These Terms & Conditions (T&Cs) of Sale shall apply to all of the services which the Vaisseau may provide in the context of welcoming groups, with the exception of additional fee-paying services for temporary exhibitions, in the gift shop and cafeteria. All bookings require full and unreserved acceptance by the customer of the terms herein.

Terms & Conditions of Sale

for schools and groups

Applicable as of 1 January 2022

These T&Cs shall apply to visits by school and other groups (excluding family visits) :

of at least 10 paying members (children or adults) who, on this basis, benefit from a group admission price of €5/person for an unaccompanied visit plus a supervised activity, or €3/person for an unaccompanied visit only ;

of at least 5 visitors with disabilities who, on this basis, benefit from a group admission price of €3/person.

A school group may comprise up to 36 children per bookable time slot. Larger groups will be split into several smaller groups, depending on availability of the preferred visiting slots.

A youth or community group outside the school setting may comprise up to 60 children per bookable time slot.

Groups of children under 3 years of age cannot benefit from an organised group visit and, as such, children under 3 years of age cannot take part in a supervised activity.

1. SERVICES AVAILABLE

Services that are available to ALL GROUPS (schools and other groups) are as follows :

* Welcome by a science communicator at the booked visiting time
* Free group cloakroom

Option, to be selected when making the booking : Activity supervised by a science communicator.

The booking department must be informed of the preferred supervised activity theme when making the booking, otherwise it will not be possible to issue a booking option. All of the information about the supervised activities available can be found on the website www.levaisseau.com, under “For teachers”.

Some areas, exhibitions or events may be inaccessible owing to works or on functional or organisational grounds. Closure of spaces or changes to the day’s programme may take place without notice and do not entitle visitors to any discount or refund on the price of the admission ticket.

Groups welcomed for morning visits may then have access to a dining room for lunch, if booked beforehand. Picnic lunches may be possible outside of periods with specific pandemic-related restrictions. The Vaisseau reserves the right to change this option in accordance with the health restrictions to be complied with.

Picnic packs can be ordered on a quotation basis. Said services must be fully paid for in advance, at the time of order, no later than 7 days prior to the visit date.

The supervised activity and dining room will only be accessible to groups after the booked visiting time indicated in the booking agreement and after admission tickets have been checked.

1. TERMS BEARING ON FREE ADMISSION FOR GROUP LEADERS

For groups of adults, the Vaisseau applies the following rule :

* 1 group leader goes free for every 30 paying adults.
* Teachers get free admission during visits with their classes.

Outside of visits with their classes, practising teachers are allowed one free visit for every visit booked (the booking confirmation must be shown).

Specifically regarding youth and community groups outside the school setting, the supervision rules governing a Collective Outing of Children defined by law must be followed and the number of supervisors may not be less than the regulatory ratio set.

The free admission rules for other group leaders (not including teachers) are as follows :

Schools:

* Primary school groups = 1 group leader goes free for every 6 children
* Secondary school groups = 1 group leader goes free for every 12 children

Other groups :

* Group of children under 12 years of age = 1 group leader goes free for every 6 children
* Group of children aged 12 and over = 1 group leader goes free for every 12 children
* Group of visitors with disabilities = 1 companion / carer goes free for every visitor with disabilities.

In all cases and irrespective of the number of children, 2 adults (including the teacher) will be granted free admission.

For every additional group leader/carer, the price is €3/person.

1. BOOKING TERMS

The capacity for group visits is limited. Booking is required for all groups and all requests will be processed on the basis of available group visit time slots at the time of booking.

Bookings must be made at least 15 days prior to the visit date (by phone, email or fax).

When making the booking, the booking department must be provided with the following information :

* Preferred date and time for the visit
* Group size
* Age range
* Customer’s full contact details
* Name and contact details of the group leader
* The chosen supervised activity (see Section 1)

A booking option may only be issued if the booking department is provided with all of the information required to compile the booking file.

If a time slot is suggested in response to a booking request, a document confirming the booking option and quotation is then emailed to the customer.

