



CHÂTEAU DE VERSAILLES

## **GENERAL TERMS AND CONDITIONS OF SALE FOR UNACCOMPANIED TOURS**

**January 2011**

These General Terms and Conditions of sale apply *ipso jure* and without restriction to all orders for unaccompanied tour groups and made through the sales channels of the Versailles public establishment of the museum and national domain (EPV), the head office of which is at the Château de Versailles, RP 834, 78008 Versailles Cedex. They may be modified without notice.

The customer's purchase of group tickets implies its unreserved acceptance of these terms and conditions of sale.

These terms and conditions apply to the exclusion of any other terms and conditions of sale.

### **Clause 1. Practical details for selling unaccompanied tours**

1.1. The EPV sells unaccompanied tour offers reserved to professionals:

- ▶ Any corporate entity organising group visits
- ▶ Any individual person approved by the relevant French ministries (Culture and Communications, National Education, Tourism).

1.2. The unaccompanied tour offer gives access to two tours in accordance with the EPV cultural programme.

- ▶ The "*Grands Appartements*" ("State Apartments") offer is on sale irrespective of the cultural programme and gives access to the tour of the State Apartments.
- ▶ The « *Château* » offer is on sale when an exhibition is planned with a special price and gives access to all the Château tours as well as the exhibition.

There is no commentary for the unaccompanied tours. In the case where the customer would like to have a commentary, the EPV has two options:

- ▶ To call on an outside person who may obtain the right to speak (teachers, lecturers, curators and professional interpreter-guides approved by the relevant French public authorities – in this case, the right to speak is granted after proof has been presented to the admissions at the group entrance.
- ▶ Use of the audio guide service proposed by the EPV.



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1.3. The unaccompanied tours offer is intended for groups of 2 to 30 persons:

- ▶ The group taking the tour is considered to be a small one when it is made up of 2 to 10 persons.
- ▶ The group taking the tour is considered to be a large one when it is made up of 11 to 30 persons.

As an exception, the EPV reserves the right to accept groups which do not correspond to this definition.

1.4. The unaccompanied tours offer may be of two types:

- ▶ The "school" tour for groups of a minimum of 10 young people less than 18 years old.
- ▶ The "adult" tour for groups of a maximum of 9 young people less than 18 years old.

1.5. When an unaccompanied tour is purchased, an order should be placed for group tickets which includes the tour booking charge and the admission fee.

A tour is sold for one particular day and a visiting time slot.

1.6. According to its commercial policy, the Château's capacity and availability for visits, the EPV offers a predetermined quantity of group tickets for sale.

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

1.7. The EPV sells unaccompanied tours through three sales channels.

- ▶ The Customer Relations Department run by LASER CONTACT  
Customer Relations Service  
Château de Versailles – BP 80210  
86963 Futuroscope Cedex, France
- ▶ The EPV sales team on site  
Établissement Public du Musée et du Domaine National de Versailles (EPV)  
Direction du Développement Culturel  
RP 834  
78008 Versailles Cedex, France
- ▶ On line: [http://billetterie.chateauversailles.fr/groupe\\_online/](http://billetterie.chateauversailles.fr/groupe_online/)

## **Clause 2. Prices of unaccompanied tours**

2.1. Any order for an unaccompanied tour, irrespective of its origin, is payable in euro.

2.2. The price of group tickets is given in euro excluding taxes.

2.3. Orders are invoiced on the basis of the prices in force at the time the order is recorded.

2.4. The EPV reserves the right to change its prices at any time and without notice.

2.5. The unaccompanied tours sold as part of the "State Apartments" offer or the "Château " may be totally or partially free of charge for entitled as stipulated in the document "Exemptions from admission charges for the museum's permanent collections" – a document which may be obtained at the following address: <http://www.chateauversailles.fr/pdf/Tarifs/exonerations.pdf>.



- 2.6. Unaccompanied "school" tours are free of charge for adults accompanying young visitors on a school or extracurricular tour according to the following quotas:
- ▶ Kindergarten / majority of children less than 6 years old: right to 1 accompanying adult for 5 children.
  - ▶ Primary / majority of children less than 10 years old: right to 1 accompanying adult for 10 children.
  - ▶ Secondary / majority of children over 10 years old: right to 1 accompanying adult for 15 children.
- 2.7. Visitors who are entitled to partial or total exemption of the ticket price (<http://www.chateauversailles.fr/pdf/Tarifs/exonerations.pdf>) should present an identity document and the proof of entitlement at the admissions desk.

