

Public Institution of the Musée d'Orsay and the Musée de l'Orangerie – Valéry Giscard

d'Estaing

Terms and Conditions of Sale – Bulk sales

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These terms and conditions apply from 09/09/2022

Article 1: Object

The provisions below establish terms and conditions of sale for the bulk sale of admission tickets and membership cards for the public institution named the Public Institution of the Musée d'Orsay and the Musée de l'Orangerie – Valéry Giscard d'Estaing (hereinafter EPMO-VGE) and are contractually binding.

They apply automatically to all bulk ticket and bulk membership card orders placed with EPMO-VGE.

EPMO-VGE reserves the right to adapt or amend these terms and conditions of sale at any time.

The terms and conditions of sale applicable are those in force on the day of receiving the order. Placing an order therefore implies full and irrevocable acceptance by the purchaser of these terms and conditions of sale.

These terms and conditions apply to the exclusion of any other terms of sale, in particular those in force for sales of tickets at the door, to groups, online or through partner networks.

Article 2: Identification

A public administrative institution comprising the Musée d'Orsay and the Musée de l'Orangerie established by Decree no. 2003-1300 of 26 December 2003, as amended, under the name "Etablissement Public des musées d'Orsay et de l'Orangerie - Valéry Giscard d'Estaing", listed in the INSEE SIREN register under the number 180 092 447, headquartered at Esplanade Valéry Giscard d'Estaing 75007 PARIS - France

Postal address: Etablissement public des musées d'Orsay et de l'Orangerie – Valérie Giscard d'Estaing – Esplanade Valéry Giscard d'Estaing 75007 Paris

Physical address: Musée d'Orsay 62 rue de Lille - 75007 Paris

Article 3: Information on admission tickets to the Musée d'Orsay and the Musée de l'Orangerie and membership cards

3-1 : Admission tickets

Bulk purchases may be made of the following types of tickets:

- Musée d'Orsay collections + exhibition ticket at the standard online rate €16
- Musée de l'Orangerie collections & exhibition ticket at the standard online rate €12.50
- Combined Musée d'Orsay-Musée de l'Orangerie collections + exhibition ticket at the standard online rate €22
- Late Opening Musée d'Orsay collections + exhibition ticket at the standard online rate €12

The minimum order for bulk purchases is 500 tickets. These 500 tickets may include several types of ticket.

Discounts:

- A discount of €0.50 per ticket will be applied to these types of ticket only:
 - Musée d'Orsay collections + exhibition tickets at the standard rate
 - Musée de l'Orangerie collections + exhibition tickets at the standard rate
 - Late Opening Musée d'Orsay collections + exhibition tickets at the standard online rate €12
- A discount of €1 per ticket will be applied to combined Orsay-Orangerie collections + exhibition tickets.

These discounts are applied per order.

3-2 : Membership cards

The following membership cards are available only to works councils (CE, CSE) and communities:

- Carte Blanche Solo card at the concession rate (partners & communities) €42
- Carte Blanche Duo card at the concession rate (partners & communities) €65

These Carte Blanche cards are sold in "physical card" form only.

The minimum order for bulk purchases is 10 cards.

The works council or community is in charge of collecting the data of the future "Carte Blanche" members, which must be sent to EPMO-VGE so that cards can be issued in each member's name.

Article 4: Order placement

For bulk ticket purchases:

Contact *Direction des publics – Service de la réservation des groupes et de la vente aux professionnels*

Email: billetterieennombre@musee-orsay.fr

For "Carte Blanche" membership card purchases:

Contact *Direction des publics – Service Carte Blanche*

Email: carte.blanche@musee-orsay.fr

The purchaser must send a duly completed order form (template enclosed), which can be downloaded from www.musee-orsay.fr.

Two different order forms are available:

- A version for bulk ticket purchases, to be returned to: billetterieennombre@musee-orsay.fr
- A version for bulk membership card purchases, to be returned to: billetterieennombre@musee-orsay.fr

Incomplete order forms cannot be processed by EPMO-VGE and will be returned to the purchaser. Submission of an order form constitutes a binding and irrevocable commitment to purchase the tickets or membership cards.

The purchaser may request a pro forma invoice before making the payment.

On receipt of the order form, the Professional Bookings and Sales Department (*Service de la réservation et de la vente aux professionnels*) (ticket sales) or the Carte Blanche Department (*Service de la Carte Blanche*) (membership card sales) will contact the purchaser to finalise the order.

An order may be altered in exceptional circumstances, in which case the purchaser should send an email explaining the situation accompanied by a new order form.

Orders may not be changed once payment is received.

For any orders by placed by other channels, whether by email, on our Online Sales site or by any other means, it is understood that the placing of an order constitutes a binding and irrevocable commitment to make the purchase.

Article 5: Terms of payment

All orders, wherever the purchaser is located, are payable in euros.

Payments must be made by bank transfer to: Régisseur de recettes du musée d'Orsay (IBAN on the Order Form enclosed).