The option is only valid for 7 days from the issue date. The expiry date is specified on the booking option, which must be returned duly completed and signed by the customer by the option’s expiry date at the latest.

1. BOOKING CONFIRMATION

The booking is confirmed upon receipt of the duly completed and signed booking option.

As soon as the Vaisseau receives the booking option, it will email a booking confirmation to the customer, with the booking agreement attached. The group leader must show the booking agreement at the Vaisseau’s ticket desk on the day of the visit.

Customers may not edit the booking documents of their own accord. Any changes to the booking terms must be requested by contacting the booking department again.

1. CHANGES AT THE CUSTOMER’S REQUEST PRIOR TO THE VISIT

If customers wish to make changes to the booking terms ahead of the visit date, they must send a request to the booking department at least four working days prior to the visit date. The booking department may ask for a written request confirming the change request where applicable.

Changes are made in accordance with the Vaisseau’s specific booking regulations and subject to availability if they concern a change in time, date or a group’s educational level.

1. CHANGES AT THE CUSTOMER’S REQUEST ON THE DAY OF THE VISIT

If the group that arrives on the day of the visit is larger or smaller than the size specified at the time of booking (subject to the minimum group sizes entitling visitors to group prices and services) :

* for payments on-site, the customer will pay for the number of admission tickets corresponding to the group’s actual size
* for deferred settlement, the customer will sign a certificate indicating the actual number of participants, corresponding to the number of admission tickets issued.

Additional participants will only be admitted subject to visitor number capacities. The Vaisseau will assess said capacities on the group’s arrival. In liaison with the On-Duty Officer and subject to visitor number capacities, the visitor department will decide whether to grant or deny the group access to the Vaisseau.

If the group size ends up being smaller than the required minimum for benefiting from group prices and services, the customer’s booking option will no longer apply and the applicable admission prices for the general public will have to be paid on the day of the visit.

1. IN THE EVENT OF LATE ARRIVAL

In the event of late arrival on the day of the visit, the visiting time will be moved subject to availability. However, under no circumstances may supervised activities be moved to a later time or date. Their duration will simply be shortened.

1. CANCELLATIONS BY THE CUSTOMER

Any cancellation of a confirmed booking must be notified in writing at the earliest possible opportunity and at least 15 days prior to the visit date. Any cancellations received with less notice given will be invoiced 30% of the total amount owed.

1. CHANGES OR CANCELLATION BY THE VAISSEAU

The Vaisseau’s Management reserves the right to change any booking in the event of force majeure, unforeseeable circumstances or specific operational requirements, without this giving rise to any compensation.

1. PAYMENT TERMS

For all group bookings, the booked services shall be paid for in full on the day of the visit, based on the actual group size in attendance.

Payment of the full amount or balance where applicable may be made as follows :

* either on-site, on the day of the visit, in cash (up to €300), by cheque that can be cleared in France or by payment card.
* or by deferred settlement, on an invoice basis, upon presentation of an order form, administrative instruction or voucher duly completed, at the time the signed booking option is sent or on the day of the visit at the latest. A payment order will be issued by the Paierie Départementale for the balance of the visit.

Coupons or pre-paid tickets are not accepted as means of payment for group bookings. Family or child yearly passes may not be shown for admission on booked group visits either.

1. SECURITY AT THE VAISSEAU

The group leader must ensure that the group behaves in accordance with the instructions given upon arrival and in a manner that does not undermine the quality of the visit or the comfort of other visitors. The group leader must be present throughout the visit. The Vaisseau reserves the right to refuse the admission of anyone whose behaviour is considered to be violent, offensive or non-respectful of other visitors and/or staff.

1. DISPUTES AND COMPLAINTS

These T&Cs of sale are subject to French law and come within the jurisdiction of Strasbourg Court. In the event of complaints, customers may contact the Vaisseau by sending either an email to info@levaisseau.com, or a letter to :

Le Vaisseau – 1 bis rue Philippe Dollinger– 67100 Strasbourg FRANCE