

GENERAL CONDITIONS OF SALE AND USE OF TICKETING PRODUCTS SOLD TO PROFESSIONALS

Updated on 16 March 2019

These general conditions of sale (hereinafter "General Conditions") apply between:

The Georges Pompidou National Centre of Art and Culture, a public cultural institution

Whose registered office is at 75191 Paris Cedex 04.

SIRET identification number: 18004602100028

VAT number: FR74 180 046 021

Email: contact@centrepompidou.fr

Website: www.centrepompidou.fr

Telephone: 01 44 78 12 33

AND

Any legal person making a purchase or an order (hereinafter a "Customer") of individual tickets sold in bulk ("Museum" and "Shows and Concerts"), membership cards or dated services for groups.

The Customer acknowledges having read these general conditions of sale prior to the validation of his order or purchase. The validation of the order implies unreserved acceptance of the general conditions of sale and use by the Customer. The applicable general conditions of sale and use are those in force on the day of the Order.

The Centre Pompidou reserves the right to modify these general conditions at any time.

Article 1: Characteristics of products sold to professionals

1.1 The "Museum" and "Show and Concert" tickets sold in bulk

The individual ticketing products offered within the framework of the bulk sale are:

- the "Museum" ticket, undated and valid for 12 months from the date of purchase,
- the "Show and Concert" ticket, dated and valid for a specific session.

These ticketing products are sold in bulk, i.e. the Customer issues a request for a certain number of units, in a single order, giving rise to a discount. For "Museum" tickets, the discount is based on the volume of tickets ordered. The discount on the "Show and Concert" tickets is subject to the purchase of a minimum amount of tickets.

1.2 Dated services for groups

- **Guided tour**

There are 2 guided tours conducted by a Centre Pompidou lecturer:

- Visit of the permanent collections of the Centre Pompidou
- Visit of the exhibitions of the Centre Pompidou

Guided tours are offered, subject to availability and the number of available places, in several languages: French, English, German, Spanish and Italian.

Groups are made up of 7 to 25 people.

- **Free tour**

There are 2 spaces in which free tours can take place:

- Visit of the permanent collections of the Centre Pompidou
- Visit of the exhibitions of the Centre Pompidou

Groups contain 7 to 25 people.

- **Joint offer: Tour followed by a prestige dinner or "afterwork" cocktail party at the Georges restaurant**

The Centre Pompidou and the Georges restaurant propose a joint offer, including a free or guided group tour followed, in the same evening, by a catering service, prestige dinner or "afterwork" cocktail party.

This offer applies to tours starting between 6 pm and 7:15 pm, on Monday, Wednesday or Sunday. It takes place in the exhibition areas or in the permanent collections of the Centre Pompidou. It lasts for an hour or an hour and a half according to the choice previously expressed by the customer when booking.

The catering service can take 2 forms: an "afterwork" cocktail party or prestige dinner, both at the Georges restaurant.

The maximum limit of participants is 50 people for the "afterwork" cocktail party or prestige dinner services.

This number of participants affects the number of groups which are individually limited to 25 people for the tour.

- **Show and concert**

Sessions reserved for school children, social field and accessibility, coming in groups, are proposed for certain shows and concerts. For these sessions only, free admission is offered to accompanying persons (1 for 10 participants).

1.3 Membership cards

These general conditions apply to the sale of membership formulas offered by the Centre Pompidou within the framework of its "POP" membership programme to intermediaries and/or professional relays.

There are different types of membership formulas:

- Solo 1 year
- Solo 2 years
- Duo 1 year
- Duo 2 years

The different membership formulas give entitlement to a range of benefits and reductions. To benefit from them, the Centre Pompidou reserves the right to check the valid membership card.

In the case of a Duo 1 year or Duo 2 years formula, the membership card in the name of the principal holder makes it possible to come accompanied by a person who can change for each visit.

The Solo 1 year and Duo 1 year formulas are valid for one year from date to date from the purchase date by default, or from the date selected by the customer at the time of purchase.

The Solo 2 years and Duo 2 years formulas are valid for two years from date to date from the purchase date by default, or from the date selected by the customer at the time of purchase.

Article 2: Order and purchase procedures

2.1 The "Museum" and "Show and Concert" tickets

A minimum of 20 "Museum" tickets and 10 "Show and Concert" tickets per order is mandatory.

The bulk booking of tickets is done exclusively by telephone on + 33 (0)1 44 78 12 33 or by email to: billetsenombre@centrepompidou.fr from Monday to Friday (excluding public holidays) from 9 am to 7 pm.