The purchaser must use the reference "Vente en Nombre (bulk sales)" for the transfer and inform EPMO-VGE at:

- billetterieennombre@musee-orsay.fr for admission ticket purchases

- carte.blanche@musee-orsay.fr for membership card purchases.

Article 6: Fulfilment of orders

The sending of an order form or any order placed by any means other than the enclosed order form constitutes a binding commitment.

On receipt of payment, the Professional Bookings and Sales Department (*Service de la réservation et de la vente aux professionnels*) (ticket sales) or the Carte Blanche Department (*Service de la Carte Blanche*) (membership card sales) processes the request and informs the purchaser by email.

Once processed, the order may not be changed: admission tickets and membership cards will not be taken back, refunded or exchanged by EPMO-VGE.

If payment is not received by EPMO-VGE within 15 days, the order will automatically be cancelled. In addition, EPMO-VGE reserves the right to refuse orders from any customer with which there is an ongoing dispute.

Article 7: Cancellation requests and refunds

Pursuant to Article L 221-28 of the Consumer Code, the purchaser does not have a right of withdrawal. Admission tickets and membership cards cannot be taken back, refunded or exchanged, except if the corresponding service is withdrawn or cancelled by EPMO-VGE.

Article 8: Method of delivery of tickets

The Group Bookings and Professional Sales Department will deliver the e-tickets to the purchaser by email in the form of a series of numbers. The purchaser must check the number of tickets delivered in this way and confirm correct receipt of the order by return email.

Membership cards will be sent once the Carte Blanche Department has received the data for the future members. It will then issue the cards in each member's name and send them to the purchaser.

Article 9: Purchaser's obligations

The purchaser must:

- inform its customers of the Musée d'Orsay and Musée de l'Orangerie opening times, prices and visitor policies;
- deal with any claims or disputes relating to the resale of tickets;
- detail separately any additional charges billed to the visitor;
- include the following information on the print@home issued to the visitor:
 - ✓ type of ticket and what it entitles the visitor to:
 - either "Musée d'Orsay – collections + exhibition, valid for one admission"
 - or "Musée de l'Orangerie – collections + exhibition, valid for one admission"
 - or "Combined Orsay-Orangerie – collections + exhibition ticket, valid for one admission"
 - or "Musée d'Orsay – Late Opening ticket – collections + exhibition, valid for one admission, Thursdays only from 6:00 pm";
 - ✓ the standard ticket price;
 - ✓ for any specific services other than the full price ticket, state very clearly the conditions relating to that service and the name of the provider of the service
 - ✓ any additional charges;
 - ✓ the date when the ticket expires or, for sellers of dated tickets, the day when it is valid and the time of admission to the museum
 - ✓ the opening days and times of the museum(s);
 - ✓ the entrance to be used:
 - for the Musée d'Orsay: "admission at entrance C for tickets without a date and admission time and entrance A for tickets with a date and admission time"
 - for the Musée de l'Orangerie: "admission via the bookings queue";
 - ✓ the barcode corresponding to the ticket number issued by EPMO-VGE;
 - ✓ the EPMO-VGE logo.

- have its print@home tickets approved by EPMO-VGE before starting to use them;
- specifically and clearly mention, if the ticket is sold with an audio guide app (other than the official EPMO-VGE audio guide), that the app audio guide is not the museum's official version, by indicating: *"Non-official audio guide"*
- include specific and clear instructions on how to download this audio guide app, and specifically state that the ticket does not entitle the holder to borrow an audio guide at the museum.

Article 10: Liability

Neither EPMO-VGE nor the purchaser may be held liable in the event of any non-performance or incomplete or inadequate performance due to a case of force majeure which is beyond their control, including but not limited to: war, riot, insurrection, interruption in transport services, import or export problems, strikes, lock-outs, shortages, pandemics, fire, earthquake, storms and flooding.

EPMO-VGE will inform purchasers via its website if the bulk sales service is suspended for any reason.

EPMO-VGE may not be held liable for any misuse of the tickets ordered, the purchaser remaining solely liable for its own or any third party's use of said tickets. It may not be held liable for any non-performance or incomplete or inadequate performance of its obligations under the Terms and Conditions of Sale which can be attributed to the purchaser or to any unforeseeable and insurmountable action by a third party to the contract.

Article 11: Contract documents

The contract is formed by the following contract documents, listed in decreasing order of priority:

- these Terms and Conditions of Sale,
- the order forms (see documents enclosed) signed, completed with the amount of the order and the information necessary to the identification of the purchaser (surname - first name - postal address for billing and/or delivery - telephone number - email address).
- The museum visitor policies (see the following pages on our websites)
 - For the Musée d'Orsay (visitor information): <https://www.musee-orsay.fr/fr/articles/acces-horaires-tarifs-197704>
 - For the Musée de l'Orangerie (visitor information): <https://www.musee-orangerie.fr/fr/visite/acces-horaires-tarifs>

Article 12: Entire agreement

If for any reason any one of these terms and conditions were declared inapplicable, the application of the other provisions in the terms and conditions would not be affected, and the affected provision would be replaced by the nearest equivalent provision.

