

Château de Versailles Spectacles

TERMS AND CONDITIONS OF SALE

1. PURPOSE

These terms and conditions of sale (hereinafter the “TCS” or “Terms and Conditions of Sale”) aim to inform buyers of the conditions applicable to all ticket or product purchases from **Château de Versailles Spectacles** (hereinafter “CVS”) and to define the contractual relations between CVS and the buyer.

The Terms and Conditions of Sale apply, without restriction or reservation, to all tickets to shows and products sold by CVS on the merchant sites www.chateauversailles-spectacles.fr/en/ and www.operaroyal-versailles.fr/en/home/ (hereinafter the “Website(s)”).

The Terms and Conditions of Sale apply to all **natural persons or legal entities** who wish to purchase from CVS, whether professionals, non-professionals or consumers as defined by the introductory article of the **Consumer** Code (hereinafter “the Buyer”).

The TCS can be found at all times at the bottom of every **Website page and on the order confirmation page**.

The purchase of tickets and products implies that the Buyer has prior knowledge of and gives definitive and unreserved acceptance of the TCS.

Failure by CVS to invoke any of the provisions in these TCS at any given time cannot be interpreted as a waiver of the right to subsequently invoke any of said provisions.

If one or more of the provisions of these Terms and Conditions are regarded as null and void or are declared null and void pursuant to a law or a regulation or as the result of a final decision by a competent jurisdiction, the remaining provisions shall retain their full force and scope.

CVS reserves the right to amend its TCS at any time. In this case, the TCS that apply to the order are those in force on the date the Buyer places the order. CVS invites the Buyer to download and keep the TCS made available via the link included in the order confirmation email.

CVS invites the Buyer to read the **internal regulations** for the performance in question prior to arrival.

2. IDENTITY OF THE SELLER

The seller is Château de Versailles Spectacles (CVS), a simplified joint-stock company with a share capital of €737,000, whose registered office is located at Grille du Dragon, Pavillon Roulettes, rue de la Paroisse in Versailles (78000), registered with the Trade and Companies Register of Versailles under number 451 290 613, intracommunity VAT no. FR74451290613.

E-mail address (for individuals): billetterie@chateauversailles-spectacles.fr (for ticket sales specifically) or contact@chateauversailles-spectacles.fr.

Telephone (for individuals): +33 (0)1 30 83 78 89, Monday to Friday from 10am to 1pm and 2pm to 6 pm.

Telephone (for groups): +33 (0)1 30 83 74 44, Monday to Friday from 10am to 1pm and 2pm to 6 pm.

3. TICKET AND/OR SHOP PRODUCT ORDERS

3.a. Sales price

The prices indicated on CVS promotional materials are **inclusive of tax and expressed in euros, based on the applicable VAT rate on the day of the order**. Any changes to VAT rates may be passed on to the price of products or services.

CVS reserves the right to change its prices at any time, it being understood that the price advertised on the Website on the day the order is placed will be the only price applicable to the Buyer.

Prices do not include order processing fees, nor transport or delivery costs.

A group rate is available for most events. A group means an established group of individuals purchasing together a minimum of:

- 10 tickets for the same performance of a Musical Season event,
- or 30 tickets for a Fountains Show, The Royal Serenade or The King's Tour performance.

Where the Buyer intends to make a group purchase under the conditions specified above, CVS invites him/her to contact the ticketing office by email or telephone directly at the address and number specified in Article 2.

3.b. Characteristics of events and products for sale

Prior to placing an order, the Buyer can read the key characteristics of the event(s) for which he/she intends to purchase tickets and of the products he/she intends to purchase on the Websites.

3.c. Availability of events and products for sale on the online shop

Products and events are available for as long as they feature on the Websites. In the event of unforeseen unavailability after an order has been placed, the Buyer will be informed by email, the order will be automatically cancelled and his/her bank account will not be debited. If his/her bank account is debited, CVS will refund the order.

3.d. Placing an order

3.d.i. Provisions applicable to individuals

➤ Special provisions applicable to ticket orders

Online ticketing is available for CVS events subject to availability and, where applicable, to the category and/or rates requested.

For performances involving the assignment of seats (notably Royal Opera shows), the Buyer will automatically be assigned the best seats available for his/her chosen category at the time he/she logs in.

