



## General terms and conditions of sale

### Article 1 - Definition of prices

The prices printed in this sales brochure are expressed in euros and include tax. Prices are per person unless otherwise specified, and are subject to change at any time. All persons, as individuals or as part of a group, as defined below, wishing to enter a Culturespaces site must obtain the entry ticket corresponding to his or her category.

#### 1.1 Individuals

- **Full price:** Adults (individuals 18 and over, who are not students or job seekers).
- **Reduced price:** Students, job seekers, youth from 7 to 17, with proof of age/status.
- **Family rate:** Admission is free for the 2nd child aged 7 to 17 (with paid admission for two adults and one child).
- **Free:** Journalists, site owners upon presentation of their card, children aged 0 to 6.

#### 1.2 Groups

A group must include at least 20 paid visitors (15 paid visitors for the Jacquemart-André Museum & Caumont Art Centre). For groups smaller than 20, the corresponding rate for each individual will be charged. A group can include both adults and children as long as it includes at least 20 paid visitors (15 for the Jacquemart-André Museum & Caumont Art Centre).

- **Adult groups:** this rate applies to all Groups of individuals aged 18 or over. One group leader and one driver are admitted free per group.
- **School groups:** this rate applies to all Groups of children aged 17 or younger. One leader is admitted free for every 8 paid children (teachers are considered leaders). One driver is admitted free per group.

### Article 2 – Payment methods

Payment can be made in cash, with a credit card (Visa, Eurocard-Mastercard, American Express, JCB) or cheque payable to Culturespaces, with ID.

Employee benefits such as culture cheques, holiday cheques, book and culture cheques, Kadéos Culture checks and culture Tickets are accepted for individual visitors and restaurant tickets are accepted for food and drink. Government money orders, vouchers and transfers are accepted upon approval from the booking department.

### Article 3 – Group Tours

#### 3.1 Group Bookings and self-guided tours

Bookings are recommended for self-guided tours. Without a booking, access to sites may be limited according to visitor numbers.

Bookings are required for temporary exhibitions, including self-guided tours.

Bookings can be made by contacting the relevant site by email, post or fax. All Group Bookings must specify the number of visitors, the name and contact information of the Group leader, the day and time of the intended visit. Booking terms and conditions will be specified in writing in a Booking Contract.

All members of the Group must be present before entering the site.

When temporary exhibitions are being held, arrivals later than ten minutes after the scheduled time will be deemed cancelled, unless the following time slot is available.

Cancellations must be made at least 10 days prior to the date of the visit.

Before the Group enters the site, the Group visit must be paid for by the Group leader at the ticket booth on the day or when invoiced, only if specified in the Booking Contract.

### **3.2 Special terms and conditions for lecture or educational workshop services**

All Groups must book these services in advance.

The total due must be paid at least 10 days prior to the visit. Unless otherwise specified in the Booking Contract, failure to comply with these terms and conditions in result in the cancellation of the service.

If a cancellation is made within 10 days of the visit, the amount paid will not be refunded, unless the parties have agreed otherwise in the Booking Contract.

If Culturespaces cancels the booking, the full amount will be refunded.

Groups paying with government money orders or vouchers must send the order voucher at least 10 days prior to arrival. The invoice, payable upon receipt, will be sent after the visit.

Late arrivals will result in less time for the service. Late arrivals of more than 30 minutes (10 minutes during temporary exhibitions) will be deemed a cancellation and the amount paid will not be refunded.

### **3.3 Special terms and conditions for dining services**

Groups must book catering services in advance. The meal time will be specified by the site when the booking is confirmed. Extra visitors wishing to join the Group must be added no later than 3 days before the scheduled meal service.

The total amount must be paid at least 10 days before the service is provided, unless otherwise specified in the Booking Contract. No refunds will be made for bookings cancelled within 10 days of the service. If Culturespaces cancels the booking, the full amount will be refunded.

Groups must wait at the entrance to the restaurant or tea room before being seated by a hostess.

The menu is identical for the entire Group.

### **Article 4 – Ticket pre-sales for tourism professionals and company representatives**

A minimum of 20 tickets (15 tickets for the Jacquemart-André Museum & Caumont Art Centre) can be purchased in advance. These can be a combination of adult and child tickets.

Admission tickets expire 1 year after they have issued (unless otherwise indicated on the ticket).

Tickets for events are only valid for the date indicated on the ticket.

Customers will be charged €6 (€5 for the Jacquemart-André Museum) for tickets to be sent by recorded delivery with confirmation of receipt. Tickets must be purchased by mail order. The total due must be sent with the order (tickets + postage). The tickets ordered and the invoices are sent by recorded delivery with confirmation of receipt. Pre-sale tickets can be picked up and paid for at the ticket office, upon request.

Pre-sale tickets cannot be refunded or exchanged.

### **Article 5 – Sales to tourism professionals**

Once a contract has been approved and signed by the tourism professional and Culturespaces, exchange vouchers are accepted.

The tourism professional must present an exchange voucher at the site, following which the site will be sent a monthly invoice to the tourism professional. Invoices are due upon receipt.