Article 13: Personal data protection

The information collected is subjected to data processing for the purpose of fulfilling the order.

French data processing law (Law of 6 January 1978, amended in 2004) applies to the data thus provided.

Under Article 34 of that law updated by Regulation (EU) no. 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, the purchaser, on providing proof of their identity, has a right of access to and rectification of the information concerning them.

They may exercise those rights by writing to: Etablissement public du musée d'Orsay et du musée d'Orsay – Valéry Giscard d'Estaing, Direction des publics, Esplanade Valéry Giscard d'Estaing, 75007 Paris.

The Data Protection Officer can be contacted at dpo@musee-orsay.fr

Article 14: Applicable law - Settlement of disputes

The contract is governed by French law. If the purchaser wishes to make a claim or complaint, they should first contact EPMO-VGE at this address: Etablissement public des musées d'Orsay et de l'Orangerie – Valérie Giscard d'Estaing – Esplanade Valéry Giscard d'Estaing 75007 Paris, to seek an amicable solution to the problem. Disputes that cannot be settled are subject to the jurisdiction of the Paris courts.

Mediation:

Pursuant to the provisions of the French Consumer Code relating to "the mediation of consumer disputes", before taking the matter to the courts, the purchaser may use the free contractual mediation service to attempt to reach a solution.

Order Form

Admissions Tickets – Bulk Sales

Public Institution of the Musée d’Orsay and the Musée de l’Orangerie – Valéry Giscard d’Estaing, a national public administrative institution created by Decree no. 2003-1300 of 26 December 2003, listed in the INSEE SIREN register under the number 180 092 447, headquartered at Esplanade Valéry Giscard d’Estaing, 75007 Paris

Your company's details

Company name:

Contact person

Ms Mr

First name -----

Surname -----

Position-----

Telephone -----

Email -----

Delivery address

Billing address

PO box -----

Postcode -----

Locality -----

Country-----

Your Admission Ticket order

(Minimum order 500 tickets)

Tickets will be delivered by email in the form of e-tickets.

Nature	Standard unit price (in €)	Discounts	Discounted unit price (in €)	Quantity <i>(minimum 500 tickets)</i>	Total (in €)
Musée d'Orsay tickets (standard rate)	€16.00	€0.50	€15.50		
Musée de l'Orangerie tickets (standard rate)	€12.50	€0.50	€12.00		
Musée d'Orsay Late Opening tickets (standard rate)	€12.00	€0.50	€11.50		
Combined Musée d'Orsay-Musée de l'Orangerie tickets (standard rate)	€22.00	€1.00	€21.00		
TOTAL					

Payment by bank transfer to "Régisseur des recettes du musée d'Orsay". Account IBAN: FR7610071750000000100068659 using the reference "Vente en Nombre (Bulk sales)" followed by your company's initials.

Please confirm this payment by sending an email to: billetterieennombre@musee-orsay.fr

I have read and accept the terms and conditions of sale

CONFIRMATION BY COMPANY REPRESENTATIVE

DATE AND SIGNATURE

Please send this order form, duly completed, to: billetterieennombre@musee-orsay.fr

Order Form

Carte Blanche Cards - Bulk Sales

Public Institution of the Musée d’Orsay and the Musée de l’Orangerie – Valéry Giscard d’Estaing, a national public administrative institution created by Decree no. 2003-1300 of 26 December 2003, listed in INSEE SIREN register under the number 180 092 447, headquartered at Esplanade Valéry Giscard d’Estaing, 75007 Paris

Your company's details

Company name -----

Contact person

Ms Mr

First name -----

Surname -----

Position-----

Telephone -----

Email -----

Email address

Billing and delivery address

PO box -----

Postcode -----

Locality -----

Country -----

Your Carte Blanche card order

(Minimum 10 cards)

A table containing all the information needed to issue the cards must be provided at the same time as this completed order form.

The cards will be delivered by post or they can be collected from the Musée d'Orsay.

Type of card	Standard unit price (in €)	Discount	Partners and communities price (in €)	Quantity <i>(minimum 30 cards)</i>	Total (in €)
Carte Blanche Solo (standard rate)	€52.00	€10.00	€42.00		
Carte Blanche Solo (standard rate)	€79.00	€14.00	€65.00		
TOTAL					

Payment by bank transfer to "Régisseur des recettes du musée d'Orsay". Account IBAN: FR7610071750000000100068659 using the reference "Cartes Blanches en Nombre (Bulk sales)" followed by your company's initials.

Please confirm this payment by sending an email to: billetterieennombre@musee-orsay.fr
carte.blanche@musee-orsay.fr

I have read and accept the terms and conditions of sale

CONFIRMATION BY COMPANY REPRESENTATIVE

DATE AND SIGNATURE

Please send this order form, duly completed, to: carte.blanche@musee-orsay.fr