

TERMS AND CONDITIONS OF SALE

GROUPS AND PROFESSIONALS - PONT DU GARD WEBSITE

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TERMS AND CONDITIONS OF SALE

GROUPS AND PROFESSIONALS - PONT DU GARD WEBSITE

Introduction

The Pont du Gard Public Association of Cultural Cooperation (EPCC), set up by decree on the 4th April 2003 by the Gard Prefecture, is responsible for managing the Pont du Gard site. It is a state-funded body with industrial and commercial functions. As such, the Pont du Gard EPCC is the single point of contact for the purchaser and is responsible for meeting all obligations arising from the present terms and conditions of sale.

VENDOR IDENTIFICATION

The Pont du Gard Public Institution for Cultural Cooperation (PONT DU GARD EPCC)
400 Route du Pont du Gard - 30210 VERS PONT DU GARD
SIRET No: 448 279 844 00014
Tel. : + 33 (0)4 66 37 50 99
Email: contact@pontdugard.fr

TERMS AND CONDITIONS OF SALE

These present terms and conditions of sale aim to set out the conditions of access for groups and tourist professionals to cultural activities, guided tours and restaurant catering services; booked via the reservations department, the on site reception desk or online ticket office: billetterie.pontdugard.fr.

The PONT DU GARD EPCC uses a virtual ticketing service for the purchase of tickets and issues customers with access rights, hereinafter referred to as "tickets," for the purpose of clarity.

Any purchase made by the customer implies automatic and unconditional acceptance of the present terms and conditions of sale.

These conditions shall apply to the exclusion of all other terms and conditions, including those relating to partner sales networks, terms and conditions for consumers and Business-event management. The PONT DU GARD EPCC reserves the right to adapt or modify these conditions at any time, without notice. In the event of any modifications to these terms and conditions, the terms and conditions that apply are those in force on the day the booking or purchase is made, or order is placed.

These terms and conditions are set out, and amended, within the framework of sales agreements or booking contracts, providing for specific conditions.

I. Eligibility for group/professional discounts

Group rates apply to bookings of groups of 20 or more paying individuals. Increased rates will apply to all services for groups of fewer than 20.

Tourist professionals (tour coaches, travel agencies and tour operators), involved in promoting destinations to customers, are eligible for discounted rates, irrespective of group number, as agreed with the PONT DU GARD EPCC sales department.

II. Pricing

Prices displayed are shown in Euros and are inclusive of VAT; prices correspond to prices in force on the day the booking or purchase is made, or order is placed. Additional fees may be applied, particularly for online sales. Payment for all services should be made in Euros only. In the event of a change in tax rate, prices will be revised upwards or downwards, accordingly.

Site admission tickets (admission only or admission and tour) include parking, in specially designated areas, on left and right river banks, either side of the site, subject to availability. Parking spaces, which are unsupervised, are strictly reserved for visitors to the Pont du Gard site.

THE PONT DU GARD EPCC reserves the right to change its prices at any time.

Tickets available for sale on the PONT DU GARD EPCC website (www.billetterie.pontdugard.fr), subject to the present terms and conditions, are valid as long as they are available to purchase online. As such, ticket prices may be subject to real-time adjustments.

The PONT DU GARD EPCC reserves the right to refuse a sale or booking, or honour a ticket order from a customer who has not fully settled a previous order or with whom there is an on-going payment dispute.

Full or partial hire of the venue, partial closure or a reduction in opening hours may result in a price reduction if the PONT DU GARD EPCC believes that such conditions will adversely affect the customer experience. In the event of closure due to unforeseen circumstances, revised dates and times will be posted on site and on our website, www.pontdugard.fr, as soon as possible.

III. Freebies

All **coach drivers** will receive free admission to the site, cultural areas and a complimentary restaurant meal. Drivers are only entitled to a complimentary meal if the entire group has ordered a meal at Les Terrasses restaurant. Complimentary meals are not offered during shows or special events, and are not available from the snack bar.

Adults accompanying **school groups** will be admitted free of charge to the site and cultural spaces, with 1 free adult ticket allocated for every 10 paying students or 8 pupils under the age of 6. This offer does not apply during shows or special events and does not include a complimentary meal.

Guides accompanying **adult tour groups** are granted free admission to the site and cultural areas only. Groups are entitled to one complimentary restaurant meal for every 40 paying customers, in addition to the complimentary driver's meal.

