

Château de Fontainebleau

BULK PURCHASE ORDER WORK COUNCILS AND SIMILARS

CONTACT

Existing customer: Yes/No

N° de client :

Surname:

First name(s):

Company:

Job title:

Phone:

Email:

Address:

Postcode:

City:

Country:

AGREED DISCOUNTS ON GROUP RATE

Number of tickets	Applicable discount
≥ 20	5%
≥ 100	8%
≥ 1000	10%

Tickets valid for two years from issue date.

YOUR ORDER

Price	Quantity	Amount before discount	Discount %	Total including discount
14 €				
TOTAL				

PREFERRED TICKET ISSUE OPTION

- E-ticket (email with PDF file or barcodes for your tickets)
 Sent by post

PAYMENT

- Bank cheque made payable to « Agent comptable du château de Fontainebleau »
 Bank transfer (state « achat de billets en nombre » as reference)
Sort code: 10071 / Branch code: 77000 / Account number: 00001002199 / Bank control key: 52 /
IBAN: FR76 1007 1770 0000 0010 0219 952 / BIC: TRPUFRP1

Please send this purchase order with your payment (cheque or transfer slip) to:

Château de Fontainebleau

Service Réservation

or

reservation@chateaufontainebleau.fr

Place du Général de Gaulle

77300 Fontainebleau

I have read and accepted the general terms and conditions of sale.

Contact : Angeline Hervy
angeline.hervy@chateaufontainebleau.fr

Château de Fontainebleau

GENERAM TERMS AND CONDITIONS OF SALE

ADVANCE TICKETING : BULK SALE

1- SUBJECT

1.1 - These general terms and conditions of sale apply automatically and without restriction to all advance purchases of entry tickets to Fontainebleau Château, purchased through the sales channels of Fontainebleau Château Public Company (French acronym FCH), head office address Château de Fontainebleau, APF 91037, 77300 Fontainebleau, France.

1.2 - These terms and conditions are subject to change without notice. In the event of amendment, the general terms and conditions of sale in force on the date that the order is processed shall apply.

1.3 - Advance purchase of entry tickets to Fontainebleau Château by customers implies their full acceptance of these terms and conditions of sale. These terms and conditions apply to the exclusion of any other terms and conditions of sale, and to all countries.

2- PRICE AND PAYMENT

2.1 - Prices

2.1.1 - Prevailing prices are approved by vote by the Governing Board and stated in euros net of taxes. FCH reserves the right to change its prices at any time and without notice. Services are invoiced based on prevailing prices at the time orders are registered.

2.1.2 - All advance ticket orders of whatever origin are payable in euros.

2.1.3 - FCH reserves the right to change entry prices to Fontainebleau Château at any time.

2.2 - Ticket payment

2.2.1 - Tickets are paid for only once (unless otherwise specifically agreed) at the time of their purchase, either:

- By transfer
- Sort code 10071 / Branch code 77000 / Account number: 00001007336 / Bank control key 29 / Domicile FRPULH31. IBAN FR76 1007 1770 0000 0010 0733 629 BIC FRPULH31
- By bank cheque made payable to "booking office manager"

2.2.2 - Cheques from banks not domiciled in France are not accepted. Customers whose bank is domiciled overseas may only pay by bank transfer.

2.2.3 - Any payment method not included in these general terms and conditions of sale shall be refused.

2.3 - Pricing

2.3.1 - Special prices for bulk ticketing approved by vote at the Governing Board meeting of 7 March 2017. These special prices are agreed based on the quantity of tickets ordered.

2.3.2 - Discounts offered to tourism professionals and similar are applied to the general public group price in force:

- 5% discount for 20 tickets or more
- 8% for 100 tickets or more
- 10% for 1000 tickets or more

2.3.3 - Discounts offered to work councils and similar are applied to the general public group price in force:

- 10% discount for 20 tickets or more
- 15% discount for 100 tickets or more
- 20% discount for 500 tickets or more
- 25% discount for 1000 tickets or more

2.3.4 - Methods of applying discount may entail a specific agreement.

3- FREE ENTRY AND DISCOUNTED PRICE

3.1 - Free entry

The following categories of individuals are entitled to free entry to the Grand Apartments tour on presentation of proof of entitlement:

