

GENERAL TERMS OF SALE

2023-24

REMOTE SALES

BULK SALES

The provisions below constitute a contract that sets out the general terms of sale for remote ticket sales by a Public Establishment, the Cité de l'Architecture et du Patrimoine.

They apply automatically and without restriction to all remote orders for tickets placed with the Establishment.

The Establishment reserves the right to adapt or modify these General Terms of Sale at any time. The applicable conditions are the ones in force on the date shown on the purchase order.

Placing an order (with the purchase order duly accepted by the buyer) shall mean that the buyer fully and irrevocably accepts these General Terms of Sale.

These conditions apply to the exclusion of all other General Terms of Sale.

1. Identification

IDENTITY OF THE ESTABLISHMENT

The Cité de l'Architecture et du Patrimoine is an Industrial and Commercial Public Establishment set up on July 9, 2004 (decree no. 2004-683; JO *Journal Officiel* - French Government Gazette) of July 10, page 12554).

Entered in the Paris Trade and Companies Register under number 478 184 906

Registered office: Palais de Chaillot, 1 Place du Trocadéro et du 11 Novembre, 75116 Paris

REMOTE TICKET SALES – ADDRESS AND CONTACT PERSON

Tickets must only be ordered from the ticketing manager of the Cité de l'Architecture et du Patrimoine using the following contact details:
Tel.: 01 58 51 59 32 – E-mail: billetterie@citedelarchitecture.fr
Post: Cité de l'Architecture et du Patrimoine / Billetterie, 1 Place du Trocadéro et du 11 Novembre, 75116 Paris

2. Prices and payment

PRICES

Preferential prices apply to purchases of 10 or more tickets.

Each ticket is valid for 24 months from its date of issue.

If prices are changed, the applicable prices are the ones in force on the date shown on the purchase order.

Tickets	Full price
Permanent collections (Museum)	€9
Museum + Exhibition	€12

Bulk sales (with effect from September 1, 2021)	% reduction
10 to 19 tickets or passes	5%
20 to 49 tickets or passes	15%
50 to 99 tickets or passes	20%
Over 100 tickets or passes	30%

PAYMENT

Tickets must be paid for by a single bank transfer at the time of placing the order

Account IBAN: FR 76 1007 1750 0000 0010 0427 656

Subject: VEN followed by the name of your institution (please allow 2 working days for processing)

3. Terms and delivery of the order

Tickets are delivered free of charge in the form of e-tickets sent by e-mail as PDF files, or as barcodes sent by e-mail as MS Excel files.

4. Tickets: conditions of use

Every ticket is checked on entry to the site by scanning the barcode printed on the ticket. Tickets will only be accepted if they display a barcode with legible related notes. A ticket will not be accepted if it is partly printed, soiled, damaged, or illegible.

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

The Cité de l'Architecture et du Patrimoine reserves the right to refuse access for lack of knowledge of one of the conditions listed, or to a person holding a ticket with a barcode that has already been scanned.

The Cité de l'Architecture et du Patrimoine declines all liability in case of loss or theft of tickets, including within the premises of the establishment.

5. Cancellation and refund

In accordance with article L221-28 of the Consumer Code, tickets for entry to a museum or for services relating thereto are treated as provision of leisure services, and does not give entitlement to a cooling-off period.

The order cannot be modified after payment has been received.

Tickets shall not be taken back, exchanged, or refunded by the Establishment, which cannot be held liable for loss or theft of tickets after delivery or collection.

6. Complaints

Subject to the foregoing provisions, all complaints must be made in writing to: Direction des Publics, Cité de l'Architecture et du Patrimoine, 1 Place du Trocadéro et du 11 Novembre, 75116 Paris.

7. Jurisdiction

In the event of a dispute involving all or part of these terms of sale and of any terms that may arise through the fulfillment of an order, competence shall lie with the Paris court.

8. Force majeure

The Cité de l'Architecture et du Patrimoine cannot be held liable for any failure to perform arising from a case of *force majeure*. In particular, French jurisprudence and French courts hold the following to be cases of *force majeure*: full or partial internal strikes at the Cité de l'Architecture et du Patrimoine, blockage of means of transport and supply for any reason whatsoever, and governmental or legal restrictions.

8. Protection of personal data – right of access to the file

The personal information requested is needed to process orders and to print tickets, membership cards, and invoices.

Those data are processed in compliance with Law no. 78-17 of January 6, 1978, on "Information Technology and Freedom". Customers have a permanent right to modify, correct, and delete personal data concerning them, by sending a request to the ticket department of which the contact details appear above.

Updated on November 2023