A confirmation email is sent to the Customer inviting him to create a personal space on the online ticket office reserved for professionals of the Centre Pompidou. This email indicates the total amount to be paid (ticket prices as well as postage costs if sent by post).

The Customer has the choice either to directly pay his order or to pay it within one month from receipt of the confirmation email. Any order not paid within this period will be considered cancelled.

The "Museum" and "Show and Concert" tickets and membership cards can be purchased online on the site professionnels.billetterie.centrepompidou.fr. In this case, it is a firm purchase by credit card.

2.2 Dated services for groups

The booking request is mandatory for dated Services for groups. Any group that spontaneously arrives at the Centre Pompidou without a booking may be refused depending on availabilities.

- For group tickets, the booking is made by telephone on 01 44 78 12 57, from Monday to Friday from 9:30 am to 5:00 pm, or on the site professionnels.billetterie.centrepompidou.fr. An email confirming the booking is sent to the Customer.

- For Guided Tours and Workshops, the booking must be made at least 35 days before the date of the Service and paid by the Customer at least 28 days before the date of the Service to be confirmed.

- For free Visits, the booking must be made at least 15 days before the date of the Service and paid by the Customer at least 7 days before the date of the Service to be confirmed. Free Visits can also be booked on the site professionnels.billetterie.centrepompidou.fr. An email confirming the booking is sent to the Customer.

Before paying the Service, the Customer can change the date and the size of the group of Guided Tours and free Visits within the limit of available time slots.

For the "Joint offer" service, the booking must be made no later than 35 days before the date of the Service and paid in full by the Customer at least 28 days before the date of the Service to be confirmed. In case of non-receipt of full payment of the Service 21 days before the date of the Service, the Centre Pompidou automatically cancels the tour (and the lecturer in the case of a guided tour) and the associated catering service.

Any additional catering service must be paid by the customer directly to the Georges restaurant on the evening it is performed.

Failing payment of the Service within the time limit specified above, the booking is cancelled.

Once the Service is paid, the Customer obtains his ticket by email (via a link allowing him to download it on his personal online space on the Centre Pompidou site that he will create). A single ticket is issued for the entire group.

After receipt of the payment, no modification (size of the group, date, etc.) can be made to the Service. The cancellation of the Service by the Customer after his payment cannot give rise to any refund.

– For shows and concerts, the booking is made by telephone on 01 44 78 14 08, from Monday to Saturday (excluding public holidays) from 9 am to 7 pm.

For the "Show and concert" service for school groups, social field and accessibility, the booking made more than 30 days before the date of the Service must be paid by the Customer no later than 30 days before the date of the Service to be confirmed. Bookings made less than 30 days before the date of the Service must be paid by the Customer immediately when the booking is made.

2.3 Membership cards

Membership cards sold in bulk can be purchased:

– on site in the Memberships area: this option is available only to structures previously referenced by the Centre Pompidou Public Development Department. To be referenced, send your request by email to collectivites@centrepompidou.fr or by telephone on + 33 (0)1 44 78 14 63. One of the members of the referenced structure can join on the spot by presenting [the membership form](#) completed, stamped and signed by his structure. The membership card is delivered directly after the purchase at the cash desk. There is no minimum order quantity for on-site purchases;

– by letter: this option is only available for communities, works councils, associations, group of friends or similar structures. A request must be sent to the postal address: Service du développement des publics – Centre Pompidou 75191 Paris Cedex 04. A form must then be completed by the applicant and returned to the Centre Pompidou along with the payment. There is no minimum order quantity for mail purchases;

– online: a minimum of 7 membership cards per order is mandatory. The Customer must go to the site professionnels.billetterie.centrepompidou.fr and choose a membership formula and indicate the quantities. He must then login to his personal space or create an account. The Customer then makes the payment. A confirmation email is sent to the Customer.

Article 3: Prices, discounts and payment methods

3.1 "Museum" tickets

The price applied to bulk purchases of tickets is the full price of the "Museum" ticket (excluding any discount or free admission), in force on the date of the purchase or order.

The price of the ticket (face value) is indicated in Euros, all taxes and management fees included.

No right to a reduction or free admission is applicable to tickets sold in bulk.

The bulk purchase of tickets gives entitlement to the following discounts applied to the order, based on the rates in force:

- From 20 to 99 tickets purchased in a single order: a discount of 15% will be applied to the entire order;
- From 100 to 249 tickets purchased in a single order: a discount of 20% will be applied to the entire order;
- From 250 to 499 tickets purchased in a single order: a discount of 30% will be applied to the entire order;
- From 500 tickets purchased in a single order: a discount of 35% will be applied to the entire order.