Tourist professionals on chauffeur-driven tours, are entitled to one freebie per vehicle, reserved exclusively for the **driver**; this freebie cannot be used by an accompanying guide or customer. This freebie includes free access to the site and cultural areas but does not include a restaurant meal.

IV. Terms and conditions for visitors

Groups participating in guided tours or workshops, or visiting restaurant facilities must check in at the reception area, at least 20 minutes before the time indicated on the agreement.

In the event that the group is delayed, the PONT DU GARD EPCC, reserves the right to shorten or cancel any service, without reimbursing or reducing the price, and replace it with a self-guided tour of the site to be taken during normal opening hours for the Pont du Gard site and its cultural areas.

Purchasing a service and being in possession of the relevant ticket does not entitle the ticket holder to queue-jump (unless indicated to the contrary on the goods purchased.) Terms and Conditions

governing access to the site are set out on the e-ticket and/or at the site entrance. The ticket is valid for any services purchased, on the date and at the time indicated on the purchase offer and reproduced on the ticket. The customer must retain this ticket at all times, when visiting the Pont du Gard site, for presentation at various entry check points.

Groups that have not booked in advance or purchased tickets online, will not receive priority when visiting the site; the PONT DU GARD EPCC can refuse access if it believes that the site's maximum capacity has been reached. No customers will be permitted to **defer payment**, on receipt of invoice, including known customers or customers with a business agreement, unless indicated to the contrary. **Visitors are strongly recommended to book or purchase tickets online**

Ticket use

Purchased tickets cannot be exchanged, refunded or amended, unless the agreed service or event is cancelled by the PONT DU GARD EPCC.

The ticket is only valid for the service purchased, on the specified date, and subject to the conditions, printed on the ticket.

Any reproduction, duplication or counterfeiting of this ticket, using any means whatsoever, is strictly forbidden. Anyone found reproducing and using a duplicate ticket will be liable to criminal prosecution.

Failure to comply with the set of rules outlined above will render the ticket null and void.

Unused tickets will not be reimbursed.

1. Terms and Conditions: Reservations

a. Booking requests and confirmation

All provisional booking requests must be made through the Reservations Department during normal opening hours: Monday to Friday, 9am to 5pm, excluding public holidays. If received outside of these times/hours, the request will be deemed to have been received on the following working day.

Provisional booking requests must be submitted by email, post or telephone and must include the following: The name of the organization, the billing address, the SIRET number and name of group leader; the telephone number of the person in charge; the size of the group and type of visitor; the day, time and type of visit selected, with or without catering.

The Reservations Department will issue a booking contract indicating the **provisional booking expiry date**.

A list of provisional bookings will be drawn up in the event of multiple requests for the same date and space.

Allocation of places will be determined by the date of receipt of the signed contract, together with the initial deposit, or administrative payment orders in the case of public sector organizations.

b. Booking confirmation

No booking shall be considered confirmed until receipt of the **signed contract and deposit or full settlement of the bill by the date indicated on the contract, at the latest**. Failure to confirm the booking, in accordance with the procedures outlined above, will result in the cancellation of the provisional booking. In this instance, the customer will be unable to contest the decision or file a complaint.

Deposit:

An initial deposit for the sum indicated on the booking contract, offset against the total amount due, is payable before the end of the provisional booking expiry date. Public sector organizations will be asked to return the signed, booking contract and arrange an administrative payment order.

Balance:

The balance is due upon arrival, on the day of the visit, at the very latest with the exception of public sector organizations who must arrange an administrative payment order. Payments must be made on receipt of the invoice; no deferred payments will be permitted without a specific business agreement.

Cheques should be made payable to the Régisseur de recettes de l'EPCC Pont du Gard (Pont du Gard EPCC Payments Officer). Payment can be made by bank transfer (bank charges payable by customer). To make it easier to pay before the day of your visit, the PONT DU GARD EPCC has set up a secure, online payment system: <https://billetterie.pontdugard.fr/fr-FR/connexion-egts>. All transactions carried out on the platform are executed immediately.

Customers can request a copy of the paid invoice by emailing comptabilite@pontdugard.fr directly, detailing the booking number and the name of the organization.

By signing this booking agreement, or business agreement, the customer is acknowledging that he fully, and unreservedly, accepts the present terms and conditions of sale

2. Terms and Conditions: Restaurant Services

The Reservations Department is the unique point of contact for all restaurant bookings.

