

General Sales Conditions of the Cité de l'architecture & du patrimoine

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Preamble

As defined by the Consumer Code in its article L111-1, the general sales conditions inform the consumer on the essential characteristics of the good or service before the conclusion of a contract or sale.

This document describes the general sales conditions of the Cité de l'architecture & du patrimoine, a state-owned industrial and commercial establishment, for each service that can conduct transactions.

The customer acknowledges having been informed of these general sales conditions prior to the validation of his or her order. Any transaction implies complete and irrevocable adhesion of the customer to these general conditions. The Cité de l'architecture & du patrimoine reserves the right to modify these general conditions. In the event of modification, the general sales conditions in effect on the day the order is placed will be applied.

1 Tickets on sale

1.1 For individual visitors

Tickets are proposed for sale at the museum and on the site <https://billetterie.citedelarchitecture.fr/> for the museum's permanent collections and temporary exhibitions; guided tours; workshops and short programs for individual visitors; visit applications and membership formulas called Passes. For online sales, the number of tickets sold per order and per person is limited according to the capacity indicated in the "quantity" selection of the visit.

1.2 For groups

Specific general sales conditions for groups are available on the Internet site on the page corresponding to groups.

1.3 Availability

The customer is informed of the availability of the services when the order is placed. When the time slot is no longer available, it is displayed as sold out.

If, due to these different sales or reservation channels, a time slot sold is no longer available, the Cité commits to contacting the buyer to propose another time slot.

1.4 Duration of validity

The tickets sold on line are dated and valid exclusively for the service, on the date mentioned. Certain activities are at a specific day and time: they are only valid for the service on the day and time mentioned.

The tickets cannot be taken back by the Cité de l'architecture & du patrimoine or sold to third parties.

1.5 Cancellation, lateness

The Cité de l'architecture & du patrimoine reserves the right to cancel regular guided tours, workshops or courses if the number of people enrolled is insufficient. The people concerned will be informed and an exchange or reimbursement will be proposed to them except in the case of force majeure, to the exclusion of any other compensation or indemnity. Any lateness on the part of the public will in no case bring about a reimbursement of the expenses incurred.

Any activity begun is due. No reimbursement can be made.

During exceptional events (general strike, exceptional celebration, etc.), the Cité reserves the possibility of modifying its opening hours. It will treat the requests for cancellation or postponement that these events can cause in the framework of these general sales conditions.

1.6 Reimbursement and exchange

The sale of admission tickets for the museum or its services is assimilated to a sale of leisure services and, in compliance with article L 121-21-8-12° of the Consumer Code, does not give rise to any right to a withdrawal period.

The tickets cannot be transferred, modified, exchanged or sold.

Any ticket delivered cannot be exchanged or reimbursed, except in the event of cancellation or modification by the Cité de l'architecture & du patrimoine.

Due to security requirements for people and property, the Cité de l'architecture & du patrimoine reserves the right to close or modify its opening hours.

According to these conditions, the buyer will be contacted as soon as possible to inform him or her about the possibility of postponement or reimbursement of the service concerned via a form accessible online. Reimbursements will be processed as quickly as possible, without any timeframe indicated, after reception of the buyers bank details (Relevé d'Identité Bancaire), and according to the measures linked to the rules of public accounting.

Any ticket purchased on a site of the Cité's partner/reseller can be reimbursed by this third party according to its own general sales conditions.

2 Ticket prices

The prices applicable are those in effect when the order is placed online or purchased at the ticket counter. They are available on the Cité's Internet site, at the ticket counter and on simple request. The prices are in euros (€) and include all taxes.

Several ticket prices are proposed depending on the type of visit, the age or status of the visitor. The price conditions are those displayed on the site <https://billetterie.citedelarchitecture.fr/> at the moment when the order is placed.

A pass permitting free access can be obtained at the ticket counter or on the Cité's site.

Proof granting free admission or a reduction will be requested when the ticket purchased online is checked. Without this proof, the customer must pay a complement for the full price or the entire admission.

The Cité reserves the possibility of modifying pricing conditions. These modifications will have no effect on the price of orders or reservations already registered.

3 Sale on the site www.citedelarchitecture.fr

3.1 Online purchase

The procedure for placing an order online comprises the following steps:

- the customer chooses the type of visit, the day and time of the visit and the number of admissions desired by price according to the places available, or subscribes to a nominative annual Pass;
- the customer creates a customer account by entering an e-mail address (obligatory) then filling in several fields (password, title, last name, first name, cellphone or landline number, postal code, city, country, e-mail and password) or identifies him or herself with an e-mail address and password if the customer already has an account;
- the recap with the entire order is displayed in a virtual basket saved for 20 minutes, the customer confirms the basket and then pays the order online by communicating in a secure fashion his or her bank details, if necessary, according to the 3D Secure standard by entering the code transmitted by his or her bank. In case of a rejection by the payment center concerned, the order is automatically cancelled.

3.2 Online payment

Payment is made solely by bankcard, excluding any other payment means.

The cards accepted are: Carte Bleue, Visa, Mastercard, E-carte bleue.

There is no minimum amount for purchases by bankcard on the online ticket office.

Online, the payment is made in compliance with the general conditions of the payment system. All the information is protected and encrypted before transmission to the processing center. This security is ensured by the SSL2 protocol.

The customer guarantees the Cité de l'architecture & du patrimoine that he or she has all the required authorizations to use the payment method chosen for his or her online payments.