Buyers may purchase tickets for different events as part of the same order by using the basket feature.

Tickets may also be booked by telephone on +33 (0)1 30 83 78 89. **Persons with reduced mobility must contact this number prior to any purchase.**

➤ General provisions applicable to ticket and online shop product orders

The Buyer must:

- place the chosen events and/or products in his/her online basket,
- fill out the identification form with all requested details,
- check and then confirm his/her order,
- pay for the order under the conditions set out in Article 4.a. of these TCS.

Tickets and products are kept in the basket for twenty (20) minutes from the time they are added by the Buyer.

Prior to confirming his/her order, the Buyer may check the details of his/her potential order and correct any errors.

Confirmation of the order ("Pay my order" button) means acceptance of the TCS and acknowledgment of having full knowledge of these TCS prior to placing the order. **The Buyer must accept the Terms and Conditions of Sale, by checking the relevant box, in order to confirm his/her order. All data provided and the confirmation recorded shall constitute proof of the transaction.** Confirmation shall be deemed signature and acceptance of the transactions. CVS shall send an email confirming the recorded order and including a link to

download these TCS. CVS' liability cannot be incurred if the email address is not entered correctly or the order confirmation email is not received for reasons not attributable to CVS.

Pursuant to Article L. 121-11 of the French Consumer Code, and under a judge's authority in the event of dispute, CVS may reject or cancel, on legitimate grounds, any order it considers abnormal within the meaning of applicable case law.

CVS reserves the right to cancel any orders placed by a Buyer with which a dispute relating to the payment of a prior order is ongoing.

3.d.ii. Provisions applicable to professionals and non-professionals within the meaning of the French Consumer Code

Tickets for events organised by CVS must be booked by telephone or by email in accordance with the sales conditions specified under the "Professionals" section of the Website.

Products available for sale on the online shop may also be ordered by telephone or email, or according to the procedure described under Article 3.d.i.

Placement of an order means explicit and unreserved acceptance of these TCS and acknowledgment of having full knowledge of these TCS prior to purchasing. The Buyer waives the right to invoke his/her own conditions of purchase or any other conditions.

4. ORDER PAYMENT

4.a. Provisions applicable to individuals

4.a.i. Online payment methods

Tickets and/or products can only be purchased from the online shop by bank card, digital payment services or holiday vouchers. The only bank cards that can be used for online purchases are cards issued by the following networks: Carte Bleue – Visa – American Express – Eurocard-Mastercard – JCB – Diners Club – Union Pay.

CVS uses the **Monext ONLINE solution** as its payment service provider (PSP), with annual PCI DSS certification since 2008. Monext undertakes to renew this certification every year, ensuring a high level of platform security.

The Buyer's bank card will be immediately debited the value of the order.

At the Buyer's request, CVS may provide a paper invoice including any VAT.

4.a.ii. Over-the-phone payment methods

Where the Buyer encounters issues with purchasing tickets, he/she may pay for his/her order by contacting the Ticketing Office on +33 (0)1 30 83 78 89 during the business times specified under Article 2.

4.b. Provisions applicable to professionals and non-professionals within the meaning of the French Consumer Code

Tickets for events organised by CVS must be paid by bank transfer, in accordance with the sales conditions specified under the “Professionals” section of the Website.

Products available for sale on the online shop must be paid by bank card, either according to the procedure described under Article 4.a.i., or by telephone on +33 (0)1 30 83 74 44 during the business times specified under Article 2.

5. ORDER DELIVERY

5.a. Receipt of tickets

5.a.i. Provisions applicable to individuals

➤ Home delivery of tickets

After a purchase is made, if the chosen method is home delivery (shipping method only available on the Royal Opera's website), tickets are sent by standard post (and by tracked post for the purchase of a CVS card) with a minimum of 3 euros for postal costs per order to the specified address:

- Paris and Paris region = tickets sent at the latest three (3) days prior to the event date.
- Other French regions = tickets sent at the latest five (5) days prior to the event date.
- Abroad = tickets sent at the latest fifteen (15) days prior to the event date.

The Buyer must monitor the safe receipt of his/her tickets.

For last-minute purchases not eligible for home delivery, tickets will be kept at the CVS ticket counters and must be collected on the day of the event. To collect his/her tickets, the Buyer must present his/her confirmation email.

