

General Terms and Conditions

General terms and conditions for Cassinomagus online ticketing - ALFRAN management

Definitions

In these general terms and conditions (hereinafter ""GTC"") are understood by: "Cassinomagus - management ALFRAN", "ALFRAN" or "Cassinomagus": the site manager is the company ALFRAN SARL, siret number: 49107907500066; domiciled at Route de la Montée Verte 17770 Saint-Césaire; website: www.cassinomagus.fr

"Customer": any natural or legal person with whom Cassinomagus - management ALFRAN concludes a sales contract. Hereinafter collectively referred to as the "Parties", and individually a "Party".

"Order": any contract binding the customer to Cassinomagus - ALFRAN management for the realization and execution of the sale.

"Web ticketing": specific portal of the Cassinomagus site - ALFRAN management allowing the subscription of one or more services.

"Dated ticket": ticket valid only on the day for which a reservation was made. Allows you to go directly to ticket control.

"Undated ticket": ticket valid for the current season (Easter to November depending on opening days presented in the communication documents) from the date of purchase, excluding privatization. Allows you to go directly to ticket control.

"E-Ticket": electronic ticket. Electronic ticket to print. Allows you to go directly to ticket control.

1. General

1.1 - These General Terms and Conditions apply to any Internet order for one or more services subscribed by the customer from the Cassinomagus web ticketing service - ALFRAN management. The said services for dated tickets can only be used for the day(s) chosen by the customer when placing the Order. These General Terms and Conditions can be consulted on the website.

1.2 - The customer declares to have the capacity to conclude this contract, meaning they are of legal age and not under guardianship or curatorship.

1.3 - Placing the order implies express and unreserved acceptance by the customer of all the clauses and conditions provided for in these General Terms and Conditions. Consequently, the customer declares and acknowledges having perfect knowledge of it and therefore waives the right to rely on any other document.

1.4 - Cassinomagus - management ALFRAN reserves the right to unilaterally modify, and at any time, these General Terms and Conditions and to apply them to all orders placed after the date of modification.

2 – Orders

2.1 - Orders for services are subject to these General Terms and Conditions as well as the visitor regulations of Cassinomagus - ALFRAN management. For orders for dated tickets, the customer is invited to check the date reserved (and time if applicable).

The final payment "click" is equivalent to the handwritten signature referred to in article 1341 of the Civil Code (hereinafter referred to as "the acceptance click"). From the acceptance click indicated above, the order is considered irrevocable and can only be called into question in the limited cases provided for below.

2.3 - It is expected, from the registration of the order placed, that the customer will be automatically redirected to a page confirming the final validation of the order. The customer will also receive a confirmation email at the end of which Cassinomagus - management ALFRAN will acknowledge receipt of the customer's order. By keeping this email and/or printing it, the customer has proof of his order which Cassinomagus - management ALFRAN advises him to keep.

2.4 - The tickets purchased will be sent to the customer, by e-mail, as an attachment in PDF format or downloaded immediately at the end of the order.

- Before coming to the entrance to Cassinomagus, the customer must print the E-Tickets purchased from the online ticket office.

- If forgotten, tickets cannot be issued on site, and access to the site will be refused to the customer. In any case, we invite you to check your email before coming to Cassinomagus.

2.5 - All mentions appearing on the confirmation emails will be deemed accepted by the customer if he has not contested them by registered letter with acknowledgment of receipt within 8 days. However, they can only be contested to the extent that they differ from the reservations.

2.6 - Pursuant to article L.121-20-4, 2° of the Consumer Code, the customer does not benefit from the 7-day withdrawal period provided for by article L.121-20 of the same code.

3 – Prices

3.1 - The prices are the public prices displayed at the entrance to Cassinomagus. Ticket prices are indicated in euros, all taxes included. All orders regardless of their origin are payable in euros.

- The applicable prices are those in effect on the day of the order. Cassinomagus - management ALFRAN reserves the right to modify its prices at any time. The services will be invoiced based on the prices in effect at the time of registration of the internet order.

- In the event of partial closure of Cassinomagus or reduction of opening hours, prices remain unchanged.

- Prices and services are subject to revision depending on economic conditions and regulatory provisions.

- Some reduced rate tickets are not available through the online ticket office. Proof being requested, only purchase on site is possible.

- The only method of payment accepted within the framework of these general conditions of sale of this internet ticketing is the bank card.

3.2 - The only method of payment accepted for orders subject to these General Terms and Conditions is by credit card (cards from the Credit card, Visa, Eurocard/Mastercard networks are accepted).

Cassinomagus - management ALFRAN is subject to a security system. Data entry and transmission are secured by the SSL and 3D Secure protocol.

3.3 - The customer has the guarantee that his bank account will only be debited once and only once by Cassinomagus - ALFRAN management via its secure payment site, for the total amount of the service order.

3.4 - Parking is authorized in the car parks provided for this purpose. Parking is free.

4 - Access terms

Shows and activities take place at Cassinomagus. The different visiting times are visible on our website. Any delay, caused by the customer, cannot give rise to an exchange or refund of the ticket.

Customers are invited to arrive at the latest 1 hour before the site closes or at least 15 minutes before the scheduled guided tour times or events.

It is the sole responsibility of the customer to check the opening dates and times in advance on the website www.cassinomagus.fr or by telephone at 05 45 89 32 21.