On acceptance of the payment, the customer receives two e-mails, one recapping the order, the other constituting the customer bankcard receipt to be kept.

The online payment solution WORLDFLINE keeps a copy of proof of transaction. The Cité doesn't not keep its customers' bank data.

If the customer's bank refuses to debit his or her bank account, the purchase will not be validated and the customer must contact his or her bank.

The customer recognizes that in no case is the Cité de l'architecture & du patrimoine liable for payments that could have been fraudulently made with the customer's bankcard.

3.3 Delivery of the tickets

The tickets purchased online are e-tickets. The customer can print them from his or her account on blank paper in an A4 format, or they can be dematerialized and presented via a smartphone or tablet. Anyone having claimed a reduced price or free admission during his or her online purchase must present proof or will be asked for the complement or the entire price of the ticket to pay full price.

Printing the confirmation page or e-mail of the purchase sent by the Cité does not constitute a ticket.

Tickets printable at home are available in a pdf format as soon as the purchase is validated and until the date of the visit and can be printed by the customer by clicking on the link appearing in the part

“Retrait des billets” [“Obtaining tickets”] in the purchase confirmation e-mail or in the customer’s personal account under the heading “Mes commandes” [“My orders”] accessible from the Cité’s site. The admission ticket is personal and not transferrable. The number of tickets printed or presented must correspond to the number of visitors, with corresponding proof.

The bar codes must be readable in order to permit the control and access to the rooms.

The visitor must keep his or her ticket throughout the entire visit or service.

It is strictly forbidden to duplicate or counterfeit a ticket in any manner whatsoever.

A ticket only allows access a single time to the visit spaces or the service indicated and any exit is final, unless an exception is duly indicated on the ticket.

3.4 Delivery of annual Passes

To obtain Pass cards, the confirmation of the order must be printed and presented to the agents at the ticket counter of the Cité de l’architecture & du patrimoine. As the Pass is nominative, identification must also be presented in order to print the annual membership card. In case of a duo Pass, only the identification of the principal Pass holder is necessary.

4 Payment conditions

Payments at the museum can be made by check, cash or bankcard.

Online payments are detailed in article 3.2

Payments by check or interbank transfer must be made out to the Cité de l’architecture & du patrimoine:

Bank domiciliation: TPPARIS / Bank code: 10071 Branch code: 75000 Account no.: 00001004276 RIB key 56

IBAN (International Bank Account Number): FR76 1007 1750 0000 0010 0427 656 / BIC TRPUFRP1

5 Responsibility

Neither the Cité nor the customer can be held responsible for any nonperformance whose origin could be a case of force majeure. The following are notably considered cases of force majeure: wars, riots, insurrections, governmental or legal restrictions, fires, storms and floods.

Except for the malfunctioning of the site <http://billetterie.citedelarchitecture.fr>. that could be attributable to it, the Cité cannot be held responsible for anomalies that could occur during the placing of an order, the processing, downloading or printing of the ticket, whether this is attributable to the customer or to breakdowns of the computer, server, the blocking of telecommunications including networks and notably the Internet.

The Cité cannot be held liable for the use of the tickets purchased, the customer being solely responsible for their usage by him or herself or by a third party.

6 Personal data – cookies

6.1 Personal data

The Cité commits to protecting personal data and nominative information. All the personal data concerning the customers are treated with the strictest confidentiality, in compliance with the legal and regulatory measures. During the transactions, only the information indispensable to ensuring service quality are requested from the customer. The Cité does not sell, market or lease this information to third parties.

In adhering to these general sales conditions, the customer recognizes having been informed of the personal data protection policy and consents to the Cité collecting and using these data. The data collected on the site are the object of processing by the Cité whose purposes are the administrative

processing of the orders and transactions conducted on the site as well as the creation of statistics and the sending of e-mails in the case of subscribing to the newsletter.

Data of a personal nature thus collected are kept for a duration of three years starting from the last purchase made on the site.

In compliance with the modified law of January 6, 1978 called "Computing and Freedoms" and the European regulation no. 2016/679 of April 27, 2016 called "General Regulations on Data Protection," the customer has, on his or her data, a right of access, rectification, modification and removal. The customer can also exercise his or her rights of opposition and limitation of processing of his or her data as well as the right of the portability of information concerning him or her. To exercise these rights, the customer can send a request by e-mail to the following address: <mailto:dpo@citedelarchitecture.fr>

6.2 Cookies

The site www.citedelarchitecture.fr uses cookies to offer its customers the best service quality possible and notably to enable the smooth functioning of the online sales service and of audience measurement. The customer is informed that, during visits to the site, a cookie can be automatically installed on his or her browser software. The cookie is used to register information relative to the customers' browsing.

The parameterization of the browser software makes it possible to inform the user of the presence of cookies and possibly to refuse it.

The ticket office site <http://billetterie.citedelarchitecture.fr> uses cookies to enable the smooth functioning of the purchasing act. The data are not stored in them beyond the time of the purchasing session and are not collected in any way.

The customer has a right of access, rectification, limitation, portability and removal of the personal data communicated through cookies.

7 Miscellaneous

In the hypothesis in which any of the terms of the general sales conditions are considered illegal or unenforceable by a decision of the courts, the other stipulations will remain in effect.

8 Applicable law

These general sales conditions are governed by French law.

In the case of a dispute, the courts of Paris are solely competent, after exhausting the use of amicable settlements.