

## **Terms of Use – E-tickets Castle of Meung-sur-Loire**

You must accept these terms and conditions before you can proceed with your booking.

Tickets are sold subject to the following terms and conditions :

- E-tickets are sold on the website <http://www.chateau-de-meung.com> managed by SCI G.L.C.M - 29, rue du Pont – 92 200 NEUILLY SIRET 524 186 723 00028, for the castle of Meung, using Place de Marché Touristique Régionale (Technologie Open System - Alliance Réseaux).
- SCI G.L.C.M may change the following terms and conditions. In case of change, terms and conditions on the purchasing day will be applied.

### **1- TERMS OF USE**

These Terms of use tell you the terms of use on which you may make use of our website to purchase your e-tickets ; and the conditions of use at the castle of Meung.

### **2- ETICKETS**

You can buy the following e-tickets for the castle of Meung (16, place du Martroi 45130 Meung-sur-Loire - FRANCE) :

- Regular e-ticket : full price, reduced price and children price. Last admission 45mn before closing time – except special event.

- Special event e-ticket : some events have special prices. Tickets mention the last admission time.

Unless otherwise specified, the amount of e-tickets by order by person should not be more than 14.

### **3- PRICES**

E-tickets prices are mentioned on the website <http://www.chateau-de-meung.com/fr> at the time and date of order. Prices are in euros, net of taxes.

Total price at the order is final price, taxes and management fees included ; it is mentioned in the order confirmation and order summary sent by email. We reserve the right to modify our prices at any time on the website, but we do agree to honour prices shown on the site when you place your order.

Prices depend on chosen tours as well as age or status of visitor. For reduced or children's prices, please show written proof and ID card at the desk.

### **4- PLACE YOUR ORDER**

To buy an e-ticket :

1. Go on our website : <http://www.chateau-de-meung.com/fr>
2. Choose your tour or event and click on « book ».
3. Choose the desired price.
4. Click on the drop-down menu and select desired amount of e-tickets, then click on « next step ».
5. Click on « add to basket »
6. Click on « pay my order »
7. Order summary details amount of e-tickets and amount due. Enter payment information and click on « next step », then confirm your booking by ticking « By ticking this box I acknowledge having read and understood the General Sales Terms and Conditions of Château de Meung sur Loire and accept them ». Then click on « go to the secured payment ».
8. Client's name, order number and amount due are mentioned on the payment page. Payment is made by credit card via One Shot Pay.

Details asked :

- Country
- Type of payment
- First and last name of the credit card owner
- Card number
- Credit card expiry date
- Credit card security code
- Postal code
- City
- Postal address

- Email address

Enter information then click on « pay ». If the payment is validated, order confirmation appears.

9. An order confirmation email and e-tickets will be sent to the provided email address once the credit card authorization centre validates the purchase.

10. E-tickets have to be shown at your arrival in paper format or in a digital format, and will be controlled. Tickets are for single use only, on the day or period mentioned on the ticket.

## **5- PAYMENT**

### ***5.1 Terms of payment***

Payment by credit card using One Shot Pay system.

Any details are mentioned on the order confirmation.

It is your responsibility to ensure that you get the confirmation and e-tickets, and to contact us by phone (+33 (0)2 38 44 36 47 ) or email if you don't receive it.

### ***5.2 Terms of service***

To buy online, you have :

- To be over 18 years old.
- To be legally authorised to use the website according to present Terms of Use.

You are financially responsible for any use on your behalf as on behalf of third parties, including underage persons, except in fraudulent use if proven that it is not resulting from your negligence or your misconduct.

You are responsible for accuracy and veracity of data submitted by yourself or any third parties using your data on this website.

We reserve the right to refuse any fraudulent order due to fraudulent use of our website, failing to comply with present terms of use.

## **6- ORDER CONFIRMATION**

Final order is confirmed by confirmation email including e-tickets.

## **7- OBTAINING E-TICKETS**

E-tickets are enclosed within order confirmation email.

This e-ticket has to be shown at your arrival in paper format or in a digital format : QR Code and data should be fully readable.

## **8 - ETICKETS TERMS OF USE**

***8.1 Any e-tickets will be controlled at the desk by scanning process.*** E-ticket is nominative, personal and non-transferable. Tickets must be saved until exit.

### ***8.2 Shall only be accepted tickets***

- printed on format A4 white paper or on smartphone
- with perfectly readable QR Code and data.

Partially printed, dirty, damaged or illegible Tickets shall not be accepted and shall be considered invalid.

***8.3 SCI G.L.C.M (Castle of Meung) reserves the right to check identity in case of reduced price, children price, or free entrance.*** Written proof are : Identity Card, Passport, driving licence.