When the tickets are handed over, the Buyer must check the name, date and time of the event, as well as the price specified on the ticket. No claims may be made after the performance.

In case of non-receipt of said tickets, the Buyer must contact the Ticketing Office by telephone (Monday to Friday, from 10 a.m. to 1 p.m. and from 2 p.m. to 6 p.m.) on +33 (0)1 30 83 78 89 or by email to billetterie@chateauversailles-spectacles.fr.

➤ Special conditions applicable to e-tickets

E-tickets enable the Buyer to print out tickets purchased online. These tickets are sent to the Buyer at the same time as the order confirmation email or within the period specified in said email.

For the Versailles Electro event, tickets will be available on the customer's online account seventy-two (72) hours before the date of the event.

To be valid, an e-ticket must be printed on a white A4 sheet of paper, with one ticket per sheet and no double-sided printing, or be presented in a legible format on a smartphone. **One ticket is issued for every seat purchased.**

Tickets feature a unique barcode. The validity of tickets is checked and recorded at the entrance to event venues using barcode readers. Tickets cannot be used for admission more than once. Reproducing tickets is prohibited and will not grant the Buyer any advantage. CVS may refuse admission to the event when multiple printings, reproductions, copies or imitations of a ticket are in circulation and access to the event has already been granted to the holder of one of such printings, reproductions, copies or imitations of the corresponding ticket. CVS is not required to verify the identity of the person presenting the ticket in order to ensure that he/she is the Buyer, nor to verify the authenticity of an e-ticket given that an imitation or copy cannot be clearly and indisputably identified as such during checks carried out upon admission to the event. **Only the first person to present the ticket shall be admitted to attend the event. Said person is deemed the legitimate holder of the ticket. In the event of loss, theft or duplication, the Buyer alone shall remain responsible for the use made of his/her tickets. Under no circumstances will CVS send any duplicate copies.**

E-tickets may be downloaded at any time from the Buyer's personal online account at <https://tickets.chateauversailles-spectacles.fr/en/user/login>, provided they have created an account.

The Buyer must keep their ticket in a safe place. Only official sales circuits must be used to purchase tickets. Tickets offered by a stranger must never be accepted since these may be copies.

If the holder of a ticket is denied admission for this reason during admission checks, he/she shall not be entitled to any refund of the price paid. (see also Articles 9.c. and 11.a.).

5.a.ii. Provisions applicable to professionals and non-professionals within the meaning of the French Consumer Code

Tickets for events organised by CVS will be sent in accordance with the sales conditions available under the "Professionals" section of the Website.

5.b. Delivery of products from the online shop

CD/DVD orders placed on the online shop are only shipped to Metropolitan France. No deliveries will be made outside of this geographical area, including to overseas departments and territories, and internationally.

Products are delivered to the delivery address specified during the order process. The specified four-day (4 day) period is provided for informational purposes only. CVS cannot guarantee the smooth running of postal services or an unforeseen event during the processing

of the order. However, CVS undertakes to keep the Buyer informed of any consequences arising from a delivery issue.

It should also be noted that, as from delivery of the product to the Buyer or a third party designated by him/her, the risks of loss or damage to the product are transferred to the Buyer.

6. RIGHT OF WITHDRAWAL

This article applies only to Buyers with the status of consumer within the meaning of the French Consumer Code (i.e. individuals).

It is specified that professionals and non-professionals do not have a right of withdrawal, except where provided for by Article L. 221-3 of the French Consumer Code.

6.a. Exclusion of the right of withdrawal for the purchase of tickets to CVS events

Pursuant to Article L. 221-28 12) of the French Consumer Code, the Buyer cannot exercise his/her right of withdrawal for contracts for the provision of leisure activity services (**shows**) which must be provided on a given date or over a defined period.

6.b. Exercise of the right of withdrawal for products purchased on the online shop

Pursuant to Article L. 221-18 of the French Consumer Code, the Buyer has a **period of fourteen (14) days** as from the date of receipt of the products to exercise his/her legal right to withdraw without needing to justify his/her decision.

The Buyer shall exercise his/her right of withdrawal by informing the professional of his/her decision to withdraw by sending the withdrawal form appended to these TCS or any other unambiguous statement expressing his/her desire to withdraw before expiry of the period specified in Article L. 221-18.

