

# General Terms and Conditions

## Ticket Sales

### Musée Yves Saint Laurent Paris

Version dated September 21<sup>st</sup> 2022.

#### 1) Introduction

These general terms and conditions (GTC) define the conditions in place regarding the purchase of ticket(s) to access the Musée Yves Saint Laurent Paris or its cultural activities (“ticket”) by a physical or legal person (the “customer”), either via the museum’s website [www.museeyslparis.com](http://www.museeyslparis.com) (the “website”) or the museum’s ticket desk.

The website is managed by the Musée Yves Saint Laurent Paris, a non-profit association—an *association loi 1901*—whose headquarters is located at 5 avenue Marceau, 75116 Paris (VAT N° FR 62 418 424 099).

The following GTC serve as a contract between the Musée Yves Saint Laurent Paris and the customer.

The contact details of Musée Yves Saint Laurent (“contacts”) are shown in Article 18 of these GTC.

The customer and Musée Yves Saint Laurent Paris are referenced individually as “party” or collectively as “parties.”

#### 2) Conditions concerning the customer

For any purchase at the museum’s ticket desk or via its website, the customer declares and expressly acknowledges:

- that they have carefully read these GTC and have accepted them fully and without reservation;
- that they will adhere to the rules that ensure respect for the Museum’s grounds, a number of which are outlined in this document.

#### 3) Tickets

The tickets on sale on the museum’s website and at the museum’s ticket desk are sold individually, and, in the case of e-tickets, bear the customer’s name. They allow access to the Musée Yves Saint Laurent Paris or to its cultural activities and events for a specified date and time period.

A maximum of ten (10) tickets may be acquired per purchase order.

Customers who would like to order more than ten (10) tickets should contact the Musée Yves Saint Laurent Paris, whose contact information is provided in Article 18 of these GTC.

Each ticket indicates which of the three following price levels is applicable:

- Full price
- Reduced price: 10-18 years of age, teachers, students
- Free admission: Children under ten years old, the unemployed, those earning minimum wage, handicapped visitors with a disability card and the person accompanying them, journalists, members of ICOM-ICOMOS (International Council of Museums and International Council on Monuments and Sites), students studying art history, fashion or journalism, refugees, and members of the Amis de la Fondation Jardin Majorelle.

Any person presenting a reduced price or free ticket should present, upon arriving at the Musée Yves Saint Laurent Marrakech, a valid card or document justifying the reduced price or free ticket. The unemployed and those receiving the RSA (*revenu de solidarité active*) should provide the appropriate substantiating document issued within three months prior to their visit.

The Musée Yves Saint Laurent Paris also organizes conferences and other cultural events. Tickets for such events do not give access to the exhibition spaces unless otherwise indicated when booking. Free-admission tickets are not available for such events.

In the event that the museum cancels a conference or other cultural event organized by the Musée Yves Saint Laurent Paris, the customer will be reimbursed by the Musée Yves Saint Laurent Paris within a reasonable time frame, by the same means of payment as that used when ordering the ticket.

#### 4) Ticket price

The ticket prices indicated on the museum's website and at the museum's ticket desk are final, are shown in euros, and include all applicable taxes.

In addition to the price of the ticket, depending on the applicable fare category, booking fees may apply to website ticket sales. In this case, the booking fee will be shown on the website at the time of reservation prior to the validation of the order.

The prices displayed on the website and shown at the museum ticket desk may be subject to change at any time without notice. However, these changes will not affect orders already placed by a customer and confirmed by the Musée Yves Saint Laurent Paris.

#### 5) Online ticket purchases

The customer may navigate the museum's website without any obligation to purchase a ticket.

If the customer would like to purchase a ticket or tickets via the museum's website, they would proceed as follows, whether or not they have established a "customer account" specific to the website:

- If the client has already established a "customer account," they may connect to the account to expedite the ticket order;

- If the customer does not have a “customer account,” they can proceed with their order, but will need to create a “customer account” to finalize and validate the order and obtain their ticket(s).

In all cases, the customer must select the desired ticket(s) and add them to the shopping basket.

Ticket orders are limited to ten (10) tickets, and may include tickets from different price categories.

The customer can then check the shopping basket and confirm the details of their order (e.g., date, hour, price category) and the total amount to pay. After completing any modifications to the order details, customers must click on “By confirming my order, I acknowledge that I have read and accepted the GTC.”

Whether or not a customer has a “customer account,” he or she should verify or supply the requested information and follow the required steps to finalize the order.

To finalize the order, the customer should click on “purchase now.”

The customer will then need to fill out the required information and follow the indicated steps to finalize the order. If the customer does not have a “customer account,” they will need to create one.

The order will be validated once the customer has paid, which is the last step in the order.