### **Clause 3. How to become an accredited customer**

3.1. The EPV proposes two types of accreditation: Simple Accreditation and Key Account Accreditation.

3.2. Accreditation is subject to certain conditions.

Any customer wishing to obtain Basic Accreditation must meet the following criteria:

- ▶ The main activity must be linked to tourism.
- ▶ At least 8000 adult tickets must be purchased during the year.
- ▶ Purchases must be spread so that the number of tours planned during the low season represents at least one quarter of the number of tours planned during the high season.

Any customer wishing to obtain Key Account Accreditation must meet the following criteria:

- ▶ At least 15000 adult tickets purchased during the year.
- ▶ Purchases must be spread so that the number of tours planned during the low season represents at least one quarter of the number of tours planned during the high season.

Any customer wishing to obtain Key Account Accreditation must, in addition to the foregoing criteria, use more than 65% of the allocations granted.

The reference taken into account when studying the customer's application is all the adult tours purchased during the year preceding the application for accreditation, excluding cancellations.

3.3. Accreditation grants certain rights.

Any customer with Basic Accreditation has the following rights:

- ▶ To have a cash account subject to a credit reserve of € 2,000 + the amount of the order.
- ▶ To have a reduction of 10% on each group ticket purchased for an unaccompanied tour.

A Key Account Accredited customer has the following rights:

- ▶ To have a cash account subject to a credit reserve of € 2,000 + the amount of your order.
- ▶ To be entitled to regular tour lots reserved for the whole season, called allocations.
- ▶ To have a reduction of 15% on each group ticket purchased for an unaccompanied tour.

3.4. Accreditations are governed by an Accreditation Agreement signed by the EPV and by the customer.

#### **Clause 4. Sale of "adult" unaccompanied tours**

4.1. Customers with Key Account Accreditation can purchase "adult" unaccompanied tours out of their allocations. The details are as follows:

The EPV allocates to the customer regular tour slots booked over a whole season and records the corresponding bookings.

For each booking, the EPV validates the order under three conditions:

- ▶ The customer must specify the exact number of tickets to be booked and confirm the allocation by paying a deposit at the latest on the first working day of month M-1 prior to the date of the tour.
- ▶ The customer must pay the order in full at the latest 3 days prior to the date of the tour – in the case where the customer has the facility of paying for the order when invoiced (deferred payment), he is not subject to this due date.
- ▶ The customer is not subject to any of the penalties laid down in Clause 14.

4.2. A customer can purchase "adult" unaccompanied tours an advance booking. The details are as follows:

The EPV allocates the customer a particular tour slot and records the corresponding booking.

On the basis of this booking, the EPV validates the order under three conditions:

- ▶ The customer must pay the order in full at the booking, except in the case where the customer has the facility of paying the order when invoiced (deferred payment).
- ▶ The customer is not subject to any of the penalties laid down in Clause 14.

4.3. A customer can purchase "adult" unaccompanied tours as last-minute bookings at D-3 and D. The details are as follows:

The EPV allocates the customer a particular tour slot and records the corresponding booking.

On the basis of this booking, the EPV validates the order under two conditions:

- ▶ The customer must pay the order in full on the same day as he makes the booking - in the case where the customer has the facility of paying for the order when invoiced (deferred payment), he must confirm the order by sending a purchase order on the same day as he makes the booking.
- ▶ The customer is not subject to any of the penalties laid down in Clause 14.

4.4. If these conditions are not fulfilled, the EPV reserves the right to cancel the order; the sums the customer has already paid to the EPV shall not be refunded.

#### **Clause 5. Sales of "school" unaccompanied tours**

5.1. A customer may purchase "school" unaccompanied tours as advance bookings (booking made at the latest 1 day prior to the date of the tour). The details are as follows:

The EPV allocates to the customer a particular tour slot and records the corresponding booking.

On the basis of this booking, the EPV validates the order under three conditions:

- ▶ The customer must specify the exact number of tickets to be booked and confirm the booking by sending confirmation with the date, signature and the establishment's official stamp, at the latest 3 days after making the booking at : [infos.professionnels@chateauversailles.fr](mailto:infos.professionnels@chateauversailles.fr)
- ▶ In the case where the order includes payable group tickets, the customer must pay the order in full at the latest on the day of the tour, before the tour starts – in the case where the customer has the facility of paying for the order when invoiced (deferred payment), he must confirm the order by sending a purchase order on the same day as he makes the booking.
- ▶ The customer is not subject to any of the penalties laid down in Clause 14.



