the right to modify its prices at any time and without notice.

Article 3. How to pay for Tours

The payment terms are specified on the booking form sent by EPV.

- 3.1. For all Tour orders from M-3 to D-31 (see article 1.2), payment must be made within 15 days of booking.

For all Tour orders from D-30 to D-16, payment must be made within 48 hours of booking.

For all Tour orders from D-15 to D-1, payment must be made before 5 PM on the same day.

- 3.2. Accepted means of payment are:

- Credit card: Carte Bleue / Visa / Eurocard / Mastercard / American Express / Discover, from Monday to Saturday from 9 AM to 5 PM at the contact centre.

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.

A receipt with the transaction number and the tickets are sent to the Customer upon collection.

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.

- On 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. Payment of all invoices must be made to the EPV accounting agency in accordance with the details given on the booking form.

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: 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 within 15 days by post to the “Régie des Recettes” (date as per postmark) when the payment deadline allows (see article 3.1). **Imperative: Order number to be indicated on the back of the cheque.**

- PayPal

Exchange coupons and vouchers are not accepted as means of payment.

3.3. Payment security

The EPV website uses a secure payment 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.

Article 4. Obtaining tickets

- 4.1. The Customer can obtain its tickets by e-mail or collect them at the ticket office on the day of the Tour.
- 4.2. A Customer paying by invoice is required to present the original order form at the cash desks on the day of the tour.

Article 5. Ticket validity

- 5.1. A group ticket does not entitle the holder to use the individual visitor entrance to the tour itineraries.
- 5.2. A group ticket cannot be used outside the order of which it forms part. All tickets in an order must be used on the date, time and itinerary of the ordered Tour.
- 5.3. A group ticket may not be resold for more than its face value.
- 5.4. The following must be legible on the ticket:
 - the price
 - the barcode
 - the name of the service
 - the day and time of the tour
 - the Customer's name
 - 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.

Article 6. Late arrival

Exceptional lateness of 15 minutes is tolerated for the Customer who has notified EPV via the contact centre 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 without having informed EPV beforehand will result in cancellation of the service and no possibility of refund.

In case of availability on a new Tour slot, the Customer must place a new order.

Article 7. Cancellation, rescheduling and refund

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. However, EPV offers group Tour Customers a conventional right of withdrawal, under the conditions set out below:

Any Customer may cancel and obtain a refund for a Group Tour, free of charge, up to 15 clear days before the date of the Tour, without having to give any reason or pay any penalty.

All cancellations must be notified by e-mail to the address given in article 1.5 and on the booking form.

For any cancellation less than 15 clear days before the date of the tour, the price of the service will be retained by EPV, with no possibility of refund.

In the event of cancellation or modification of the date, itinerary or schedule of the tour for which the Customer has purchased a service and which is attributable to EPV, the Customer accepts that EPV's contact centre, insofar as possible, may use the Customer's contact details to inform the Customer of the procedure to follow in order to reschedule or obtain a refund.

Article 8. 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.

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

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

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 following Internet address: <https://www.chateauversailles.fr/reglements-visite>.

Article 9. Personal data

The personal data that EPV, the data controller, requests from the Customer is necessary to manage its order (including payment) and its relations with EPV. This data is retained in the Customer's personal account, and is used to complete the transaction. 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 7.

Using forms available from the EPV website www.chateauversailles.fr, the Customer may also choose to receive offers or information from EPV by e-mail or post.

The legal basis for this processing is either contractual as regards the management of the Customer's account, or based on consent as regards the Customer's receipt of communications. Customer data is communicated, for the purposes described above, only 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.

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.

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.

If, after having contacted EPV, the Customer considers that its "Data Processing and Liberties" rights have not been respected, it may lodge a complaint online 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.

Article 10. Cookies

EPV uses cookies to provide its Customers with the best possible quality of service. 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 11. 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 by the EPV on its website for ordering Tours 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.

The Customer's failure to comply with 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

Tour ordering service, or even the termination of its 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 Customer with whom such a dispute exists.

Article 12. Applicable law - Disputes

The Tour sales mentioned in 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.