Pursuant to Article L. 221-28 9° of the French Consumer Code, the right of withdrawal cannot be exercised for orders relating to the provision of audio or video recordings (CDs and DVDs) when such products have been opened by the consumer after delivery.

Pursuant to the provisions of Article L. 221-23 of the French Consumer Code, the Buyer must return any products to CVS at the latest within fourteen (14) days of notification of his/her decision to withdraw, to the following address:

3 bis rue des Réservoirs
78 000 Versailles

CVS will not bear the direct costs of returning the merchandise.

The Buyer who exercises his/her right of withdrawal under the conditions set out in this article will receive a refund of the price of the product(s) returned, and of delivery costs at the standard rate, pursuant to Article L. 221-24 of the French Consumer Code. Refunds will be made using the same payment method used for the original transaction, unless the Buyer explicitly consents to another refund method.

7. GUARANTEES

7.a. General provisions

Once a ticket order is confirmed, the sale is final and binding. The purchase cannot be modified or cancelled: tickets are non-exchangeable and non-refundable, including in the event of loss or theft.

All products for sale on the Website benefit from:

- a legal guarantee of conformity (as defined in Articles L. 217-3 et seq. of the French Consumer Code) applicable in respect of consumers and non-professionals as defined in the introductory article of the French Consumer Code,
- a guarantee against latent defects (as defined in Articles 1641 et seq. of the French Civil Code) applicable to any Buyer.

Damages caused by the Buyer's action are not covered by these guarantees.

The Buyer is responsible for making a detailed list of any existing defects observed and informing CVS by email to contact@chateauversailles-spectacles.fr, enclosing photos of the defective product(s).

The Buyer may also specify whether he/she would like an exchange or a refund of the product(s).

If the request is justified, CVS will contact the Buyer to inform him/her of the next steps to return the product(s). Where applicable, return costs will be refunded upon provision of supporting documents (to be included in the package). For exchanges, products are shipped free of charge.

7.b. Special provisions relating to the implementation of the legal guarantee of conformity (applicable to consumers or individuals and non-professionals within the meaning of the French Consumer Code)

The consumer has a **period of two years as from delivery of the merchandise** to action the **legal guarantee of conformity** in case of appearance of a lack of conformity. During this period, the consumer is only required to demonstrate the existence of a lack of conformity and not the date on which it appeared.

When the sales contract provides for the continuous provision of digital content or a digital service over a period exceeding two years, the legal guarantee applies to said digital content or digital service for the planned duration of provision. During this period, the consumer is only required to demonstrate the existence of a lack of conformity affecting the digital content or digital service and not the date on which it appeared.

The legal guarantee of conformity requires the professional, as the case may be, to provide all necessary updates to ensure the continued conformity of the merchandise.

The legal guarantee of conformity grants the consumer the right to the repair or replacement of the merchandise within a period of thirty days as from his/her request, at no cost and no major inconvenience for the latter.

If the merchandise is repaired under the legal guarantee of conformity, the consumer will benefit from a six-month extension to the initial guarantee.

If the consumer asks for the merchandise to be repaired, but the seller requires its replacement, the legal guarantee of conformity will be renewed for a period of two years as from the date on which the merchandise was replaced.

The consumer may obtain a reduction to the purchase price by keeping the merchandise, or terminate the contract by requesting a full refund against the return of the merchandise, if:

1° The professional refuses to repair or replace the merchandise;

2° The repair or replacement of the merchandise occurs after a period of thirty days;

3° The repair or replacement of the merchandise causes a major inconvenience to the consumer, notably when the consumer definitely bears the costs for the return or removal of the non-conforming merchandise, or if he/she bears the costs of installing the repaired or replaced merchandise;

4° Non-conformity persists despite the seller's unfruitful attempt to bring the merchandise into conformity.

The consumer is also entitled to a reduction of the merchandise's price or to the cancellation of the contract when the lack of conformity is so serious that it justifies an immediate reduction of the price or termination. In this case, the consumer is not required to first request that the merchandise be repaired or replaced.

The consumer is not entitled to cancellation of the sale if the lack of conformity is minor.

Any period during which the merchandise is immobilised for repair or replacement suspends the remaining warranty period until delivery of the repaired or replaced merchandise.

The rights set out above arise from Articles L. 217-1 to L. 217-32 of the French Consumer Code.

