

## General Terms & Conditions of Sale

### Article 1 – Definition of charges

The prices printed in this sales document are given in euros inclusive of tax. They may be revised at any time. Any person, individual or group as defined below presenting themselves on any Culturespaces site shall pay the admission fee appropriate to their category.

#### 1.1 Individuals

- **Full price:** Adults (persons aged 18 or over, not classified as a student or job seeker)
- **Concessions:** Students, job seekers, young people aged 7 to 17, on presentation of proof of status.
- **Family ticket:** Pay the admission charge for two adults and one child and the second child gets in free (7 to 17 years).
- **Free:** Journalists, owners of sites and those employed in the tourist trade on presentation of their card, the disabled and children under 6 years of age.

#### 1.2 Groups

A group shall comprise a minimum of 20 people (15 people at the Musée Jacquemart-André). The individual charge for the category of visitor shall apply to groups of less than this number of people. A group may be mixed (adults and children), if it is made up of a minimum of 20 paying visitors (15 people for the Musée Jacquemart-André).

- **Adult group:** this rate applies to all Groups of people aged 18 years or over. One escort and driver per Group are admitted free of charge.
- **School groups:** this rate applies to all Groups of people aged 17 years or under. One escort for every 8 paying children is admitted free of charge (the teacher is deemed to be an escort). One driver per Group is admitted free of charge.

### Article 2 – Methods of Payment

Payment may be made in cash, by credit card (Visa, Eurocard-Mastercard, American Express, JCB) or cheque (French sites only) made payable to Culturespaces on presentation of proof of identity. Culture cheques, holiday cheques, reading culture cheques, Kadéos Culture cheques and culture Tickets are accepted for individual visitors and restaurant tickets for catering services. Administrative orders, vouchers and bank transfers are accepted by prior arrangement with the booking office.

## **Article 3 – Group Visits**

### **3.1 Group bookings and unaccompanied visits**

Booking is advisable for unaccompanied visits, since admission to sites without prior reservation depends on how busy they are. During periods of temporary exhibitions booking is essential, even for unaccompanied visits. Bookings are made with the site concerned by e-mail, post or fax. All Group bookings must specify the number of visitors, the name, address and contact number of the Group leader, the date, time and service provision required. Booking terms & conditions will be formalised in writing in a Booking Agreement. All visitors making up the Group must be together before passing through the ticket desk. During periods of temporary exhibitions, groups more than 10 minutes late shall be deemed to have cancelled their booking unless the next time slot is available. Notice of cancellation must be given at least 10 days prior to the date of visit. Payment for visits must be made by the Group leader before the Group is admitted, at the ticket office on the day of visit, or on invoice only if stipulated in the Booking Agreement.

### **3.2 Special Terms & Conditions for lecture or educational workshop services**

Booking for these services is obligatory. The total amount for the service must be paid at least 10 days before the visit. Unless otherwise stated in the Booking Agreement, failure to comply with these terms and conditions shall result in cancellation of the service provision. If less than 10 days notice of cancellation is given, sums paid shall not be refunded unless otherwise agreed by the parties in the Booking Agreement. In the event of cancellation by Culturespaces, the amount paid for the service will be refunded in full.

Groups paying by administrative order or voucher should send the purchase order at least 10 days before their arrival. The invoice, payable on receipt, will be dispatched after the visit. Lateness will reduce the actual duration of the service provision by a corresponding length of time. Late arrival of more than 30 mins (10 mins during temporary exhibitions) will be deemed a cancellation and the amount paid will not be refunded.

### **3.3 Special Terms & Conditions for the provision of catering services**

Booking for the provision of catering services is obligatory. The site will specify the time of the meal when booking confirmation is issued. The number of people in the Group may be increased 3 days at the latest prior to the day of provision of the service. The amount payable for the provision of the service must be paid in full at the latest 10 days prior to the date of service provision of the service, unless otherwise agreed and stated in the Booking Agreement.

If less than 10 days prior notice of cancellation is given the amount paid will not be refunded.

In the event of cancellation by Culturespaces, the amount paid for the service will be refunded in full.

Groups should wait at the entrance to the restaurant or tearoom for a member of staff to show them to their seats. The menu shall be exactly the same for the whole Group.

#### **Article 4 – Tickets sold in advance for tourism professionals and works councils**

A minimum of 20 tickets may be purchased in advance (15 tickets for the Musée Jacquemart-André), whether adults or children. Entry tickets are valid for 1 year from the date of issue (unless otherwise indicated on the ticket). Tickets for events are valid only for the date indicated on the ticket. Tickets dispatched by recorded delivery are invoiced to the client at 5 euros.

Ticket orders dispatched by post must be accompanied by payment in full of the amount due (tickets + postage costs). The tickets ordered are then dispatched, accompanied by an invoice, by recorded delivery. Advance tickets can be collected and paid for at the ticket desk, on request.

Tickets purchased in advance cannot be refunded or exchanged.

#### **Article 5 – Sales to the tourist trade**

Ticket vouchers are accepted after agreement and signature of a contract between the travel trade organiser and Culturespaces. To do this, the travel trade organiser must supply the site with a specimen ticket voucher and a monthly invoice will be issued by the site and sent to the travel trade organiser; this invoice is payable on receipt.