5.2. A customer may purchase "school" unaccompanied tours as last-minute bookings at D-3 to D-1. The details are as follows:

The EPV allocates the customer a particular tour slot and records the corresponding booking.

On the basis of this booking, the EPV validates the order under three conditions:

- ▶ The customer must specify the exact number of tickets to be booked and confirm the booking by sending confirmation with the date, signature and the establishment's official stamp, on the same day as making the booking at [infos.professionnels@chateauversailles.fr](mailto:infos.professionnels@chateauversailles.fr)
- ▶ In the case where the order includes payable group tickets, the customer must pay the order in full on the same day as making the booking – in the case where the customer has the facility of paying for the order when invoiced (deferred payment), he must confirm the order by presenting the purchase order at the latest on the day of the tour, before it starts.
- ▶ The customer can purchase a booking on the spot directly at the château
- ▶ The customer is not subject to any of the penalties laid down in Clause 14.

5.3. If these conditions are not fulfilled, the EPV reserves the right to cancel the order; the sums the customer has already paid to the EPV shall not be refunded.

## **Clause 6. Means of paying for unaccompanied tours**

6.1. The Customer Relations Service accepts payment by credit card, customer account direct debit and when invoiced (deferred payment).

6.2. The group admission desks accept payment by credit card, cheque and cash.

6.3. The EPV reserves the right to decide on the payment means authorised for a particular order according to the accreditation agreement signed with the customer, the date on which the customer makes the payment and the customer's legal status.

6.4. In the case of payment by card, the cards accepted in payment of an order are those belonging to the following networks:

- ▶ Carte Bleue / Visa / Eurocard / Mastercard
- ▶ JCB
- ▶ American Express

6.5. In the case of payment by debiting the customer's account, the customer must:

- ▶ Ensure that his account has sufficient provision.
- ▶ Send his request in writing to the Customers Relations Service one day before the visit during opening hours of the office.
- ▶ In the subject of his e-mail, specify the order reference and the date of the tour.

6.6. In the case of payment when invoiced (deferred payment), the customer must:

- ▶ Be a legal structure according to French public law.
- ▶ Ensure that the purchase order is received within the time limit.
- ▶ Send the original of the purchase order by post to the address of the EPV management.
- ▶ Present the copy of the purchase order to the group admissions desk on the day of the tour.
- ▶ Make the payment to the EPV accountant.



### **Clause 7. Details for obtaining tickets**

- 7.1. It is suggested that the customer obtains tickets either by post or by making them available at the group admission desks.
- 7.2. The EPV reserves the right to decide on the authorised means of obtaining tickets for a particular order according to the accreditation agreement signed with the customer, the date on which the customer pays and the customer's legal status.

### **Clause 8. Purchasing additional tickets**

- 8.1. Customers with Key Account Accreditation may increase the number of tickets in his order till D-1 at Customer Relation Service and the day of the tour at the group admission desks.

A customer may increase the number of tickets in his order only the day of the tour at the group admission desks.

The conditions are :

- ▶ That the application does not exceed the maximum number of places available at the time of the increase.
- ▶ That the application does not exceed the maximum number of persons authorised by type of group:
  - . up to 3 additional persons for a small unaccompanied group, as long as the group does not exceed 10 persons.
  - . up to 10 additional persons for a large unaccompanied group, as long as the group does not exceed 30 persons.
- ▶ That payment for the additional tickets complies with the terms and conditions applicable to the bookings (Clause 6).

- 8.2. The number of persons in a group can not be reduced.

### **Clause 9. Duplication of tickets**

- 9.1. A customer who is unable to present the tickets he has bought to the group admissions desk, may obtain payable duplicates there.
- 9.2. In the case where the customer is not responsible for the failure to present the tickets, he can apply for a refund which the EPV will examine with a view to refunding the amount of the duplicate.

### **Clause 10. Postponed tour**

- 10.1. A customer may postpone the date of the tour once, on five conditions:
- ▶ The request concerns an order stemming from a booking (an order from an allocation cannot be postponed).
  - ▶ The request concerns all the tickets in the order.
  - ▶ The request is issued at least 7 days prior to the date of the tour.
  - ▶ The new tour date is immediately fixed (date to be fixed among the bookings available on the date the postponement is requested).
  - ▶ The request is confirmed in writing on the same day.