- under 18 years old
- Young people aged 18 - 26 years old, long-term residents in a European Union country, of whatever nationality
- Disabled civilians and disabled war veterans (and their carers)
- Jobseekers, persons in receipt of minimum income allowance, specific welfare allowance, single parent allowance, minimum old age pension
- Education Pass holders
- University and Art School students, students at the École du Louvre, students at the National Heritage Institute, students at the École Nationale des Chartes
- Scientific staff working for public museums, staff at the Ministry of Culture, staff at the INHA
- Teachers of art history, plastic arts, architecture and archaeology
- Journalists holding press cards
- Speakers and tour guides/interpreters
- Members of ICOM and ICOMOS
- Coach drivers accompanying their group
- School group monitors (maximum one per seven pupils)
- Members of the Society of Friends of Fontainebleau Château
- Holders of the Balad'Pass 77 card issued by Seine-et-Marne Tourism, accompanied by an adult paying full price
- Holders of the "Découvertes en liberté" card, a professional card issued by Île-de-France Regional Tourism Board
- Staff of tourism offices and boards, Department-level tourism boards, regional tourism boards, and the French tourism development agency Atout France
- Tourist group managers accompanying groups on site and holding a professional card (travel agency, tour operators, coach operators), maximum 1 manager per 30-person group
- Leaders of social service area groups, one leader per group of 10 persons, validated by the relevant social services department of the organisation
- On the first Sunday of each month (except in July and August), admission to Fontainebleau Château is free

Château de Fontainebleau

3.2 - Discounted rate

The discount rate for admission to the Grand Apartments tour applies to the following categories of individuals upon presentation of entitlement:

- Large families
- Long-term non-residents of European Union countries, and non-EU Europeans aged 18 - 25 years old
- Visitors paying the entry fee with individual or group holiday vouchers
- RNM Privilege Card
- Visitors paying admission fee and guided tour
- Holders of Paris-Visite train ticket
- Holders of France-Montgolfière hot air balloon trip ticket for trip leaving after Fontainebleau Château visit
- Holders of Paris-plus pass
- Holders of entry ticket for Visitez Malin partner sites
- Members of Societies of Friends recognised by Fontainebleau Château Public Company
- Home Office officials, their families and retired officials
- Groups holding combined Fontainebleau-Vaux le Vicomte tickets

4- TICKET ISSUANCE

4.1 - Different ticket issuance options are offered:

- e-tickets: issue by email of a PDF or Excel file containing the bar codes for printing off
- issue of thermal tickets sent by post
- Online stock of e-tickets available via FPCF interface for professionals
- VOUCHER

4.2 - FPCF cannot be held responsible for loss, theft, alteration or delay in delivery of tickets.

5- CONDITIONS FOR THE USE OF TICKETS

5.1 - Tickets purchased in advance are valid for two years from their date of issue.

5.2 - A ticket is valid for entry to Fontainebleau Château covering only the routes permitted for independent, unguided tours.

5.3 - It is strictly prohibited to copy, duplicate or counterfeit the ticket in any way whatsoever, or to offer it for such ends.

5.4 - Only the first person presenting the ticket shall be admitted. This person is presumed to be the legitimate ticket holder.

5.5 - FPCF may refuse entry if several prints, reproductions, copies or imitations of a ticket issued for printing at home are in circulation, and admission has already been granted to the holder of the relevant printed, reproduced, copied or imitation ticket of the type issued for printing at home.

6- USE OF PERSONAL DATA

6.1 - Purchasers are only asked to provide the information and data required for managing their order, completing the transaction, or required for their information and dealings with FPCF. These data are stored in the FPCF database.

6.2 - In accordance with articles 38, 39 and 40 of Law no. 78-17 of 6 January 1978, amended in 2004, relating to Data Processing, Data Files and Individual Liberties, purchasers have the right to access, correct and request deletion of their data. Should purchasers wish to exercise these rights, they may approach FPCF.

7- CONDITIONS FOR RETURN/CANCELLATION OF TICKETS

7.1 - The sale of admission tickets for a cultural site or for services associated to same is similar to the sale of leisure services and, pursuant to article 1121-21-8-12 of the French Consumer Code, offers no right to a withdrawal period.

7.2 - Tickets may not be returned, exchanged or refunded, in particular in the event of loss or theft, or in the event of partial or total closure of Fontainebleau Château.

7.3 - Any complaint relating to a service must be sent to FPCF in writing, by means of registered letter with acknowledgement of receipt, within a maximum of 8 days following the service in question.

8- RESPONSABILITIES

8.1 - Neither FPCF nor the purchaser may be held responsible for any non-execution due to force majeure: wars, riots, insurrections, full or partial strikes within and outside FPCF, interruption of means of transport or supply for whatsoever reason, legal or governmental restrictions, fires, earthquakes, storms or floods.

8.2 - FPCF may not be held responsible for the use of tickets ordered; the purchaser is solely responsible for their use by him/herself or by a third party.

9- DROIT APPLICABLE-REGLEMENT DES LITIGES

9.1 - These general terms and conditions of bulk sale are governed by French law.

9.2 - In the event of legal proceedings arising from these general terms and conditions of sale which cannot be settled amicably, the matter shall be submitted to the courts having jurisdiction in the place where FPCF has its registered office.