

Terms & Conditions of Sale for the general public

Sales made via the website
levaisseau.com

Applicable as of 01 January 2024

These Terms & Conditions (T&Cs) of Sale shall apply to all of the services sold online by the Vaisseau, 1 bis rue Philippe Dollinger in Strasbourg, in the context of individual visits.

Online ticket purchases are made on the Vaisseau's website: "tickets.levaisseau.com", managed by the company VIVATICKET.

All ticket orders imply full and irrevocable acceptance by the customer of these T&Cs of Sale. The Vaisseau reserves the right to amend these T&Cs of Sale at any time and without notice. The applicable terms are those in force on the day the order is placed.

1- Online purchases

Tickets can be bought online prior to an on-site visit via the online ticketing website. Visitors are asked to print out or download their ticket before arriving at the Vaisseau.

2-Characteristics of tickets sold and list of different services available

2.1 The admission ticket provides access, within the opening dates and times, to the following services:

- All exhibitions (including the Garden) *
- Activities that are free of charge
- The gift shop
- The cafeteria

* Some exhibitions and events may be inaccessible owing to works, health measures, special programmes or on functional or organisational grounds. Closure of areas 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.

2.2 The cultural events below also require purchase of an admission ticket to be able to take part:

- Shows
- Workshops and courses
- Other specific events

3-Order terms

The procedure for placing an order comprises a certain number of selection and confirmation steps.

To purchase an online ticket, customers must:

- Select the relevant service(s) on the website;
- Select, in the drop-down menu, the number of tickets required then click on "Add to basket". The service(s) selected will be saved in the basket for 1 hour. Then click "Next"
- For events held in sessions: Select their preferred date and time for visiting on the calendar showing the available slots. Only available slots are shown.
- Create an account on the website by entering their contact details, or sign in if they have already created an account;
- Accept the T&Cs of Sale and click on "Payment";
- Use a payment card to pay by confirming your identity, where applicable, according to the 3D Secure standard by entering the code sent by your bank;
- If the payment is accepted, an order confirmation is displayed and you will receive a summary email with the ticket(s) attached in PDF format (you may well find this email in your junk email);
- Customers should print out or download their ticket(s) on their mobile phone or tablet. When it is not too busy, reception staff can retrieve digital tickets and print them out directly at the ticket desk.

Customers can continue to make changes to their order up until the payment stage. Once payment has been confirmed, no cancellation or amendment will be possible.

4-Rates

Rates and the terms for concessions and free admission are listed on the website. <https://www.levaisseau.com/en/prepare-for-my-visit/prices>.

The prices applicable online are those in force at the time of placing the order. Only full-price tickets are available for purchase online.

Anyone eligible for free admission or concessions must go to the reception desk on the day of their visit and show a valid form of ID to obtain an admission ticket to the Vaisseau at a reduced rate.

By buying a full-price ticket, customers waive any rights they may be able to claim in terms of concessions or free admission for their visit.

5-Conditions for using tickets

Tickets plus the requisite forms of ID for any concessions must be shown at the reception desk or entrance terminals to be able to access the exhibitions. Tickets that have been bought and paid for online, and sent in PDF format, grant direct access to the entrance turnstiles, without needing to queue at the ticket desk. Each time a ticket is scanned, one (1) person is allowed through.

Tickets that can be printed out at home are available and accessible until the visit date selected during purchase by clicking on the link in the order confirmation email or in the customer's personal account on the website. Customers must make sure that the barcode and information indicated on the ticket are clearly legible.

Tickets can also be scanned when displayed on a smartphone, by increasing the screen's brightness to the maximum and disabling the auto-rotate feature. The same digital ticket cannot be used for several admissions to the Vaisseau. Only the first person to show the digital ticket will be granted admission, as they are assumed to be the legitimate ticketholder. Once the validity date has passed, the ticket expires and no longer grants access to the Vaisseau. An expired ticket bought online at www.levaisseau.com/en cannot be extended, exchanged or reimbursed. The ticket is only valid on the date and at the time indicated on the ticket, save for admission tickets to exhibitions which are valid 90 days as from the date of purchase.

6-Use of admission tickets in the context of memberships:

Membership card holders (Science Pass Duo or Science Pass Family) to the Vaisseau benefit from unlimited entry for one year as from the date of purchase. Upon every visit, the member must go to the ticketing office with their Science Pass to enable the ticketing officer to verify the identity of the beneficiaries before printing day tickets.