The seller who demonstrates bad faith by preventing a legal guarantee of conformity from being actioned is liable to a civil fine of a maximum of 300,000 euros, which may be increased to 10% of their average annual turnover (article L. 241-5 of the French Consumer Code).

The consumer also benefits from a legal guarantee against latent defects pursuant to Articles 1641 to 1649 of the French Civil Code, for a period of two years as from discovery of the defect. This guarantee grants the right to a reduction of the price if the merchandise is kept or to a full refund if the merchandise is returned.

These provisions do not exclude the right of withdrawal defined under Article 6 below.

8. RETENTION OF TITLE

CVS retains full ownership of the products sold until payment in full is made, in principal, including fees, taxes and compulsory contributions.

9. ADDITIONAL INFORMATION ON EVENTS

Admission to the performance venue and possession of a ticket automatically renders the internal regulations, found on the www.chateauversailles-spectacles.fr/en/reglements-interieurs/ website binding on the Buyer. Said internal regulations complete the visitor rules applicable to the palace, museum and national domain of Versailles with conditions specific to performances.

Ticket inspectors may ask Buyers with reduced rates to present supporting documents during checks at the entrance to the event venue. Should they fail to do so, the difference between the reduced rate and the full rate must be paid for admission to the event.

To be valid, paper tickets must be accompanied by the corresponding detachable ticket stub.

9.a. Admission to shows

9.a.i. Assigned seating shows (The Musical Season), The Royal Serenade and The King's Tour

As a general rule, admission is prohibited once show has started.

- The assigned numbered seat is guaranteed only up until five (5) minutes before curtain up.
- The doors to the hall will be closed from the time the show is scheduled to start and any late spectators may be seated at an appropriate time, provided this does not cause any disturbance to other spectators or the artists, without any guarantee of being seated at the seat specified on the ticket.
- Late arrival of a spectator shall not give rise to any refund or compensation of any nature.

9.a.ii. Other events (The Fountains Shows, The Masked Ball, Fêtes Galantes, Versailles Electro and other events)

Spectators are required to inform themselves of the start and finish times and of the schedule and running of the event found on the CVS Website and promotional materials.

9.b. Seating

For assigned seating shows, the hall is divided into several variable categories at CVS' sole discretion for each type of show. Each category has its own sales price. The information stated on the issued ticket exclusively and solely determines the seat it is issued for. To prevent any claims relating to visual comfort, pricing takes account of any variations in viewing angles both in respect of the stage and surtitle screens.

English surtitles available for some shows can only be seen from some seats. We therefore recommend booking by phone to benefit from this feature.

9.c. Ticket resales

Tickets to shows may only be marketed by **operators approved by the show producer**.

CVS cannot guarantee the Buyer access to the shows it produces upon presentation of tickets not purchased from CVS.

CVS has not authorised Viagogo, Stubhub, TicketSwap or any other operators to market tickets to its shows.

Pursuant to Article 313-6-2 of the French Criminal Code, the act of selling, offering to sell, displaying with a view to sell or transfer, or providing the means of selling or transferring tickets granting admission to a sporting, cultural or commercial event or a live entertainment show, on a habitual basis and without the authorisation of the producer, organiser or owner of the exploitation rights to said event or show, is punishable by a €15,000 fine. This fine is increased to €30,000 in case of repeat offence.

Under no circumstances may the tickets be sold at a higher price than that they bear (French Law of 27 June 1919).

10. INTELLECTUAL PROPERTY

The semi-figurative mark Château de Versailles Spectacles and all illustrations, images, logos and content featured on the Website are and shall remain the exclusive ownership of CVS or the **owner of the intellectual property rights concerned**.

Any reproduction, performance, distribution, publication, modification or use of these marks, illustrations, images and logos or of all other content on the Website, in full or in part, for any reason and on any media, is prohibited without the explicit written and prior consent of CVS or of the owner of the intellectual property rights concerned. The same shall apply to all copyrights, designs and models, and patents featured and/or used on the Website.

The Buyer is strictly prohibited from distributing CVS shows on social networks, YouTube or any public platform, unless first explicitly authorised by CVS.

