

GENERAL TERMS AND CONDITIONS OF SALE

2024

BULK SALES via the ONLINE SALES platform

The provisions below constitute a contract setting the General terms and conditions of sale (GTC) for bulk orders via the online ticket sales platform of the Établissement public de la Cité de l'architecture et du patrimoine.

They apply ipso jure and without restriction to all bulk ticket orders placed with the Établissement via the online sales platform *pro.citedelarchitecture.fr*.

The Établissement reserves the right to adapt or modify the GTC at any time. The applicable conditions are those in effect on the day the order is received on the online sales platform. Placing an order implies the buyer's full and irrevocable acceptance of these terms and conditions.

These terms and conditions apply to the exclusion of all other terms and conditions, in particular those in effect for on-site sales, group sales, bulk remote sales, or through partner networks or sales agents.

1. Identification

IDENTITY OF THE ETABLISSEMENT

The Cité de l'architecture et du patrimoine is a public industrial and commercial establishment created on July 9, 2004 (decree n°2004-683; JO of July 10, page 12554).

Registered with the RCS de Paris under number 478 184 906,

Headquarter: Palais de Chaillot

1, place du Trocadéro et du 11 novembre - 75116 PARIS

2. Prices and payment

PRICES

Preferential pricing is available for purchases of 10 or more tickets.

Each ticket is valid for a total of 24 months from the date of issue.

In the event of a change in fares, the applicable fares are those in effect at the time of the date indicated on the order form.

Tickets	Full price
Museum + Expo	13 €

Bulk orders	% discount
10 to 19 tickets or pass	-5%
20 to 49 tickets or pass	-15%
50 to 99 tickets or pass	-20%
Over 100 tickets or pass	-30%

3. How to order

To make a purchase, follow these instructions on the online sales platform:

- 1/Create an account with a username and password
- 2/Choose from Available tickets the type of ticket you want (museum or museum + exhibition)
- 3/Choose the number of tickets required and add to basket. The discounted rate is automatically applied to purchases of 10 tickets or more (per ticket type).
- 4/Prior to finalizing the basket, accept the General terms and conditions of sale, then click Pay.
- 5/Choose payment method (credit card, mastercard, visa)
- 6/When payment is accepted, a confirmation message appears and the buyer receives an order confirmation by email.
- 7/From your customer account, you can consult your purchases and download tickets in pdf format. The barcodes can be sent by email by the customer service.

All orders, whatever their origin, are payable in euros.

4. Order fulfilment

All orders placed and validated via the online sales platform are binding.

The processed order cannot be modified: tickets will not be taken back, exchanged or reimbursed by the Établissement.

In accordance with article L221-28 of the French Consumer Code, the sale of tickets for admission to a museum or related facilities is considered a leisure service and does not give rise to any right to a cancellation period.

5. Buyer's obligations

Buyers are obliged to:

- inform their customers of the Établissement's opening days and times, pricing conditions and visiting regulations;
- handle disputes or complaints relating to the resale of tickets;
- clearly communicate any additional fees charged to visitors;
- include the following information on the print@home issued to visitors:
 - Ticket type and related rights
 - either "Cité de l'architecture et du patrimoine, museum ticket, valid for one entry"
 - or "Cité de l'architecture et du patrimoine, museum + expo, valid for one entry"
 - the public price of the ticket,
 - any additional charges that might apply, *
 - ticket expiry date,
 - opening hours of the Établissement,
 - address of the Établissement,
 - barcode corresponding to ticket number issued by the Établissement,
 - Établissement logo.
- have their print@home tickets confirmed by the Établissement before they are put on sale,
- communicate clearly and distinctly if the ticket is sold with an official audio guide issued by the Établissement,
- apply a public sale price higher than the bulk sale price with the percentage discount.

6. Ticket delivery

Users can find on the following through their user account on the online sales platform:

- barcodes can be sent by the customer service
- open digital tickets ready for electronic use in pdf format.

7. Customer service

ADDRESS AND TICKETING CONTACT

Tel.: 01 58 51 59 32 – email: billetterie@citedelarchitecture.fr

Cité de l'architecture et du patrimoine / Ticketing

1 place du Trocadéro et du 11 novembre – 75116 PARIS

8. Conditions of ticket use

All tickets are systematically scanned for barcodes at the entrance to the site. Only tickets with barcodes and legible partner details will be accepted. Partially printed, soiled, damaged or illegible tickets will not be accepted.

It is strictly forbidden to duplicate or falsify a ticket in any way whatsoever. Any person who illegally reproduces a ticket or uses a counterfeit ticket is liable to prosecution.

The Établissement reserves the right to refuse admission in the event of non-compliance with any of the above conditions, or a ticket holder whose barcode has already been scanned.

The Établissement declines all responsibility in the event of ticket loss or theft, including on the premises.

9. Cancellation and reimbursement

In accordance with article L221-28 of the French Consumer Code, the sale of tickets for admission to a museum or related facilities is considered a leisure service and does not give rise to any right to a cancellation period. .

No changes can be made to the order once payment has been processed.

Tickets are not returnable, exchangeable or refundable and the Établissement cannot be held liable for any loss or theft of tickets after delivery or pick-up.

10. Force majeure

The Établissement cannot be held liable for any failure to perform due to force majeure. The following in particular are considered as such by French jurisprudence and courts: total or partial strikes inside the Établissement, blockage of means of transport or supply for any reason whatsoever, and governmental or legal restrictions.

11. Contractual documents

The contract is made up of the following contractual documents, in descending order of priority:

- These General terms and conditions
- The completed and validated order, specifying the amount and the information required to identify the buyer on the online sales platform.
- The visit regulations, which can be viewed on the company's website: [Informations pratiques | Cité de l'architecture & du patrimoine \(citedelarchitecture.fr\)](#)

12. Integral nature of the contract

If, for any reason whatsoever, any of the provisions of these general terms and conditions should be declared inapplicable, such inapplicability will not affect the application of the other provisions of the General terms and conditions and the provision deemed inapplicable will be replaced by the closest possible provision.

13. Protection of and rights to access personal data

All personal information requested is necessary to process orders and to issue tickets, membership cards and invoices.

This data is processed in compliance with the French Data Protection Act no. 78-17 of January 6, 1978, amended in 2004. Customers have the right to access, modify, rectify and delete their personal data at any time, by sending a request to the ticketing department, whose contact details can be found in article 7.

14. Applicable law – settlement of disputes

In the event of a dispute concerning all or part of these terms and conditions of sale, as well as any disputes arising from the fulfilment of an order, the Paris court will have jurisdiction.

Date de mise à jour le 19/09/2024