The Reservations Department will take bookings for groups of 20 or more, depending on availability and by prior appointment only. The choice of dishes must be confirmed upon confirmation of booking and 8 days before the visit, at the very latest. After this date, the restaurant will be responsible for deciding the menu, depending on options available.

Invoices will be based on the number of people indicated at the time of the original booking. A 20% increase/decrease in the number of visitors, is permissible up to 8 days prior to the date of the visit.

After this date, a 5% increase/decrease in the number of visitors, is permissible up to 1 day before the date of the visit. No reduction in numbers is possible on the day of the visit.

Groups are only served inside the restaurant.

In the event of a delay in excess of 20 minutes, the PONT DU GARD EPCC may not be able guarantee delivery of the service within the specified timeframe. In the event of a delay in excess of 45 minutes, without prior notice or agreement, the restaurant is not obliged to honour any commitment to the customer and will invoice the customer the full amount due.

3. Terms and Conditions: Online Payments

a. Logging in, setting up and deleting an account

Group packages:

To order an online ticket, the customer needs to set up an account or log-in, if he already has an account.

When setting up an account, the customer must fill in the form and complete all fields marked "required," so his order can be processed.

Company name

Surname, first name and postal address

Current email address

Password

Date of birth

Telephone number (for receiving text notifications in the event of cancellation etc.)

The customer undertakes to ensure that the information entered on the registration form is accurate and correct.

Confirmation of registration and account creation will be sent to the email address indicated on the registration form.

Professional packages:

Customers wishing to create a professional account, must submit an email request to the sales department at reservation@pontdugard.fr, including full details.

The sales department will create an account for the applicant with links to products available to purchase, in accordance with specified conditions. Confirmation of the account will be sent as soon as possible including access codes and a user guide.

To delete an online account, the customer must send a signed letter to the PONT DU GARD EPCC (at the address set out in the introduction) including personal data from the account, provided when the account was set up, together with photocopied proof of identity of an individual authorized to act on behalf of the corporate entity, and his/her signature. He will receive a response within 2 months of receipt of the request.

b. Ordering process

Choice of service and quantities

Setting up an account or logging-in

Acceptance of terms and conditions of sale: the customer acknowledges that he has read, and understood, the present terms and conditions of sale, before placing his order. Any placement of an order therefore implies the customer's acceptance of these terms and conditions of sale.

Confirmation, and contents, of order and price

Online payment

The customer will receive email confirmation of booking and e-tickets that he can download and/or print out.

Evidence of all completed transactions are available to download or print out from the customer area.

Customers can ask for a copy of the paid invoice by emailing comptabilite@pontdugard.fr directly, detailing the booking number and the name of the organization.

The ticket order is only considered confirmed and legally binding on the PONT DU GARD EPCC once the customer has received a confirmation email. The customer is, therefore, reminded to check his email. The customer is responsible for ensuring that the details he has provided are correct.

c. Terms and Conditions: Methods of Payment

Payment of an order by a customer implies definitive acceptance of the quantity of goods requested and stipulated price. The customer cannot claim a refund for any errors relating to number of tickets issued, services requested or date booked, resulting from incorrect input.

Customers must pay for tickets in Euros, using a bank card.

The customer assures the PONT DU GARD EPCC that he is authorised to use the method of payment selected when placing the order.

After checking the order, the customer will be re-directed to a secure distance-selling payment server (3D secure). Customers can pay online by entering their credit/debit card details including the card number, expiry date and secure code found on the back of the card.

Once the transaction is accepted by the payment centre, the customer's bank account will be debited the sum owed. Should the payment centre refuse the transaction, the order will be automatically cancelled.

The PONT DU GARD EPCC is required to produce a proof of purchase. A copy will be available (to download/print) from the customer area. A second copy will be kept for one year by the public institution.

In the absence of evidence to the contrary, data recorded by the PONT DU GARD EPCC constitutes proof of all transactions between the PONT DU GARD EPCC and its customers.

All purchases are final; once payment is confirmed, the customer cannot cancel or amend his booking. The PONT DU GARD EPCC uses the secure, online payment system PAYZEN which is protected by SSL encryption technology. The customer's bank details are protected, since the payment approval codes issued by the banks are the only items that are retained.

