



CHÂTEAU DE VERSAILLES

## TERMS AND CONDITIONS OF BULK SALES

2022

### Preamble

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

- All bulk orders as described in Article 1,
- Orders placed by tourism professionals, works councils and non-profit organisations (hereinafter referred to as the 'Customer'),

Bulk subscription sales are governed by the Terms & Conditions of Sale relative to subscriptions.

The EPV reserves the right to modify the present Terms and Conditions of Sale at any time, without notice. In the event of modification, all orders will be subject to the Terms and Conditions of Sale that were in force at the time the order was placed.

The Customer's purchase of bulk tickets indicates unconditional acceptance of the present Terms and Conditions of Sale.

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

The Seller:

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

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

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

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

Customer Services:

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

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

Email: [ven@crm.chateauversailles.fr](mailto:ven@crm.chateauversailles.fr)

## **Article 1 - Type and validity of tickets**

Bulk sales concern Customers wishing to purchase at least 30 non-dated, non-nominative tickets which are valid only on the date choose. These tickets apply to individual visitors (Château, Passport, Fountains Passport (paying gardens), and the Trianon Estate, etc.) and may not be used for groups.

Tickets sold in bulk grant free access to all areas of the museum and the Estate of Versailles open on the day of the visit (the Palace of Versailles, the palaces of the Trianon, the Queen's Hamlet and the Coach Gallery), the temporary exhibitions, the gardens, the Musical Fountains and Musical Gardens (according to the ticket purchased and day of visit).

Bulk sale ticket holders may not use the group entrance to the visitor circuits.

Admission may be denied if the bulk sale ticket does not include a legible mention of the ticket price.

## **Article 2 - Order procedure**

To be able to purchase bulk tickets, the customer is invited to create an account (according to the procedure described below) or to identify himself on the Site if he already has an account. The customer must imperatively fill in the items indicated as mandatory for his order to be processed.

To create an account, the customer must contact the EPV at the address [ven@crm.chateauversailles.fr](mailto:ven@crm.chateauversailles.fr) in order to be assigned a username and password with which he can connect to the sales channel by dedicated line at the address: <https://billetterie.chateauversailles.fr/ext/billetterie5/index.php?site=chateauversaillespro&p=1007>

When registering, the customer is required to provide Personal Data concerning him and as such undertakes that the information he provides is accurate and correct.

For the deletion of this account, the customer must complete the form made available to customers at the address <https://en.chateauversailles.fr/contact-us>, choose the category "other" and indicate his name and its connection identifier.

Online ordering process:

- Step 1: Customer identification on the home page of the Site.
- Step 2: choose the product
- Step 3: choose the date and time
- Step 4: choose the quantity of tickets you want.
- Step 5: add to the basket and validate.
- Step 6: choice of payment method by credit card or debit account if applicable
- Step 7: accept the General Conditions of Sale by checking the corresponding box in order to be able to validate the order.
- Step 8: make the payment by entering the bank card number on the secure page or if the customer is authorized to pay by debit account continue the process
- Step 9: download tickets together or separately
- Step 10: receive the order confirmation acknowledgment sent to the e-mail address provided when registering on the Site.

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

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

The payment terms are specified in Article 4.

Tickets can be collected by the Customer under the conditions of article 5 below.

### **Article 3 – Bulk ticket prices**

Bulk ticket prices are specified in euros excluding taxes (pursuant to the provisions of Article 256 B of the GTC).

Orders are invoiced based on the prices in effect at the time of the order.

The EPV reserves the right to modify its prices at any time, without notice.

The EPV offers discounts for bulk ticket purchases under certain conditions.

- A 5% discount on tickets is applicable to all Customers purchasing at least 30 tickets in total (for all types of Service Provision) from the start of the ongoing calendar year.
- A 13% discount on tickets is applicable to all Customers purchasing at least 600 tickets in total (for all types of Service Provision) from the start of the ongoing calendar year.

The EPV calculates the total number of tickets from 1 January to 31 December of each calendar year. The EPV draws up the list of Customers benefiting from discounts after each order.

Discounts cannot be applied retroactively.

Visits sold in the framework of the 'Open access to all Château circuits' offer may be eligible to total or partial exoneration for persons in one of the situations specified in the document 'Exonerations for admissions to the permanent collections of the museum' - this document is accessible at the following address:

<http://en.chateauversailles.fr/plan-your-visit/conditions-free-admission>

Visitors who may be eligible for partial or total exoneration of the ticket price must get a ticket entrance also.

#### **Article 4 - Terms of payment for bulk sales**

Any order for bulk sales tickets, regardless of their origin, is payable in euros.

Payment is made upon receipt of the pre-invoice which specifies the payment deadlines for customers authorized to pay by debit account or upon confirmation of purchase for payments in CB, (Carte Bleue / Visa / Eurocard / Mastercard, JCB, American Express).

In the case of payment by invoice, the Customer must meet the following conditions:

→ Be an agreed Customer, the agreement having to expressly authorize such a payment (article 6),

→ Pay with the EPV accounting agency.

The Customer guarantees to be fully authorized to use the payment card provided for the payment of his order and that this card gives access to sufficient funds to cover all costs resulting from its order.

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

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

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

PAYBOX VERIFONE archives this proof on a reliable and durable medium constituting an exact copy pursuant to the provisions of Article 1379 of the Civil Code and Decree n°2016-1673 of 5 December 2016. The IT registers of the Website shall be deemed by the parties as proof of the communication, orders, payments and transactions carried out between the parties.

Secure payments:

The Website of the EPV is covered by a security system.

The secure payment solution PAYBOX VERIFONE uses an SSL encryption procedure.