These discounts are applied to the order and can in no case apply retroactively taking several previous orders into account.

All orders, whatever their origin, are payable in Euros.

The Centre Pompidou reserves the right to change the price of "Museum" tickets, as well as the discount levels at any time, subject to general information on the Centre Pompidou website at least 15 days before the date of effect.

The payment methods accepted for bulk sales of "Museum" tickets are as follows:

- By credit card (within the limit of 1,500 €, according to Instruction No. 05-036-A8-K1-M of September 1, 2005 of Article 1341 of the Civil Code);
- By bank or postal cheque;
- By bank transfer.

Any method of payment not provided for in these general conditions will be refused by the Centre Pompidou.

3.2 "Show and concert" tickets

For "Show and Concert" tickets, the price of the ticket (face value) is indicated in Euros, all taxes and management fees included.

No right to a reduction or free admission is applicable to tickets sold in bulk.

The bulk purchase of tickets gives entitlement to the following reduced rates:

- For shows of tariff category A: 14 € instead of 18 €
- For shows of tariff category B: 11 € instead of 14 €

For customers eligible for the "Universities" rate, the single reduced rate is 8 € for shows of tariff category A and B. Persons eligible for the "Universities" rate are relays of structures whose beneficiaries are students, such as student associations, CROUS, student mutuels, etc.

For customers eligible for the "School, social field and accessibility" rate, the single reduced rate is 5 € for shows of tariff category A and B. Persons eligible for the "School, social field and accessibility" rate are relays of schools or social or accessibility structures. These relays must be identified in advance and qualified in the ticketing tool of the Centre Pompidou.

The payment methods accepted for bulk sales of tickets are as follows:

- By credit card (within the limit of 1,500 €, according to Instruction No. 05-036-A8-K1-M of September 1, 2005 of Article 1341 of the Civil Code);
- By bank or postal cheque;
- By bank transfer.

Any method of payment not provided for in these general conditions will be refused by the Centre Pompidou.

3.3 Dated services for groups

For services for groups, the rates applied are attached to these general conditions of sale.

The price is based on a package that includes entrance fees for each group member, booking fees and lecturer fees, for the entire group.

The price of the free Visit is based on a package that includes entrance fees for each group member, booking fees and the right to speak, for the entire group.

Audiophones are provided free of charge to adult groups, subject to availability.

For the "joint offer" the price of the catering service is established according to the number of participants announced at the time of booking.

Any additional catering service ordered by the Customer will be paid directly to the Georges restaurant. The same applies for any additional participant.

The payment methods accepted for bulk sales of tickets are as follows:

- By credit card (within the limit of 1,500 €, according to Instruction No. 05-036-A8-K1-M of September 1, 2005 of Article 1341 of the Civil Code);
- By bank or postal cheque;
- By bank transfer.

3.4 Membership cards

For membership cards, the prices of the four formulas are as follows:

- Solo 1 year formula: 40 €
- Solo 2 years formula: 65 €
- Duo 1 year formula: 69 €
- Duo 2 years formula: 109 €

These discounts are applied:

- on site in the Membership area: the payment is made by credit card or cash.
- by letter: the payment is made only by cheque or bank transfer.
- online: for any purchase with a minimum of 7 membership cards on the online ticket office reserved for professionals of the Centre Pompidou. The payment is made only by credit card (within the limit of 1,500 €, according to Instruction No. 05-036-A8-K1-M of September 1, 2005 of Article 1341 of the Civil Code);

Article 4: Obtaining tickets and membership cards

4.1 The "Museum" and "Show and Concert" tickets

Bulk purchases of "Museum" and "Show and Concert" tickets are available:

- in e-ticket format, printable by the Customer via his personal space or downloadable on mobile phone upon confirmation of the payment of his order;
- in thermal format and delivered by post, only for "Museum" tickets

The costs of sending tickets by post are borne by the Customer and amount to: 11 € (eleven Euros), for Metropolitan France and 21 € (twenty-one Euros) for other countries. Postage costs are paid when the tickets are purchased.

Upon receipt of the tickets, the buyer is required to check the number and condition of the tickets.

Whatever their format, tickets are always accompanied by an order summary. An invoice can be sent to the customer upon request.

4.2 Dated services for groups

The group tickets are issued in e-ticket format and can be printed by the Customer or accessible from their mobile phone via their personal space as soon as the payment of their purchase is confirmed.

4.3 Membership cards

Membership cards are available:

- on site in the Memberships area: the membership card is delivered directly after the purchase at the cash desk.
- by letter: Upon receipt of payment, the Centre Pompidou sends all the membership formulas to the Customer, at its expense, within 21 days. Membership cards are always accompanied by an order summary. An invoice can be sent to the Customer upon request.