The PONT DU GARD EPCC guarantees that the encryption methods and services used for secure payments are authorised and in accordance with current legislation.

d. Exercising right of withdrawal

In accordance with article L221-28-12° of the Consumer Code, services offered by the PONT DU GARD EPCC, classified as leisure and catering services which must be provided on a specific date or within a specific period, are exempt from the right of withdrawal set out in articles L221-18 et seq of the same code for distance and off-premises contracts.

e. Terms and Conditions: E-tickets

All customers must be in possession of an e-ticket when visiting the site and must present it for inspection at check points. Tickets cannot be modified, exchanged or reimbursed. They cannot be transferred or resold.

The e-ticket is only valid if:

- ✓ it is printed on blank, white A4 paper.

A good quality printout is required. Tickets that are partially printed, dirty, damaged or illegible will not be accepted and will be deemed invalid.

In the event of a mishap or poor quality printout, the customer must re-print the file.

To check the quality of the printout, the customer must ensure that the information written on the ticket, as well as the bar code, are clearly visible.

- ✓ The ticket may also be presented in electronic form on a device such as a smartphone or tablet. In this instance, the customer must check that the bar code and information on the ticket are clearly visible and remember to download the tickets on the relevant device before hand.

The PONT DU GARD EPCC cannot be held responsible for ensuring customer access to network providers when on site, or for the theft, loss or malfunction of the customer's mobile device.

There are no facilities for printing tickets on site, on the day of the visit.

The PONT DU GARD EPCC shall not be liable for any malfunction that may occur when printing a ticket if said malfunction was unintentional or resulting from negligence in the event of loss, theft or fraudulent use of the ticket.

Being in possession of a ticket does not entitle the ticket holder to jump the queue (unless specifically indicated on the ticket); information about site access will be detailed on the ticket and/or made available to customers on arrival at the site. The ticket is valid for any services purchased, on the date and at the time indicated on the purchasing offer and reproduced on the ticket. The customer must retain this ticket at all times, when visiting the Pont du Gard site, for presentation at various entry check points.

V. Cancellation or changes to requested services

1. Changes to booking requested by the customer

Any changes to the booking made with our department should be requested in writing (letter or email). If received outside of the times/hours set out in item V-2-a), the request will be deemed to have been received on the following working day.

The PONT DU GARD EPCC shall consider the modification request as soon as practically possible.

Insofar as is reasonably possible, it shall endeavour to accept all modifications but is not obliged to do so.

If the PONT DU GARD EPCC does accept the proposed modification(s), this/these will be agreed in writing.

If modifications relate to group size: Invoices will be based on the number of people indicated at the time of the original booking. This modification does not need to be agreed in writing.

Downward adjustments

A 20% increase/decrease in the number of visitors is permissible 8-15 days prior to the date of the visit. After this date, a 5% increase/decrease in the number of visitors, is permissible up to 1 day before the date of the visit. It is not possible to make any downward adjustments to numbers on the day of the visit, except for site admission which can be reduced by up to 20% of the original number of tickets requested.

Upward adjustments

Customers can make upward adjustments to the number of tickets included in their order up to one day before their visit, via the reservations department and on the day of the visit itself, at the group cash-desk.

Conditions for upward adjustments are as follows:

- The request cannot exceed the number of places available at the time the adjustment is requested.
- Any additional tickets must be paid for at the group cash-desk on the day of the visit.

Changes cannot be made to the date of this visit and will constitute grounds for cancellation.

2. Cancellation of booking at the request of the customer

Any cancellation should be confirmed in writing.

In the event of a change to a reservation date requested less than 8 days before the agreed visit date, the PONT DU GARD EPCC will retain or demand a payment amounting to 50% of the original total cost. For all other cancellations, the PONT DU GARD EPCC will retain or request payment, in line with the calculations outlined below:

Cancellation 11 to 20 days before date of visit	Cancellation 5 to 10 days before date of visit	Cancellation up to 4 days before visit or late arrival
30% of the total sum payable	50% of the total sum payable	100% of the total sum payable

None of this money will be retained by the PONT DU GARD EPCC if it is established that the cancellation requested by the customer is due to a force majeure event.

If the customer decides to cancel one or more of the on site services included in his offer, on the day of the visit, he will not be eligible for a refund.

3. Cancellation or changes to services, initiated by the PONT DU GARD EPCC

Cancellation/Postponement

Tickets cannot be refunded, returned or exchanged unless the PONT DU GARD EPCC has to cancel a relevant service.

In the case of a force majeure event, or for reasons of public interest, the PONT DU GARD EPCC reserves the right to cancel or possibly postpone any visits or pre-booked services.

In the event of any postponement, the Pont du Gard Site shall propose several alternative dates, subject to availability.