## **Clause 11. Discounts on group tickets**

11.1. The EPV offers discounts on the purchase of group tickets under certain conditions.

- ▶ A discount of 10% on group tickets is applicable for any customer who has bought a total of 8000 adult tickets since the beginning of the current calendar year.
- ▶ A discount of 15% on group tickets may be had by any customer who has purchased a total of 15000 adult tickets since the beginning of the current calendar year.

11.2. The EPV calculates the total number of discounts from 1 January to 31 December of each calendar year.

The list of customers with discounts is drawn up at the end of each month and is applicable for the following months up to the 31 December of the current year.

There is no retroactive discount applicable.

11.3. At the same time, the EPV applies the discounts given in Clause 3.3 to the customers with Basic Accreditation and Key Account Accreditation.

## **Clause 12. Personal data**

12.1. Information and data on the customer are needed to carry out the transactions, to follow up the orders and to manage relations with the EPV. These data are retained on the EPV ticketing data base.

12.2. The EPV has declared to the CNIL that it automatically processes the customer's personal data and, in particular, that it manages his e-mails.

12.3. In accordance with the Data Protection Act of 6 January 1978, a customer has the right to access, rectify and delete his personal data.

To exercise this right, the customer must send a dated and signed request to the Customer Relations Service giving his name and address and customer reference. A photocopy of the proof of identity with his signature must accompany this request.

A reply will be sent to him within two months following receipt of the request.

12.4. By means of forms which can be obtained on the EPV Web site [www.chateauversailles.fr](http://www.chateauversailles.fr), he may chose to receive offers or information by e-mail or by post from the EPV and its partners.

If the customer no longer wishes to be included in the EPV files, he must indicate this by selecting the appropriate element on the EPV Web site or by sending such a request to the Customer Relations Service.

## **Clause 13. Validity of the group tickets**

13.1. A group ticket does not permit individuals to join tours.

13.2. A group ticket may not be used other than for the relevant order in which it is included. All the group tickets in an order must be used on the date and time and for the tour ordered.

13.3. A group ticket may not be resold at a higher price than its face value.

13.4. Any dispute must be made in writing to the Customer Relations Service.

## **Clause 14. Liability and penalties**

14.1. A booking is recorded on the sole basis of the information provided by the group leader or by the person designated for this purpose.

The customer should check all the elements on his order.

The Customer Relations Service declines any liability in the case of a booking made on the basis of incorrect or incomplete information.

14.2. The EPV reserves the right to apply penalties in the case where the customer does not comply with these General Terms and Conditions of Sales as well as the regulations governing visits to the museum.

The EPV particularly reserves the following rights:

- ▶ To invoice a fixed sum of 25 euro to any customer who has confirmed a booking for an unaccompanied "school" tour and who does not present it on the day of the tour.
- ▶ To refuse access to the Château of to any group the composition of which does not correspond to the order without having adjusted the order.

The EPV also reserves the right to suspend or cease applying the provision relating to discounts on group tickets and on accreditation in the case where the customer, on several occasions, does not comply with these General Terms and Conditions of Sale or the regulations governing visits to the museum.

14.3. The EPV, shall not be held liable for any failure which originates from a case of force majeure outside its control including, in particular, cases of transport stoppages, strikes, exceptional weather conditions, fire, etc.

## **Clause 15. Applicable law – Disputes**

15.1. Sales of unaccompanied tours stipulated in these General Terms and Conditions of Sale are subject to French law. In the event of a dispute, only the Versailles courts shall have jurisdiction.

## **Clause 16. Cancellation and refund**

16.1. A ticket can be canceled or refunded except in case of cancellation of the benefit by the EPV.

16.2. At the announcement of the cancellation or modification date of the service for which you have purchased tickets and which is due to the EPV, you agree to our customers, wherever possible, to use your details to keep you informed of the procedure.

16.3. Pursuant to Article L. 121-20-4 of the Consumer Code, the sale of tickets in a museum, likened to a provision of recreational services, not entitled to any withdrawal period.

16.4. Any controversy, whatever kind must be made in writing to Customer Service (including contact information listed in section 1.7 above) not later than the day of the visit.