Cassinomagus - management ALFRAN reserves the right to refuse access to any person whose attitude, behaviour or dress could be deemed likely to create disturbances inside the monument or to hinder the visit. Failure to comply with the internal regulations displayed at the entrance to the site may result in eviction from the site.

In this case, no refund can be requested by the customer who has been refused access to the site for the reasons mentioned above.

5 - Obligations of the parties

5.1 - Cassinomagus - management ALFRAN undertakes to execute the order for services, subject to the provisions of article 9 below and compliance by the client with the procedure provided for in article 2 above.

5.2 - In the event that Cassinomagus - management ALFRAN finds itself, after final validation of the order, is unable to honour its obligations, Cassinomagus - management ALFRAN reserves the right, to guarantee when possible, a product that meets the customer's expectations, to modify the initial allocation of services provided that they correspond to the customer's expectations; where applicable, Cassinomagus - management ALFRAN must inform the customer of any modification in good time.

5.3 - Each visitor must comply with the visitor regulations displayed at the entrance to the Cassinomagus site.

5.4 - The customer must respect any instructions communicated by Cassinomagus - management ALFRAN concerning the organization of the services.

5.5 - Reproduction rights: any reproduction or use of the image of the site, the park, or an object presented in permanent or temporary exhibitions must be the subject of a prior request and will be subject to authorization from the manager of the Cassinomagus site.

6 – Responsibilities

6.1 - Cassinomagus - management ALFRAN may exempt itself from all or part of its liability by providing proof that the non-performance or poor performance of the contract is attributable either to the customer or to the unforeseeable and insurmountable act of a foreign third party to the provision of the services provided for by the General Terms and Conditions, or in case of force majeure.

6.2 - The customer will be held responsible for any damage, direct or indirect, that he may cause during his presence at Cassinomagus, whether to staff and/or customers, or any equipment made available to the customer.

6.3 – Cassinomagus - management ALFRAN cannot under any circumstances be held liable, particularly in the event of loss or theft of the ticket. A duplicate cannot be issued on site.

7 - Cancellation / modification

- In accordance with article L 121-20-4 of the Consumer Code, the sale of entry tickets to a museum is the provision of leisure services; visit or show tickets are not subjected to right of withdrawal.

- For undated tickets: tickets cannot be refunded even in the event of loss or theft.

- For dated tickets: tickets are neither returned nor exchanged, except in the event of cancellation of a show and a decision by the organizer to refund the tickets. In the event of a refund decided by the organizer, this will only be made in favour of the initial purchaser against surrender of the ticket.

- A ticket cannot also be resold at a price higher than that shown on the front of said ticket. No duplicate ticket can be issued, including in the event of loss or theft.

- For booked groups (school, extracurricular, or adult groups with a signed quote):

- Free cancellation up to 48 hours before the visit
- If cancelled less than 48 hours before or on the day of the visit: 50% of the quoted amount will be charged

8 - Force majeure

Cassinomagus - management ALFRAN reserves, without payment of any penalty or compensation, the right to cancel the performance of the services or to modify its programming if force majeure or fortuitous events force them to do so.

9 - Applicable law, claims, and disputes

9.1 - These General Terms and Conditions are subject to French law.

9.2 - Any complaint, whatever its nature, must be sent in writing to Cassinomagus - ALFRAN management for the attention of Ms. DREYER (site management) no later than the day of the visit. This letter or email must specify the order number as well as the precise reasons in support of the said complaint.

9.3 - In the event of difficulties regarding the interpretation or application of these conditions, the parties will try as far as possible to resolve their dispute amicably. Any disputes to which these

conditions of sale may give rise, must be brought, even in the event of multiple defenders or a warranty claim, before the competent court at the head office of the ALFRAN manager.

9.4 - After contacting the Sales Administration department and in the absence of a satisfactory response within 60 days, the customer can contact the Tourism and Travel mediator, whose contact details and contact details are available on: www.mtv.travel

10 - Personal data

10.1 - The information collected on the Internet ticketing is intended for Cassinomagus - ALFRAN management. They are subject to computer processing for the purpose of processing the customer's request and the commercial management of Cassinomagus, in particular:

- Response to requests for information made on the site.
- Placing and managing orders.
- Sending commercial information when the customer has given his consent.
- When current legislation authorizes it, the establishment of general statistics on consultation of the site to improve the services that Cassinomagus - management ALFRAN offers on this site.

10.2 - In accordance with law n°78-17 of January 6, 1978 relating to data processing, files and freedoms, the customer has a right of access, rectification, deletion of information which concerns him, that the customer can exercise by contacting Cassinomagus - ALFRAN management, responsible for the processing. This is an individual right which can only be exercised by the data subject in relation to their own information: for security reasons, Cassinomagus must verify his identity in order to avoid any communication of confidential information concerning them to anyone other than himself.

10.3 - The fields of the registration forms (account creation, newsletter subscription) followed by an asterisk must be completed. Otherwise, Cassinomagus - ALFRAN management will not be able to take the registration request into account.

10.4 – In application of the new General Data Protection Regulation which entered into force in the European Union on May 25, 2018, your data is treated with consideration and is accessible only by Cassinomagus - management ALFRAN. They are neither sold nor shared with third parties. To assert your right of access, rectification, opposition and erasure, do not hesitate to write to: contact@cassinomagus.fr