If the visit, or selected service, is cancelled, or if the new dates offered do not suit the customer, the customer will be fully refunded for any monies paid, without further compensation. The original purchaser will only be refunded once the ticket has been returned and after verifying that it has not

been used; for example, if the PONT DU GARD EPCC has granted the customer permission to use his ticket on another date. Only the price of the ticket will be refunded, excluding any additional costs. Customers will not be eligible for a refund or compensation for any additional fees, of any kind whatsoever (transport, hospitality, parking etc.)

In addition, requests for refunds will only be accepted if they are received by PONT DU GARD EPCC within a maximum of 4 months following cancellation of the Event or service on offer.

Modification

Should the Pont du Gard Site need to make any changes to arrangements for the visit, the customer will be notified by telephone and receive a confirmation email.

The customer will inform the EPCC PONT DU GARD of his decision within the stated deadline.

In the event of any disagreement, notified within the deadline, about the proposed changes, leading to a cancelled visit or services, the client may recover the full deposit, corresponding to the services cancelled.

A failure to respond by the client within the deadline, or any late response, constitutes an agreement about the proposed modifications.

In the event of closure of one or several parts of the site, at the instigation of the PONT DU GARD EPCC, or where a purchased service is not available, the customer can request a refund in writing on the day of the visit, at the latest, excluding force majeure events. This request must be addressed to the Reservations Department and marked "Claims."

VI. Personal Data

In accordance with the amended Act n°78-17 of 6 January 1978 (the so-called "Data Protection Act") and the General Data Protection Regulation 2016/679 of 27 April 2016, the customer is informed that any personal data that may concern him:

- will be automatically processed by the PONT DU GARD EPCC in order to provide access to products and services on offer;
- and may also be shared with PONT DU GARD EPCC partners in order to process orders, including online payment or invoicing.

In addition, wherever possible, this information may also be used to contact the customer, in the event of cancellation or any changes to tickets purchased including date of visit and/or services available.

In addition, the customer may explicitly agree to receive newsletters and offers from PONT DU GARD EPCC by text or e-mail.

Information requested on the online forms, marked with an asterisk, are mandatory and needed to process customer requests. Failure to complete all required fields will result in the PONT DU GARD EPCC being unable to process the customer's request.

In accordance with the Data Protection Act n°78-17 of 6 January 1978 and the General Data Protection Regulation n° 2016/79 of 27 April 2016, the customer has the right to data portability and a right to access, correct, delete and restrict processing of any personal data that may concern him. In addition, the customer has the right to set out guidelines determining the fate of his personal data after his death. The customer can also, for legitimate reasons, object to the processing of any data that may concern him and exercise the right to withdraw his consent at any time. Finally, the customer has the right to lodge a complaint with a supervisory authority.

He can exercise these rights by sending an e-mail to the following address: reservation@pontdugard.fr or by post to EPCC PONT DU GARD (Reservation Department - 400 Route du Pont du Gard – 30210 Vers-Pont du Gard) with proof of identity. In addition, all requests must be signed and accompanied by

a valid proof of identity, bearing the customer's signature and indicating the address to which the reply must be sent.

The customer will receive a response within one (1) month of receipt of request.

The customer is informed that if he wishes to exercise his right to delete or oppose any personal data, all or part of the Site may be made inaccessible to him.

The PONT DU GARD EPCC website uses cookies. The customer can disable cookies by changing the relevant settings in his browser. However, disabling cookies may prevent customers from using some of the features available on the PONT DU GARD EPCC website including its online ticket office. By purchasing online, the customer explicitly consents to the processing of and personal data that may concern him, in the manner and for the purposes set out above.

VII. Responsibilities

The PONT DU GARD EPCC is the customer's sole point-of-contact and is responsible for the fulfillment of obligations arising from the present terms and conditions of sale and contracts concluded remotely with customers, assigned the status of consumers, in accordance with articles L221-1 et seq of the Consumer Code.

The PONT DU GARD EPCC cannot be held liable for the non-execution or improper execution of the contract caused by the customer, by an unavoidable or unforeseeable act of a third party, or a force majeure event.

The PONT DU GARD EPCC shall not be liable for any malfunction that may occur when ordering, processing or printing a ticket if said malfunction was unintentional.

In addition, the PONT DU GARD EPCC accepts no responsibility for the unavailability of a service, resulting from a force majeure event, including:

- Any anomalies in the member's hardware
- Unpredictable or unavoidable events attributable to a third party
- Unavailability of Internet service.