- online: following the online payment made by the Customer, the Centre Pompidou sends the membership cards to the Customer, at its expense, within 7 days. Membership cards are always accompanied by an order summary. An invoice can be sent to the Customer upon request.

Article 5: Conditions of use of tickets and membership cards

5.1 Access control for "Museum" and "Show and Concert" tickets

"Museum" and "Show and Concert" tickets give access to the Centre Pompidou priority queue reserved for visitors with tickets.

Under no circumstances may legal entities reselling tickets purchased in bulk use the mention "no queue".

All tickets are systematically checked at the entrance of the site. This check consists of a scan of the bar code shown on the ticket. It can be presented in mobile format or e-ticket format.

The ticket must be kept until the end of the visit for the "Museum" and " tickets or the session for the "Show and concert" ticket, and may be subject to a control at any time.

Non-thermal tickets must be presented either on mobile phone or printed on white A4 paper with a bar code and perfectly legible information. Any partially printed, stained, damaged or illegible ticket will not be accepted.

In case of non-compliance with one of the conditions set out in this article, the Centre Pompidou reserves the right to refuse access to the visit.

5.2 Access control and delays for dated services to groups

- Access control

All tickets are systematically checked at the entrance of the site. This check consists of a scan of the bar code shown on the ticket.

The ticket must be kept until the end of the Service and can be checked at any time.

Non-thermal tickets must be presented either on the Customer's mobile phone or printed on white A4 paper with a bar code and perfectly legible information. Any partially printed, stained, damaged or illegible ticket will not be accepted.

The size of each group must respect the number of people indicated on the booking confirmation.

In case of non-compliance with one of the conditions set out in this article, the Centre Pompidou reserves the right to refuse access to the Service.

The dated services for groups are conducted by a group leader who undertakes to enforce all the rules of the Centre Pompidou which are published on the institution's website. Group visitors should in no way disturb other visitors. Any waiting times for groups in the museum's interior spaces must be calm.

The group is asked to wait in the area dedicated to waiting groups, except for groups benefiting from the

- "Joint Offer" service, which go directly to the Georges restaurant by its dedicated lift,
- "Live show", which go directly to the Petite Salle or Grande Salle.

Group leaders or persons exercising the right to speak for the group must present themselves at least 30 minutes before the visit time at the group reception, with the ticket.

- Delays for groups "with lecturer"

If the group is late, the Centre Pompidou will shorten the Service by a period equivalent to the delay. The tour will therefore not be complete and the time at which the visit ends will remain the same. For any delay of the group of more than 20 minutes in relation to the visit time indicated on the ticket (when the person in charge presents himself at the group reception), the museum reserves the right not to perform the Service without the Customer being able to request a refund of the amount paid.

In the event of a delay of more than 20 minutes of the Centre Pompidou lecturer, the group will be able to access the space chosen in advance and a new tour slot will be offered free of charge.

5.3 Access control for membership cards:

The membership card gives access to the Centre Pompidou priority queue reserved for members of the Centre Pompidou.

All membership cards are systematically checked at the entrance to the site. This check consists of a scan of the bar code shown on the membership card.

The membership card of the Centre Pompidou is strictly personal. It cannot be lent or exchanged. Only holders of the valid membership card will have free access to the Centre Pompidou and special benefits for members. The Centre Pompidou reserves the right to ask the Customer for an additional identity document at the level of access control.

If they forget their membership card, members can obtain an exonerated "Museum" directly from the Memberships area. This benefit is offered only once per membership period – the ticket produced in this way is nominative.

5.4 Fraud

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

Anyone who illegally reproduces a "Museum" ticket" or a "Show and Concert" ticket and/or who uses such counterfeit tickets may be liable to criminal prosecution.

The Centre Pompidou will refuse access to the site to any bearer of a "Museum" or "Show and Concert" ticket with a bar code that has already been scanned.

In case of proven fraud on the membership card (identity different from that indicated on the membership card without declaration of loss by the holder), the Centre Pompidou reserves the right to suspend or deactivate the membership card in question. No full or partial refund will be made.

In case of non-compliance with the visit regulations, the Centre Pompidou reserves the right to deactivate the membership card, without any refund being due for the period of validity not used.

5.5 Loss and theft

The Centre Pompidou declines any responsibility in the event of loss or theft of the "Museum" ticket, the "Show and Concert" ticket or membership cards, including inside the site concerned.

In case of theft or loss of the membership card, the beneficiary must contact the Centre Pompidou to disable his lost membership card by email to contact.adherent@centrepompidou.fr.