11.CVS' LIABILITY

11.a. General provisions

CVS cannot be held liable:

- in the event of non-receipt of tickets or products from the shop due to a disruption to postal service operations, or arising from an error in the information provided by the Buyer upon placement of the order;

- in case of abnormalities arising during the ordering of a ticket or a product or in case of the printing of an e-ticket, not attributable to CVS;
- in the event of loss or theft of paper tickets due to the Buyer's negligence (no duplicates or certificates, nor any reissues of tickets of any nature will be provided to the Buyer);
- in the event of illegal use of e-tickets;
- in the event of cancellation or postponement of the event outside of CVS's control (see Article 11.b. "Cancellation and postponement");
- for any non-substantial changes to the content, schedule, duration, artistic distribution, or for any changes to the opening act.

In the context of the online sales process, CVS is only bound by a best-efforts obligation. Its liability cannot be incurred for damage arising from use of an Internet network such as an intrusion, virus, service disruption, or other issues outside of its control.

Tickets are non-refundable and non-exchangeable. They are only valid for the performance for which they have been issued (see Article 11.b.).

11.b. Cancellation and postponement of events

Where an event must be interrupted after half of its duration, tickets shall not be refunded.

In case of cancellation of an event for any reason, or interruption before half of its duration, the Buyer is offered the possibility of rescheduling his/her ticket for another performance or another event, of an equivalent value, in accordance with the special conditions applicable to different types of events set out below.

It is specified that cancellation of an event for adverse weather may only be decided by CVS and/or public authorities, on the day or evening of the event, and until the opening of doors or during the event. Adverse weather means atmospheric conditions preventing the assembly and/or holding of the event, or requiring its interruption for reasons pertaining to the safety of artists, performers and/or spectators, and/or vital equipment.

Where applicable, spectators will be informed of the conditions applicable to refunds or rescheduling by CVS at the time the decision to cancel is made.

If the date of an event is changed, the tickets will be rescheduled to the new date scheduled by CVS.

All requests for refunds must be made within three (3) months on pain of forfeiture. Refunds are made exclusive of booking and management fees, without any compensation, upon provision of the ticket concerned. Only the price indicated on the ticket will be refunded, excluding any ancillary costs (postal charges, transport, accommodation, parking costs, etc.).

For outdoor CVS events, the following special conditions apply:

a) The Musical Fountains Show and The Musical Gardens Show: in case of cancellation of the event or closure of the Gardens on the same day or during the event, the ticket will be rescheduled for another session of the season in progress, until the last date of the season. If

the last session of the season is cancelled on the day or during the event, the ticket will be refunded.

b) The Night Fountains Show and The Fire Night Fountains Show: in case of cancellation of the event on the evening of the event or during the event, the ticket will be rescheduled for another session of the season in progress, until the last date of the season. If the last session of the season is cancelled on the evening of the event or during the event, the ticket will be refunded.

c) The Electro Night Fountains Show: in case of cancellation of the event on the evening of the event or during the event, the ticket will be refunded.

d) Versailles Electro: in case of cancellation of the event on the evening of the event or during the event before half of its duration has passed, the ticket will be refunded.

e) The Night Fountains Show open fast-track tickets: in case of cancellation of the event on the evening of the event or during the event, the spectator may use their ticket for another session during the season in progress, up until the last date of the season. If the last session of the season is cancelled on the evening of the event or during the event, the ticket will be refunded.

11.c. Force majeure

CVS's liability as regards the obligations set out in these Terms and Conditions of Sale cannot be incurred in the event that the non-performance of such obligations is exclusively the result of a case of force majeure as defined by Article 1218 of the French Civil Code.

11.d. Exceptional health situations

In case of the occurrence of **exceptional circumstances related to the COVID-19 pandemic** or of any **other exceptional health event** (government restrictions, lockdowns, administrative closures, travel restrictions, etc.), shows and events are subject to change, postponement or cancellation.

CVS undertakes to inform spectators, as soon as possible, of any change, postponement or cancellation of the event, as well as of the conditions for refunds and postponement where applicable depending on the event and the performance venue.

Where capacity restrictions or specific health measures are required (physical distancing, mandatory wearing of masks, etc.), CVS reserves the right to rearrange the space, restrict the number of spectators or offer alternatives (streaming broadcast, on-demand access, etc.).

Spectators undertake to strictly comply with the health measures in force at the time of the event, as defined by French authorities (wearing of masks, use of hand sanitizer, compliance with distancing rules, etc.).