Once the order has been validated, the customer will receive an email confirming his or her payment.

## 6) Payment

The Musée Yves Saint Laurent Paris uses a secure payment platform that allows the customer to pay for his or her order by credit card when purchasing ticket(s) on the website. Payments by check or bank transfer are not accepted.

In order to finalize their order, the customer must pay on the payment platform using their bank card. The customer will then have to enter their card number, its expiration date, the name of the cardholder and the visual cryptogram (the last three or four numbers written on the back or front of their bank card, depending on the payment card used by the customer). No banking information concerning the customer passes through the museum’s website or is communicated to the Musée Yves Saint Laurent Paris.

The Musée Yves Saint Laurent Paris recommends that the customer refer to the security rules established by the payment platform and never communicate their banking information to a third party.

Information regarding payment is shown on the website. If the customer wishes to obtain additional assistance, they should contact the Musée Yves Saint Laurent Paris following the contact information and times indicated in Article 18.

Payments are authenticated and secured using the 3D Secure security system. This system, specific to each bank, allows the bank to verify the identity of the cardholder and to validate the transaction by requesting personal information.

In the event that payment is refused by the bank, the order will not be validated and the customer will be notified by email of the cancellation of the transaction.

## 7) No withdrawal or cancellation of an order permitted

In accordance with Article L.221-28, 12° of the Consumer Code, the right of withdrawal cannot be exercised in the case of a contract relating to leisure activities which must be provided on a specific date or for a determined length of time.

In addition, orders cannot be canceled under any circumstances, and no reimbursements, for any reason whatsoever, will be permitted.

All ticket purchases, whether via the museum's website or at the museum's ticket desk, are therefore considered final.

## 8) Obtaining tickets

Tickets purchased on the website or at the museum ticket desk can be obtained by the customer once their order is validated in one of the following ways:

- If the customer has a customer account on the museum's website, they can connect to it and download the ticket(s) from their customer space;
- If the customer does not have a customer account on the museum's website, they will need to create one by following the steps indicated on the website.

Once connected to their customer account, the customer can either:

- download the ticket(s) and save them on their smartphone, or
- print their ticket(s) on A4-size paper, without altering the format, in portrait mode

If the customer purchases tickets at the museum ticket desk, their tickets will be printed and given to them at the ticket desk.

## 9) Conditions for the use of tickets

Tickets are verified by scan when entering the Musée Yves Saint Laurent Paris.

Any printed tickets must therefore be of good quality and allow the scanning of the ticket's QR code. Mobile devices must also be in good condition to display e-tickets onscreen; the brightness of the screen should be maximized so that the QR code can be properly scanned.

Each ticket is valid for the date or timed period indicated on the ticket.

Tickets allow access to the Musée Yves Saint Laurent Paris. Visitors will be asked to show them at museum spaces subject to ticketing. The visitor must keep their ticket with them throughout their visit.

Any exit from the Musée Yves Saint Laurent Paris is final. No reentry using the same ticket is allowed.

Anyone arriving with a reduced-rate ticket or a free ticket must present valid documentation justifying the reduction when entering the Musée Yves Saint Laurent Paris.

It is strictly forbidden to resell a ticket.

Tickets are only valid for one visit. Access to the Musée Yves Saint Laurent Paris will be refused to anyone presenting a ticket that has already been scanned.

It is strictly forbidden to reproduce, duplicate or counterfeit tickets, or to attempt by any means whatsoever to fraudulently obtain a ticket or fraudulently access the Musée Yves Saint Laurent Paris.

Tickets are non-refundable. Tickets for exhibitions can be exchanged online until their expiry date, subject to availability of an alternate desired date/time slot, and are subject to administration fees as indicated on the website.

Any customer who does not comply with the conditions relating to the use of tickets may be denied access to the Musée Yves Saint Laurent Paris.

## 10) Conditions relative to respecting the museum

The customer agrees to respect the rules in force on the premises of the Musée Yves Saint Laurent Paris.

With this in mind, he or she is reminded of the following rules which must be strictly observed at the Musée Yves Saint Laurent Paris:

- Animals are forbidden;
- Photographs using flash are not allowed;
- Food and drinks are not allowed;
- Luggage, regardless of the size, and oversized handbags are not allowed within the premises.

## 11) Responsibility in case of force majeure

The Musée Yves Saint Laurent Paris cannot be held responsible for any breach or delay in the execution of any of its obligations specified in these GTC resulting from events beyond its control (“cases of force majeure”).