The Visitor's bank details are thus protected, as solely the payment authorisation codes issued by the banks are stored.

The encryption methods and services used to secure transactions are subject to an authorisation or declaration by the PAYBOX VERIFONE services pursuant to the legislation in effect.

## **Article 5 - Collection of tickets**

The method of obtaining tickets offered to the Customer is downloading from the online sales platform.

## **Article 6 - Accredited Customers**

Customers may benefit from specific payment terms and adapted communication means by signing an ad hoc agreement with the EPV.

Customers wishing to enter into such an agreement may send an email to [ven@crm.chateauversailles.fr](mailto:ven@crm.chateauversailles.fr)

## **Article 7 - Liability and penalties**

All orders are taken based on the information provided by the Customer. The latter is responsible for verifying the information regarding their order.

Customer Services declines all responsibility for any order placed using incorrect or incomplete information.

The EPV also reserves the right to suspend or terminate the application of provisions related to bulk ticket discounts if the Customer repeatedly fails to comply with the present Terms and Conditions of Sale or the regulations governing visits of the museum and the estate.

Any illegal reproduction and/or use of a counterfeit ticket is liable to criminal prosecution.

The EPV shall not be held liable for the loss, theft or 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.

## **Article 8 - Waiver of cooling-off - Claims**

A ticket may not be cancelled or reimbursed.

In accordance with Article L.221-28 of the Consumer Code, the sale of admission tickets to a museum, considered a recreational service, is not subject to a cooling-off period.

All claims, regardless of their nature, must be lodged using the contact form at (<https://en.chateauversailles.fr/contact-us>) on the day of the visit at the latest. The Customer must select the 'claims' category.

## Article 9 Personal data

### 9.1 - Personal data

The personal data requested by EPV, the controller, from the customer is necessary to manage the order (including payment) and its relationship with EPV. This data is kept in the customer's personal account and allows the transaction to be completed. This data, once recorded, allows the customer to complete future transactions more quickly. They also allow EPV to contact the customer in the context of Article 9.

Through forms available on the EPV website [www.chateauversailles.fr](http://www.chateauversailles.fr), the customer can also choose to receive offers or information from EPV by e-mail or post.

The legal basis for this processing is either contractual with respect to the management of the customer's account or based on consent with respect to the receipt of communications by the customer. The customer's data is communicated, for the purposes described above, only to persons authorized to know it within EPV, as well as to its service providers in charge of ticketing and customer relations and partners, if any.

The customer has the right to access, rectify, delete, oppose, and port the information concerning him/her, as well as the right to limit the processing that he/she can exercise by using the contact form (<https://en.chateauversailles.fr/contact-us>), indicating the category "other" as the subject, specifying his/her contact information and proving his/her identity by any means, or by sending an e-mail to: [donnees.personnelles@chateauversailles.fr](mailto:donnees.personnelles@chateauversailles.fr).

The customer has the right to define general and specific directives defining the way in which he/she intends the above-mentioned rights to be exercised in the event of death.

If the customer believes, after contacting EPV, that his or her "Informatique et Libertés" rights have not been respected, he or she may file a complaint online with the CNIL.

To learn more about the management of his personal data, the customer can visit the EPV website page: [www.chateauversailles.fr/politique-protection-donnees-personnelles](http://www.chateauversailles.fr/politique-protection-donnees-personnelles).

### 9.2 - Cookies

EPV uses cookies to offer its customers the best possible quality of service and in particular to enable the proper functioning of the online self-guided tour reservation service and audience measurement. All information relating to EPV's cookie policy is presented on the following page of the <https://en.chateauversailles.fr/cookies-policy-official-website>.

The customer is informed that, during his visits to the site, a cookie may be automatically installed on his browser. The cookie is used to record information relating to the navigation of customers. The cookie is necessary for the proper functioning of the purchasing act of independent visits.

The parameter setting of the software of navigation (whose procedure is indicated in the following Internet address <https://en.chateauversailles.fr/cookies-policy-official-website> allows to inform about the presence of cookies and eventually to refuse it in the way described at the following address: <https://www.cnil.fr/fr/cookies-et-autres-traceurs/comment-se-protger/maitriser-votre-navigateur>

The customer has a right of access, rectification, limitation, portability and deletion of personal data communicated through cookies in the conditions indicated above

### **Article 10 - Miscellaneous**

In the event that any one of the Terms and Conditions of Sale is considered illegal or unenforceable by a court decision, the other Terms and Conditions shall remain in force.

Pursuant to Articles 1365 and seq. of the French Civil Code and, where appropriate, Article L.110-3 of the French Commercial Code, the information provided on the Website shall be binding between the parties. The scope of proof of the information provided by the EPV's computer systems is that given to an original in the sense of a printed document, signed by hand.

Failure by the Customer to comply with the obligations under the provisions of 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 the suspension of access to the Website service or the 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 11 - Applicable law – Disputes**

Sales of tickets set forth in the present Terms and Conditions of Sale are governed by French law.

Consumer dispute mediation:

Pursuant to the provisions of the French Consumer Code relative to 'the mediation of consumer disputes', the Customer is entitled to free recourse to the mediation service



provided by the EPV. The 'consumer rights' mediator thus provided is the Association des Médiateurs Européens (AME)

This mediation service may be contacted:

- Via the contact form on the CMAP website at: [www.mediateur-conso.cmap.fr](http://www.mediateur-conso.cmap.fr),
- By email to: [consommation@cmap.fr](mailto:consommation@cmap.fr), or
- By post at the address: CMAP – Service Médiation de la Consommation, 39 Avenue Franklin Roosevelt, 75008 Paris.

In the event of failure of the mediation, the Versailles courts shall have sole jurisdiction.