

General Terms and Conditions of Sale for Individual persons

Name and Sign : **Provins Tourisme, entre Bassée, Montois et Morin**

French Law of 1901 concerning associations

Head Office: BP 44 - 77482 PROVINS cedex – France

Phone number: 00 33 (0)1 64 60 26 26

Website: <https://www.provins.net>

Prefectural authorization: .077.95.0001

SIRET: 39230134700028

Code APE: 7990Z

Intra-Community VAT: FR 46 392 301 347 000 28

The Intercommunity Tourist Office **Provins Tourisme, entre Bassée, Montois et Morin**, within the framework of the law of 13 July 1992, can ensure booking and sale of all

the types of services and reception of general interest in its geographical area of intervention

in accordance with its statutes.

Authorization n°AU.077.95.0001

The present conditions of sale are concluded on the one hand by **Provins Tourisme, entre Bassée, Montois et Morin** the seller hereinafter referred to as "PT" and, on the other hand, by any natural person or moral wishing to make a purchase via the website of "PT" hereinafter referred to as "the buyer".

Subject

The purpose of these terms and conditions of sale is to define the contractual relationship between PT and the buyer and the conditions applicable to any purchase made through the merchant site of PT, whether the buyer is a professional or a consumer.

The acquisition of a good or service through this site implies acceptance without reservation by the buyer of the present conditions of sale.

These conditions of sale shall prevail over all other general or special conditions not expressly approved by PT.

PT reserves the right to modify its terms and conditions of sale at any time. In this case, the applicable conditions will be those in force at the date of the order by the buyer.

Characteristics of the goods and services offered

The products and services offered are those listed in the catalogue published on the website of PT.

These products and services are offered while stocks last.

Each product is accompanied by a description drawn up by the supplier.

The photographs in the catalogue are as accurate as possible but cannot ensure a perfect similarity with the product offered, especially with regard to colours.

Rates

The prices in the catalogue are inclusive of tax in euros and include VAT. applicable on the day of the order; any change in the rate may be reflected in the price of products or services.

PT reserves the right to modify its prices at any time, it being understood, however, that the price shown in the price list may be changed at any time in the catalogue on the day of the order will be the only one applicable to the buyer.

The prices indicated do not include the costs of order processing, transportation and delivery provided that they take place in the geographical areas specified below.

Geographical area

The online sale of the products and services presented in the site is reserved for buyers who reside in France, in the French overseas departments and territories or in Monaco and for deliveries required in these geographical areas.

Orders

The buyer, who wishes to purchase a product or service must obligatorily:

- fill in the identification form on which he will indicate all the requested information;
- fill in the online order form giving all the references of the products or services;
- fill in the identification form on which he will indicate all the requested information;

- fill in the online order form giving all the references of the products, services or selected services;
- validate his order after checking it;
- make payment as per the terms and conditions of the order;
- confirm the order and payment.

Confirmation of the order implies acceptance of these terms and conditions of sale, the agreement to be fully aware of them and the renunciation to avail oneself of one's own terms and conditions of purchase or other conditions. All the data provided and the recorded confirmation will serve as proof of the transaction.

The confirmation will be worth signature and acceptance of the operations carried out.

The seller will communicate by e-mail confirmation of the registered order.

Withdrawal

Buyers, non-professional natural persons, benefit from a withdrawal period of seven days from the delivery of their order to return the product to the seller for exchange or refund without penalty, except for the cost of return.

For tickets visits, shows... no refund or exchange will be made. Only a possible extension of the validity date will be proposed.

Deliveries

Deliveries are made to the address indicated in the order form, which can only be within the agreed geographical area.

The risks are the responsibility of the purchaser from the moment the products have left the premises of PT. In the event of damage during transport, the justified protest must be made to the carrier within three days of delivery.

Orders are delivered by post with an average observed delay of 10 to 12 working days from the 1st working day following the order.

To collect the tickets from the Tourist Office on the day of arrival, presentation of the order confirmation is compulsory.

Guarantee

All products supplied by the seller benefit from the legal guarantee provided by articles 1641 and following of the Civil Code. In case of non-conformity of a product sold, it may be returned to the seller who will take it back, exchange it or refund it. All claims, requests for exchange or refund must be made by mail

to the following address:

PROVINS TOURISME - BP 44 - 77482 PROVINS CEDEX – France
within thirty days of delivery.

Responsibility

The seller, in the process of selling online, is only bound by an obligation of means; its liability cannot be held liable for any damage resulting from the use of the Internet such as data loss, intrusion, viruses, service disruption, or other unintended problems.

Personal Data

Provins Tourisme, *entre Bassée, Montois et Morin* in its responsibility for data processing, collects your data to manage your orders and to send you its promotional offers based on your given consent or our contractual relationship.

The data collected is processed within the European Union according to the article 2016/679 of 27 April 2016, supplemented by the French Data Protection Act, (rewritten by order of 12 December 2018)) is effective from 1 June 2019 (decree 2019-536).

Archiving - Evidence

PT will archive purchase orders and invoices on a reliable and durable medium constituting a true copy in accordance with the provisions of Article 1348 of the Civil Code. PT's computerised registers shall be considered by the parties as proof of communications, orders, payments and transactions between the parties.

Dispute Resolution

The present conditions of online sale are subject to French law. In case of dispute, jurisdiction is attributed to the competent courts of Paris, notwithstanding plurality of defendants or appeal in warranty.