A force majeure event includes any act, event, omission or other accident beyond the control of the Musée Yves Saint Laurent Paris. The following nonexhaustive list shows possible cases and situations of force majeure:

- Strikes or any other mass social movement;
- Civil unrest, riots, terrorist attacks or threats of terrorist attacks, war;
- Disruption of private or public means of transportation, whether by land, sea or air;
- Disruption of private or public telecommunication grids or networks;
- Fires, explosions, storms, floods, earthquakes, pandemics or other natural catastrophes.

The obligations of the Yves Saint Laurent Paris Museum under these GTC will be automatically suspended during the period in which the case of force majeure continues.

The Musée Yves Saint Laurent Paris will make every effort to remedy the inconvenience caused by the case of force majeure and to find a solution allowing it to perform its contractual obligations as quickly as possible.

## 12) Website access and security

The museum's website is generally accessible 24/7, without interruption, except during website maintenance or in cases of force majeure.

The Musée Yves Saint Laurent Paris cannot be held responsible for any damages of any kind that may result from the unavailability of the website.

Users of the website are advised that, due to factors inherent to the internet, the data transmitted via the website is not protected against the risk of misappropriation and/or piracy, for which the Musée Museum Yves Saint Laurent Paris can in no way be held responsible. It is the user's responsibility, if necessary, to take all appropriate measures to protect their computers and/or their data, including by setting up the appropriate technical tools such as antivirus software, firewall, automatic cleanup software or other protection.

## 13) Intellectual property

All content present on the museum's website (texts, images, photographs, videos, logos, drawings, trademarks, patents, databases, domain names, etc.) or on any other similar website held by the Musée Yves Saint Laurent Paris are protected by intellectual property laws and may not be reproduced or used without the prior consent of the Musée Yves Saint Laurent Paris.

No persons are authorized to use, distribute or avail themselves of these intellectual property rights including, but not limited to, the rights held regarding the name Musée Yves Saint Laurent Paris, without the prior written consent of the Musée Yves Saint Laurent Paris.

The trademarks and logos belonging to the Musée Yves Saint Laurent Paris are registered trademarks. Any reproduction without the authorization of the Musée Yves Saint Laurent Paris would therefore be considered counterfeit and constitute an infringement.

#### 14) Protection of personal data

Any personal information transmitted by the customer is handled by the Musée Yves Saint Laurent Paris for the purposes of fulfilling orders and executing contracts concluded with customers. It will be kept only for the time necessary for these purposes.

In addition, the customer may subscribe to the newsletter of the Musée Yves Saint Laurent Paris and receive information or offers regarding events relating to the Musée Yves Saint Laurent Paris and the various activities or events it may organize, subject to the customer's advance authorization for the Musée Yves Saint Laurent Paris to provide the newsletter.

In accordance with the amended version of the "*Informatique et Libertés*" law of January 6, 1978, every customer has a right to access, correct, oppose or delete information concerning them, which they can exercise in writing to the Musée Yves Saint Laurent Paris, whose contact details are shown in Article 18.

#### 15) Cookies

Cookies may be placed on a customer's computer to register information relating to the customer's use of the website. The customer will be informed of this on the website.

The customer can block the use of cookies by configuring their browser not to accept cookies.

#### 16) Changes to the General Terms and Conditions (GTC)

The Musée Yves Saint Laurent Paris may occasionally modify these GTC, in particular to reflect possible regulatory and legislative changes, changes in market conditions, changes in payment methods, or for any other reason that the Musée Yves Saint Laurent Paris would see fit to change at its discretion.

No other person may modify or revise the GTC; any attempt to do so will not be recognized by the Musée Yves Saint Laurent Paris.

The customer is bound by the GTC in effect at the time of placing an order on the museum's website.

#### 17) Applicable law – Customer complaints – Litigation

The present GTC and any order placed on the museum's website are subject to French law.

Any complaint should be communicated by email or by letter sent to the Musée Yves Saint Laurent Paris at the address shown in Article 18, so that the parties can work towards an amicable solution.

The Musée Yves Saint Laurent Paris commits to handling the complaint in a timely manner.

In the event of litigation, the customer may engage a third party mediator to reach an amicable solution.

If the parties in question cannot reach an amicable solution, litigation will be overseen by French jurisdiction.

## 18) Contacts

The customer may contact the Musée Yves Saint Laurent Paris at the following email address:  
[publics@museeyslparis.com](mailto:publics@museeyslparis.com)

The customer may also contact the Musée Yves Saint Laurent Paris by sending a letter to the following postal address:

Musée Yves Saint Laurent Paris  
5, avenue Marceau  
75116 Paris — France

For any questions concerning an order, customers may contact the Musée Yves Saint Laurent Paris by telephone at 01.44.31.64.00 from Monday through Friday from 9:30 a.m. to 1:00 p.m. and from 2:00 p.m. to 5:30 p.m.