In addition, the PONT DU GARD EPCC will not be held liable for any failure to perform its obligations as a result of a force major event beyond its control, including, in particular, problems with disruption to transport services, strikes, exceptional weather conditions or fire etc.

For organizational reasons, the PONT DU GARD EPCC maintains control of all services offered for sale on site and online, and the marketing of these services. No claim can be made in this respect and no compensation can be requested.

In addition, irrespective of cause, the PONT DU GARD EPCC accepts no responsibility for damage to personal effects, objects or equipment brought on site by customers, for which they are responsible.

Finally, the customer assumes sole responsibility for the use, either by himself or a third party, of any ticket or services purchased.

Responsibility arising from fraudulent ticket use

The PONT DU GARD EPCC can refuse access to the Pont du Gard site if it becomes aware that there are several copies or printouts of a ticket in circulation and if access to the site has already been granted to someone in possession of a duplicate printout or copy.

The PONT DU GARD EPCC has no obligation to check the identity of a person in possession of a print-at-home ticket, or check the authenticity of a print-at-home ticket given that it is impossible to determine with absolute certainty whether the ticket is an original print-at-home ticket or a copy; access to the Pont du Gard site will only be granted to the first visitor to show the ticket or copy of the ticket. This person is presumed to be the legitimate ticket holder.

In this scenario, if the person in possession of a print-at-home ticket is refused access to the site, he is not entitled to claim any refund.

The person responsible for copying the ticket and the person using the duplicate ticket are subject to criminal prosecution.

Responsibility arising from ticket theft or loss

The PONT DU GARD EPCC cannot be held liable for the loss, theft or illegal use of the ticket.

Responsibility for content of cultural programme

The PONT DU GARD EPCC reserves the right to change its programme of events and shows, or the content of services offered for sale, during the course of the year; however, such modifications do not entitle customers to any refund or compensation.

Customer responsibility on site

During their visit, visitors are subject to the internal regulations governing the Pont du Gard Site. Group leaders should ensure that visitors under their supervision behave correctly, particularly in indoor spaces, and do not spoil the visit for others; notably by making any excessive noise. The PONT DU GARD EPCC reserves the right to forcibly remove visitors who do not comply with the above conditions, from the site immediately. In this instance, customers cannot claim any refund or compensation.

Tour guides are responsible for their group even if Pont du Gard guides, coordinators or leaders are present. Minors must be supervised by an adult who will be responsible for overseeing groups in all areas, particularly in restaurants and shops. During peak periods, the PONT DU GARD EPCC staff may issue special instructions to visitors entering these areas (for example: small groups only, queue etc.)

VIII. Evidence, storage and filing

Computerised records stored, under reasonably secure conditions, in the IT systems belonging to the PONT DU GARD EPCC or their service providers, will be taken as evidence of contracts, dates of sale, completed orders and payments.

Invoices and orders are stored on a reliable, durable medium, so as to constitute durable copies, in accordance with the provisions of article 1379 of the civil code.

IX. Customer Service

For further information or complaints, please contact the PONT DU GARD EPCC by telephone on +33 (0)4 66 37 50 99, Monday to Friday, 9am to 5pm, or by e-mail at the following address: reservation@pontdugard.fr

X. Intellectual Property

The website, source code, texts, graphics and other elements included in the website are the exclusive property of the PONT DU GARD EPCC's service provider. The entire content of this website is copyright protected. As such, this website is authorised for private use only, in accordance with the provisions of the Intellectual Property Code. Failure to comply with the set of rules outlined above will render the ticket null and void.

XI. Applicable Legislation - Disputes

These Terms and Conditions, as well as the contractual relationship between the PONT DU GARD EPCC and the customer, are also subject to French law. Tickets or services purchased using the online sales platform and products or services purchased on site are also subject to French law.

In the event of a complaint, efforts will be made to arrive at an amicable solution before resorting to legal action.

In the event of a dispute arising out of the interpretation or implementation of the terms and conditions of sale, the customer will have free recourse to mediation, or any alternative method of dispute resolution.

Failing this, the customer, in his capacity as consumer, may lodge a complaint and, under the Civil Procedure Code, select a court with local jurisdiction, located either where he was living at the time the contract was finalized or when the harmful event occurred.

For professional customers, all litigation arising from the implementation or interpretation of the booking contract and the present terms and conditions of sale must be brought before courts within the Nîmes region.