Admission tickets to the Vaisseau are only valid for one entrance per day to the Vaisseau. Thus, the ticket cannot be reused more than once on the same day.

7-Cancellations and refunds

Pursuant to Article L. 221-28-12° of the French Consumer Code, admission tickets or services for a museum or any leisure activity are not subject to a right of withdrawal.

Issued tickets may not be exchanged or reimbursed, unless the Vaisseau cancels all of the services to which said tickets give access. Exchanges and refunds are, however, excluded when such cancellation is due to a case of force majeure.

Owing to requirements regarding the safety of persons and property, the Vaisseau is entitled to close or change its opening times. Should the Vaisseau cancel or change the service to which a ticket gives access, customers will be contacted as promptly as possible to be notified thereof and, where possible, of the postponement of the service in question. If such postponement is impossible, customers may ask for a refund for the price of the ticket. You must do this within the three (3) months following the date of the cancelled or changed service, by sending the valid ticket and your bank details or payment card number with its expiry date, excluding any other form of compensation or indemnity whatsoever, by post to Le Vaisseau - 1 bis rue Philippe Dollinger- 67100 Strasbourg FRANCE.

Said refund shall only be made to the initial customer once the ticket has been returned.

8-Customer relations

For any questions or complaints regarding use of the website, the order process or conditions for using the tickets, customers can contact the Vaisseau either by emailing info@levaisseau.com, or writing to: Le Vaisseau - 1 bis rue Philippe Dollinger 67100 Strasbourg.

9-Personal data

Customers are informed that their personal data collected via the website is used by the Vaisseau pursuant to Regulation (EU) 2016/679 of 27 April 2016 (hereinafter the "General Data Protection Regulation"). When placing orders, customers are asked to provide the following personal data: first and last names, billing address, email address and telephone number.

Customers' personal data is collected for the following purposes:

- Management of orders and relations with customers;
- Sending the Vaisseau's newsletters out by email (subject to the customers giving their prior consent). Customers can unsubscribe at any time by clicking on the unsubscribe link in each email.

In that respect, the legal basis for the processing is either contractual for managing purchases or consent regarding customers' subscription to the Vaisseau's newsletter. The data recorded is solely for use by the Vaisseau's authorised departments and may be forwarded to its subcontracted service providers involved in the ticket purchasing procedure.

Personal data collected in this way will be stored for the following periods of time:

- 2 years from the last purchase
- 2 years if subscribed to the newsletter and throughout the subscription period.

Pursuant to the French Act of 6 January 1978 amended, known as the "French Data Protection Act" and the General Data Protection Regulation, with respect to their data customers have rights of access, to rectification and erasure, to data portability and restriction of processing. They are also entitled to object to the processing of their personal data and to object to the data being used for direct marketing purposes. They may also define advance directives concerning the processing of their personal data after their death.

To exercise said rights, customers must send a request to the Data Protection Officer of the Collectivité européenne d'Alsace (within whose jurisdiction the Vaisseau comes), along with a photocopy of their form of ID, where applicable, to the following postal address: Collectivité européenne d'Alsace - Délégué à la protection des données - Place du Quartier Blanc 67000 Strasbourg FRANCE

or to the following email address: dpo@alsace.eu. Finally, customers may lodge a complaint with the French Data Protection Authority (CNIL).

10-Liabilities

Customers must check the tickets and confirmation of the online purchase when they are issued or sent to their email address. They take sole responsibility for using the tickets sold and printed out. No claims will be accepted in the event of loss, theft or unlawful reproduction without their knowledge. It should be noted that each visitor must comply with the Vaisseau's Rules of Procedure/for Visitors.

Under no circumstances may the Vaisseau be held liable for any non-performance or poor performance of the services to which the tickets give access, attributable either to the customer, or to the unforeseeable and unavoidable fault of a third party, or to a case of force majeure.

With the exception of a website malfunction which could be attributed to the Vaisseau, the latter may not be held liable for any irregularities that may arise during the process of ordering, processing, downloading or printing out a ticket, owing either to the fault of the customer (particularly their IT operating system), or to the unforeseeable and unavoidable fault of a third party to the service, or to computer or server failure or a disruption in telecommunications, including networks, particularly the Internet.

11-Law and disputes

Ticket sales as stipulated herein are subject to French law. Should a dispute arise, the parties shall endeavour to find an out-of-court solution. Where this is not possible, Strasbourg Administrative Court alone shall be competent