12. PROOF OF THE ORDER

CVS takes all technical and organisational measures to ensure the safety and confidentiality of its customers' personal information. All transactions carried out using the Buyer's username and password shall be deemed confirmation of his/her identity and payability of the order's corresponding amounts, unless otherwise proven.

CVS' computerised records will be considered by the parties as proof of all communication, orders, payments and transactions between the parties.

More specifically, automatic recording systems shall be deemed proof of the nature, contents and date of the order, and the data recorded by the secure payment system provide proof of financial transactions.

CVS will archive all orders and invoices on a reliable and durable medium, providing a faithful copy in accordance with the provisions of Article 1379 of the French Civil Code.

CVS and the Buyer undertake to not challenge the admissibility, validity, enforceability or probative value of elements of an electronic nature or form. Unless otherwise proven, these elements are valid and enforceable between CVS and the Buyer in the same manner, under the same conditions and with the same probative value as any documents issued, received or stored in writing.

13. PROCESSING OF PERSONAL DATA

The processing of personal data relating to Buyers complies with applicable personal data protection regulations, and notably the provisions of the Data Protection Act of 6 January 1978, amended, and the **General Data Protection Regulation** (Regulation (EU) 2016-679), referred to as the "GDPR".

In accordance with applicable personal data protection regulations, the Buyer has, at all times, a right of access, rectification and erasure over all or part of his/her data. The Buyer also has the right to object to processing on legitimate grounds, a right to restrict processing and to the portability of his/her personal data, as well as a right to set out directives in the event of their death.

The Buyer may exercise these rights on mere request sent with a copy of his/her proof of identity by email to: billetterie@chateauversailles-spectacles.fr.

The Buyer is informed that he/she also has the right to lodge a complaint with the **CNIL** (French supervisory authority).

The Buyer may read CVS' personal data protection policy on the "Personal Data" page accessible at the bottom of its www.chateauversailles-spectacles.fr/en/ and www.operaroyal-versailles.fr/en/home/ websites.

14. TARGETED ADVERTISING

CVS informs the Buyer that, after having logged in to his/her account and added a product from the online shop or a ticket to a show on one of the Websites, he/she may receive personalised offers.

15. DISPUTES

15.a. Mediation for consumers (or individuals)

In case of dispute between the professional and the consumer, the latter will come together to find an amicable solution.

Failing an amicable agreement, the consumer may refer the matter to the **consumer mediator** in charge of overseeing the professional, i.e. **the Association of European Mediators** (AME CONSO for its French acronym), within a period of one year as from the written complaint sent to the professional.

The matter must be referred to the consumer mediator:

- either by using the form provided for this purpose on the AME CONSO website: www.mediationconso-ame.com;
- or by post to AME CONSO, 197 Boulevard Saint-Germain – 75007 PARIS. »

The consumer remains free to initiate, accept or refuse recourse to mediation. Where mediation is resorted to, the parties remain free to accept or reject the solution proposed by the mediator.

15.b. Applicable law and competent jurisdiction

These TCS and the resulting transactions between CVS and the Buyer are governed by and subject to French law.

In the event whereby these Terms and Conditions would be translated into one or several foreign languages, only the French text shall prevail in the event of litigation.

All disputes arising from the transactions carried out under these TCS, relating to their validity, interpretation, performance or termination, and which have not been resolved amicably between CVS and the Buyer, shall be subject to the jurisdiction of the French courts designated in accordance with French procedural rules.

APPENDIX 1: WITHDRAWAL FORM TEMPLATE

(Please complete and return this form only if you wish to withdraw from the online shop product sales contract, in accordance with the conditions set out under Article 6 of the TCS.)

To the attention of:

Château de Versailles Spectacles
Pavillon des Roulettes,
Grille du Dragon,
Rue de la Paroisse
78000 Versailles

E-mail address: contact@chateauversailles-spectacles.fr

I hereby notify you that I am withdrawing from the contract relating to the sale of the following merchandise:

- Ordered on [.....] (*) received on [.....] (*)
- Consumer's name:
- Consumer's address:
- Consumer's signature: (only for notification of this form in paper format):

- Date:

(*) Delete as appropriate

We also recommend that you provide your email address and order number to facilitate the processing of your return.

Terms and Conditions of Sale (TCS) last updated: on 21 May 2025.