***8.4 Any reduced price ticket or free entrance shall be presented with written proof.*** Only currently valid following documents shall be accepted :

- reduced price for students under 25 years old : a currently valid student card
- reduced price for unemployed person : an unemployed certificate not older than 6 months.
- reduced price for disabled person : a currently valid disability card (disability card, priority card or parking card)

### ***8.5 Ticket valid only on chosen period, or day and time, as confirmed in order summary.***

We reserve the right to refuse access to the monument or event for any use failing to comply with present terms of use mentioned in present article 8.

## **9 - FRAUDULENT USE**

Duplicating or forging e-tickets is strictly forbidden.

Any person duplicating, forging and/or using a forged e-ticket shall be prosecuted.

We reserve the right to refuse access to the monument or event to anyone using an e-ticket whose QR Code would have been already used.

Selling a ticket at a higher price than mentioned on the ticket is strictly forbidden.

## **10 - LOST OR STOLEN TICKET**

SCI G.L.C.M (Castle of Meung) denies any responsibility for any lost or stolen tickets, including within the castle and park.

## **11 – CANCELLATION, REFUND, EXCHANGE**

**11.1 According to the article L 121-21-8 12° of French Consumer Code, Tickets are not subject to the right of withdrawal.** Tickets are non-exchangeable and non-refundable, except for cancellation by the Castle of Meung as laid down in article 11.2.

Any exchange or refund shall be possible in case of force majeure, as laid down in article 13.

**11.2 If a ticket has to be cancelled by the Castle of Meung, the Client will be warned as soon as possible and offer a postponement.** In case of impossible postponement, a refund can be made upon presentation of invalid tickets and bank details (GNI), excluding any other compensation or indemnity : the customer has to make a request within three months from the cancelled booking, at [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com) or by post at Château de Meung – 16, place du Martroi – 45130 Meung sur Loire – France.

## **12 - RESPONSABILITY**

**12.1. The castle of Meung sur Loire can not be held responsible for non-executed or defective booking due to the customer, an unforeseeable and insurmountable fact of a third party or a case of force majeure as defined in article 13.**

**12.2 The castle of Meung sur Loire can not be held responsible for any difficulties encountered in ordering, payment processing, downloading or printing tickets, due to : the customer, an unforeseeable and insurmountable fact of a third party or a case of force majeure as defined in article 13 unless a proved dysfunction of the website <http://www.chateau-de-meung.com/fr> caused by the castle of Meung.**

## **13 - FORCE MAJEURE**

The customer and the castle of Meung can not be held responsible for any non-executed booking due to a case of force majeure. Events specifically regarded as force majeure usually retained by the jurisprudence of French courts and tribunals are : total or partial internal or external strike, interruption of transport facilities or of procurement for any reason, legal or governmental restrictions, computer breakdown, interruption of telecommunications including communication networks and especially internet, and other pandemics.

## **14 – PERSONAL DATA**

When purchasing a ticket, we collect various personal details about customers. We use this information within SCI G.L.C.M for legitimate purposes only, to process orders and to provide a more personalised service, for statistical purposes, to manage our customer relationship ; to fulfil our legal obligations.

We comply with our obligations under the GDPR.

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data : the right to request a copy of your personal data which we hold about you; the right to request that we correct any personal data if it is found to be inaccurate or out of date; the right to request your personal data is erased where it is no longer necessary for us to retain such data; the right to withdraw your consent to the processing at any time; the right to object to the processing of personal data;

To make a Subject Access Request, please write to SCI G.L.C.M – Château de Meung sur Loire – 16, place du Martroi – 45130 Meung sur Loire – France or contact our Data Designee : [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com)

## **15 - COOKIES**

The website uses cookies to collect anonymous data in order to learn from the user behaviour (for example : traffic, most visited pages...).

## **16 - CUSTOMER RELATIONSHIP**

For any question or request about the website <http://www.chateau-de-meung.com>, or e-tickets booking and uses, please contact us at : [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com).

More information : +33 (0)2 38 44 36 47

## **17 - SAFETY**

The customers agree to fully respect the rules and safety instructions mentioned at the castle of Meung sur Loire. Parents, or any adult bringing them, are responsible for their children at all times.

Any dog currently listed as a dangerous dog, as registered in French law n°2008-582, is strictly forbidden at all times. Other dogs are allowed (carried in a bag inside the castle, on a leash in the park). Working service dogs are allowed at all times.

**18 – DISPUTE RESOLUTION**

The present terms and uses are regulated according to French Law. Any dispute relating to the present Terms and Uses will only be settled by the Courts of Orléans.