



## General Terms & Conditions of Sale - Volume Sales Musée national Picasso – Paris

Any order by a legal person (hereafter called "the CUSTOMER") of Collective Tickets within the context of volume sales (hereafter called "TICKET") made with the **Musée national Picasso – Paris**, a public establishment of an administrative nature, whose registered office is located at 5 rue de Thorigny – 75003 Paris, SIRET No. 130 012 172 00016, (hereafter called the "MUSÉE PICASSO – PARIS"), is exclusively governed by these General Terms & Conditions of Sale.

The CUSTOMER acknowledges having taken cognisance of these General Terms & Conditions of Sale before confirming its order. The confirmation of the order is deemed to be acceptance of the General Terms & Conditions of Sale without exception by the CUSTOMER.

The MUSÉE PICASSO – PARIS reserves the right to adapt or change these Terms & Conditions of Sale at any time. In the event of a change, the General Terms & Conditions of Sale in force on the day the order was placed will apply.

### ARTICLE 1 – PURPOSE OF THE GENERAL TERMS & CONDITIONS OF SALE

The purpose of these General Terms & Conditions of Sale is to define the contractual provisions between the MUSÉE PICASSO – PARIS and the CUSTOMER as well as the conditions that apply to any TICKET order made remotely, by sending a purchase order to the MUSÉE PICASSO – PARIS by postal mail, or by email for a minimum order of 20 tickets.

### ARTICLE 2 – CHARACTERISTICS OF THE TICKETS OFFERED FOR SALE

The TICKETS offered for sale and covered by these General Terms & Conditions of Sale are as follows:

- **Collective tickets** allowing queuing-free access to the permanent collection of the MUSÉE PICASSO – PARIS. Collective TICKETS are valid for one year from the date of purchase.

### ARTICLE 3: TICKET PRICES

The TICKET prices applicable are those in force at the time of the registration of the order; they are indicated in euros net of taxes, in particular on the website of the MUSÉE PICASSO – PARIS [www.museepicassoparis.fr](http://www.museepicassoparis.fr). The MUSEE PICASSO – PARIS reserves the right to changes its prices after deliberation of its Board of Directors, on the decision of its chairman, for publication on its website.

The following different discounts are applied to volume sales for a simultaneous purchase:

- A 15% discount per ticket for orders of 20 to 99 tickets
- A 20% discount per ticket for orders of 100 to 499 tickets
- A 25% discount per ticket for orders of 500 to 999 tickets
- A 30% discount per ticket, for orders of 1000 or more tickets

The total price at the time of the confirmation of the order is the definitive price, including all taxes. It is stated in the order summary that will be sent to the CUSTOMER by email or by postal mail.

#### **ARTICLE 4: ORDER**

The client sends a purchase order duly filled out, according to the model that the MUSEE PICASSO – PARIS makes available to the CUSTOMER. It can be downloaded from the MUSEE PICASSO – PARIS website.

A minimum of 30 tickets per order is required. Incomplete purchase order are not processed by the MUSEE PICASSO – PARIS which will inform the CUSTOMER of this.

The request must be sent:

- By postal mail to: MUSEE PICASSO – PARIS – cellule réservations - 20 rue de la perle 75003 Paris
- By email to: [collectivites@museepicassoparis.fr](mailto:collectivites@museepicassoparis.fr)

The sending of a duly signed purchase order is considered to be an undertaking. On receipt of the purchase order, the Booking Service of the MUSEE PICASSO – PARIS will process the request within 2 working days and shall inform the CUSTOMER by returning an order summary by email.

An order before payment may be changed. The CUSTOMER must send the request by postal mail or by e-mail accompanied by the new purchase order. No change is possible after receipt of payment.

#### **ARTICLE 5: PAYMENT AND VALIDATION**

Payment by the CUSTOMER must be initiated within 15 working days of the date the order summary is sent by the MUSEE PICASSO – PARIS. In the event of non-receipt of the payment by the MUSEE PICASSO – PARIS, the order shall be automatically cancelled.

Payment of the collective TICKETS is made using one of the following methods, according to the CUSTOMER's choice:

- by bank card: Mastercard, Visa, Carte Bleue, JCB, Diners Club, American Express
- by transfer to the IBAN account FR76 1007 1750 0000 0010 0421 060 The CUSTOMER must state as the subject of its transfer the wording "VEN followed by the case number".

The data relating to the bank card are not retained.

On receipt of payment, the order is validated and may not be changed: the tickets will not be taken back, or refunded or exchanged by the MUSEE PICASSO – PARIS.