In case of theft of a membership card, the issue of a duplicate will be free only upon presentation of the receipt of filing of a complaint issued by a police station.

In any other case, the issue of a duplicate of the membership card is possible. It costs 12 €.

Article 6: Customer's obligations

The resale of said tickets by legal persons is authorised on the condition of respecting their face value to which it is possible to add management fees and/or costs of separate services, provided that the end customers are clearly and comprehensibly informed.

Legal persons purchasing tickets in bulk are required to deliver the following information to visitors to whom they resell these tickets: opening days and times of the Centre Pompidou and its spaces, its price conditions and visit regulations. This information is available on the website www.centrepompidou.fr or can be delivered by email by contacting billetsennombre@centrepompidou.fr.

"Museum" tickets are available for individual visitors only.

Regarding membership cards, resale is authorised by legal persons provided that the selling price does not exceed the purchase price.

Article 7: Request for cancellation and refund

7.1 In accordance with Article L 121-21-8 of the Consumer Code, the sale of ticketing products for a museum or related services is considered a provision of recreational services and does give entitlement to any withdrawal period.

7.2 "Museum" and "Show and Concert" tickets and membership cards cannot be refunded or returned.

Article 8: Modification and cancellation by the Centre Pompidou

The Centre Pompidou reserves the right to modify its Services when all the conditions to offer them as planned are not met.

With the exception of cases of force majeure making it impossible for the Centre Pompidou to fulfil its obligations, in case of cancellation of the Service by the Centre Pompidou and at the Customer's request, the Centre Pompidou undertakes, if possible, to propose the postponement of the Service concerned. If postponement is impossible, the Customer may be refunded. He must make the request within three months from the date of cancellation or modification on presentation of the ticket and his bank details (bank account statement or credit card number with its expiry date), to the exclusion of any other compensation, by sending an email to: contact@centrepompidou.fr

or by letter sent to:

Public Development Department / Cancellation

Public Division

Centre Pompidou

4 rue Brantôme

75191 Paris Cedex 04

Article 9: Liability

The Centre Pompidou may in no event be held liable for any non-performance or poor performance of the services to which ticketing products give entitlement and which is attributable either to the Customer or due to an unforeseeable and insurmountable event affecting a third party, or a case of force majeure as defined in Article 10 of these general conditions of sale and use.

The Centre Pompidou cannot be held liable by the Customer for any dispute of any kind with his own customers. The Customer remains responsible for the settlement of any dispute or claim by his own customers.

The Customer undertakes not to mention the Centre Pompidou in his own general conditions of sale.

Article 10: Force majeure

The Customer and the Centre Pompidou cannot be held responsible for any non-performance resulting from a case of force majeure as defined by French case law and courts.

Article 11: Protection of personal data – Right of access to the file

The personal information requested from the Customer is necessary to process orders and to issue tickets, membership cards and invoices.

The personal data provided by the Customer for himself or on behalf of a beneficiary is processed by the Centre Pompidou in accordance with the legal provisions relating to the protection of personal data of the "Computers and Freedoms" Law No. 78-17 of January 6, 1978:

- the Customer is informed that this authorised processing of information has been declared to the French data protection authority (CNIL)
- at all times, the Customer has a right to access, modify, rectify and delete his personal information. He can exercise this right with the Centre Pompidou by sending his request by letter, attaching proof of his identity (photocopy of an identity document) to the following address:

By letter:

Public Development Department / CNIL
Public Division
Centre Pompidou
4 rue Brantôme
75191 Paris Cedex 04

By email:

contact@centrepompidou.fr

The Customer for himself or on behalf of a beneficiary concerned may agree at the time of collection of his personal information to receive newsletters on the latest exhibitions, events and promotional offers published by the Centre Pompidou. To do so, he must simply check the corresponding box. Subsequently, in accordance with the regulations in force, he may at any time ask to unsubscribe from the Centre Pompidou's files:

- either by clicking on the unsubscribe link located at the bottom of the newsletter or email,
- or by sending an email to the following address: contact@centrepompidou.fr

It is understood that when the Customer acts on behalf of a beneficiary, he undertakes to collect and process any personal data in accordance with any regulations in force applicable to the processing of this data, and in particular Law No. 78-17 of January 6, 1978 as amended. Under this law, the Customer is responsible for the Processing performed under these general conditions of sale and use.

Article 12: Dispute settlement

These general conditions of sale and use, as well as any order placed by the Customer, are governed by French law.

In the event of a dispute, the Centre Pompidou and the Customer agree to refer the matter to the competent French courts only after having exhausted all conciliation procedures.