

General Terms and Conditions of Sale – Science Expériences

PREAMBLE

Any order for a ticket placed on the website www.science-experiences.com is governed exclusively by these general terms and conditions of sale, which we recommend that you read carefully.

Placing an order implies prior consultation of these general terms and conditions of sale and constitutes full and irrevocable acceptance of them.

ARTICLE 1 – ACCEPTANCE OF THESE GENERAL TERMS AND CONDITIONS OF SALE

These general terms and conditions define the rights and obligations of the parties in the context of the remote sale of tickets on the website www.science-experiences.com.

The Customer acknowledges having read these general terms and conditions of sale before validating their order. Any validation of the order constitutes acceptance of the terms and conditions without exception.

Science Expériences reserves the right to adapt or modify these terms at any time. In the event of a modification, the terms applicable to each order will be those in force on the day the order is placed.

ARTICLE 2 – TICKETS AVAILABLE FOR SALE

2.1 Services provided by the tickets

Tickets grant access to temporary exhibitions and/or permanent collections of museums and monuments managed by Science Expériences for a specified period.

2.2 Validity period of tickets

Each ticket is valid only for the period indicated on it.

2.3 Ticket availability

Customers are informed in real time, when placing their order, of the availability of the tickets requested.

ARTICLE 3 – SERVICE FEES AND ORDER PRICE

The website offers several price categories depending on the type of visit and the age or status of the visitor.

Ticket prices are those displayed on the various sites managed by Science Expériences at the time of ordering. They do not include any additional management fees charged at the time of purchase.

The total price shown at order validation is the final price, including all taxes and management fees. It is stated in the order confirmation email and invoice.

Prices are indicated in euros.

Science Expériences reserves the right to modify its prices at any time.

ARTICLE 4 – ORDER PROCESS

The online ordering procedure includes the following steps:

The customer selects the ticket(s) of their choice.

For each ticket, the customer selects the visit date and time (if applicable), and the number of entries corresponding to the selected price category.

The customer may create a customer account or log into their existing account using a username and password.

The online order may require the customer to provide necessary information such as:

- first and last name
- address
- phone number
- email address
- date of birth

A summary of the order is displayed.

After verifying the order and reading the terms and conditions, the customer proceeds to payment by entering their bank details and confirming the payment.

If the payment center refuses the transaction, the order is automatically cancelled.

Any payment made constitutes an **irrevocable acceptance of the order**.

The customer receives an order confirmation email.

ARTICLE 5 – PAYMENT TERMS

5.1 Payment method

Payment must be made in euros and by credit/debit card.

5.2 Payment processing

The customer's bank account is debited as soon as the payment center accepts the transaction.

If the payment is refused, the order is automatically cancelled.

5.3 Invoice

After the transaction, the customer can obtain an invoice by logging into their account.

5.4 Payment security

Card payments are processed through the secure banking servers of the partner **Adyen**.

No banking information passes through the Science Experiences website.

Card details are encrypted using the **SSL (Secure Socket Layer)** protocol and are never transmitted in plain text.

Science Expériences does not have access to the customer's card details and does not store them.

ARTICLE 6 – ORDER CONFIRMATION

Once the payment is confirmed, the customer receives an email confirmation containing:

- date and time of the order
 - essential characteristics of the tickets purchased
 - unique order number
 - total amount of the order
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ARTICLE 7 – TICKET DELIVERY

Tickets may be delivered in several ways:

1. **PDF e-ticket** downloadable from the customer account and printable on A4 paper.
2. **Image version** downloadable on a mobile phone.
3. **Digital wallet integration** (Apple Wallet, Google Wallet, etc.).

Tickets may be printed in **black and white or color**.

ARTICLE 8 – CONDITIONS OF TICKET USE

All tickets are checked at the entrance by scanning the **barcode**.

Only tickets with a readable barcode and clearly legible information will be accepted.

The customer must ensure that:

- the ticket is correctly printed on A4 paper (if printed)
- the barcode is readable
- the ticket details are clear (type of visit, validity period, ticket holder name)

Tickets that are **partially printed, damaged, dirty, or unreadable** will not be accepted.

Reduced-price tickets must be presented with valid proof such as:

- ID card
- family record book for children
- unemployment certificate or job-seeker card issued within the last 6 months
- large family card

Tickets are only valid for the visit and time indicated.

The ticket must be kept until the end of the visit.

Science Expériences reserves the right to refuse entry if these conditions are not met.

ARTICLE 9 – FRAUD, LOSS, OR THEFT

Fraudulent use

Reproducing or duplicating tickets is strictly prohibited.

Anyone who illegally reproduces or uses counterfeit tickets may face **criminal prosecution**.

If a barcode has already been scanned, entry will be refused.

ARTICLE 10 – REFUNDS AND EXCHANGES

10.1

According to Article L121-20-4 of the French Consumer Code, **ticket purchases are not subject to the legal right of withdrawal.**

Tickets cannot be refunded unless the event is cancelled by Science Expériences.

10.2

If Science Expériences cancels the event, the customer service team will contact you by email or SMS and offer:

- rescheduling for another date/time (if possible), or
- a refund.

10.3

Refund requests must be made through the Fever customer service.

10.4 Ticket exchange

Tickets can be modified **only for a change of date or time slot** for the same event.

Conditions:

- allowed **once only**
- fee of **€2 per ticket**
- must be done **up to 1 hour before the visit**

Family packs can only be exchanged as a **whole pack**, with a **€2 fee per pack**.

ARTICLE 11 – FORCE MAJEURE

Science Expériences cannot be held responsible for failure to perform due to force majeure.

Examples include:

- strikes
 - transport disruptions
 - supply blockages
 - government restrictions
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ARTICLE 12 – PROOF AND ARCHIVING

Electronic records stored by Science Expériences or its service providers serve as proof of:

- the sales contract
- the order date
- orders placed
- payments made

Orders and invoices are archived in accordance with the French Civil Code.

ARTICLE 13 – PERSONAL DATA PROTECTION

When placing an order, personal information may be requested:

- name
- address
- email
- phone number
- date of birth

This data is used to process and track the order and inform customers about any rescheduling or cancellation.

The data is processed by **Fever** on behalf of Science Expériences in compliance with French data protection law (Law No. 78-17 of January 6, 1978).

Customers have the right to:

- access
- modify
- correct

- delete their personal data

Requests can be sent to the **Fever Customer Service for Science Expériences**.

ARTICLE 14 – ENTIRE AGREEMENT

These general terms constitute the entire agreement between the customer and Science Expériences.

If one clause becomes invalid, the remaining clauses remain in force.

ARTICLE 15 – DISPUTE RESOLUTION

These terms and any order placed are governed by **French law**.

Any complaint must include details of the issue and the order number and must be sent to:

Science Expériences
16 cour Saint-Émilion
75012 Paris
France

If no satisfactory response is received within **60 days**, the customer may refer the dispute to the **Tourism and Travel Mediator** (www.mtv.travel).