#### **ARTICLE 6: OBTAINING THE TICKETS**

As soon as the payment is confirmed, the CUSTOMER is able to obtain the tickets by one of the following methods, according to the CUSTOMER's choice:

- By registered letter with acknowledgement of receipt. The postage costs are borne by the CUSTOMER.
- By collection from the administrative offices of the MUSEE PICASSO – PARIS, by appointment. The CUSTOMER must check the number and the condition of the TICKETS and sign the delivery sheet which is handed to it.

## **ARTICLE 7: CONDITIONS OF USE OF THE TICKETS**

7.1 All TICKETS are systematically checked at the entrance to the site. This check consists of scanning the bar code shown on the TICKET (digital code). The TICKET is personal and non-transferable. The TICKET must be kept until the end of the visit.

7.2 Only TICKETS with a bar code and perfectly legible wording will be accepted. Any partially printed, soiled, damaged or illegible TICKET will not be accepted.

7.3 Only pre-registered tickets stating the date and time of the visit benefit from queuing-free access. These tickets are valid only for the visit and the period (time slot or visit time) stated on registration. The MUSÉE PICASSO – PARIS reserves the right to check the identity of the people indicated on the TICKET at the site entrance by means of a valid identity document. The following are accepted for this purpose: an identity card, a passport, a driving licence or a family book for admission by children.

7.4 Collective TICKETS not pre-registered are accepted at the admission check, but queuing-free access is not guaranteed.

In the event of the non-respect of one of the conditions stated in this Article 8, the MUSÉE PICASSO – PARIS reserves the right to refuse admission to the visit or to the event in question.

## **ARTICLE 8: CUSTOMER'S OBLIGATIONS**

The CUSTOMER making the purchase from the MUSÉE PICASSO – PARIS has the obligation to inform its customers visiting the museum of the days and opening hours of the MUSÉE PICASSO – PARIS and of its price conditions and of the visit regulations of the MUSÉE PICASSO – PARIS.

It is also responsible for dealing with any dispute or claim relating to the resale or the allocation of the tickets.

## **ARTICLE 9: FRAUDULENT USE**

It is strictly forbidden to duplicate or counterfeit a TICKET regardless of the method used.

Any person who illegally reproduces a TICKET and/or uses a counterfeit TICKET is liable to criminal prosecution.

The MUSÉE PICASSO – PARIS will refuse access to the site to any holder of a TICKET that includes a bar code that has already been scanned.

## **ARTICLE 10: LOSS AND THEFT OF TICKETS**

The MUSÉE PICASSO – PARIS declines any liability in the event of loss or theft of the TICKET(S), including on the premises of the site in question.

## **ARTICLE 11: CANCELLATION, REFUND, EXCHANGES**

11.1 In accordance with 12 of Article L 21-21-8 12 of the Consumer Code, the purchase of a TICKET cannot be cancelled.

Any TICKET issued, cannot be exchanged or refunded except in the event of the cancellation by the MUSÉE PICASSO – PARIS of the service to which the TICKET gives an entitlement under the conditions defined in Article 11.2.

Exchange or refund is however excluded when the cancellation results from a force majeure event as defined in Article 13.

## **ARTICLE 12: LIABILITY**

12.1. The liability of the MUSÉE PICASSO – PARIS may not in any case be involved for any non-performance or poor performance of the services to which the TICKETS give an entitlement that is attributable either to the CUSTOMER or an unforeseeable and insurmountable event, or in the event of a case of force majeure as defined in Article 13 of these General Terms & Conditions of Sale.

12.2 The MUSÉE PICASSO – PARIS cannot be held liable for the use of tickets ordered; the CUSTOMER alone is responsible for their use by itself or by a third party.

## **ARTICLE 13: FORCE MAJEURE**

The CUSTOMER and the MUSÉE PICASSO – PARIS may not be held liable for any non-performance that has a case of force majeure as its origin. Cases of force majeure are considered, in particular, by the case-law of the French courts to be: total or partial, internal or external strikes affecting the MUSEE PICASSO – PARIS, the blocking of means of transport or supply regardless of the reason, governmental or legal restrictions, computer breakdowns, the blocking of telecommunications including networks and in particular the Internet.

## **ARTICLE 15: CUSTOMER SERVICE**

For any information or question regarding volume sales, the conditions for using TICKETS and ordering, issuance and refund of TICKETS, the CUSTOMER must send an email to the following address: [billetterie@museepicassoparis.fr](mailto:billetterie@museepicassoparis.fr)

## **ARTICLE 16: SETTLEMENT OF DISPUTES**

These General Terms & Conditions of Sale are governed by French law.

In the event of a dispute, the courts of Paris alone have jurisdiction, after exhaustion of attempts to reach a non-judicial agreement.