

T&Cs for Online Ticketing

General Terms and Conditions of Sale for Online Ticketing Services

Article 1. Application of the General Terms and Conditions of Sale

- 1.1 These general terms and conditions of sale apply to all ticket orders placed on the Château des Milandes website (<https://www.milandes.com/>) via the Tikeasy interface. Château des Milandes reserves the right to adapt or modify them at any time. In this case, the general terms and conditions of sale in effect on the date of the order will apply.
- 1.2 The buyer acknowledges having read these general terms and conditions of sale prior to confirming their order. Placing an order constitutes acceptance by the buyer of these general terms and conditions of sale.

Article 2. Reservation

2. Reservation with online payment. The ticket is valid for one year from the date of purchase for web tickets.

Article 3. Cancellation

3. Reserved seats are non-refundable, non-exchangeable, non-returnable, and non-modifiable.

Article 4. Applicable Law

4. Pursuant to Article L 121-20-4 of the French Consumer Code, the services offered as tourist services are not subject to the right of withdrawal provided for in Articles L 121-20 et seq. of the same Code, regarding distance selling.

Article 5. Rates and Regulations

- 5.1 Each printed or downloaded online ticket order is personal. It is not possible to be admitted to the Château des Milandes multiple times with the same online ticket order. Only the first person to present the online ticket order will be admitted; this person is presumed to be the legitimate holder of the order.
- 5.2 Once the ticket order has been validated and paid for, the customer cannot request the retroactive application of discounts and one-off promotional offers.
- 5.3 All payments must be made in euros by authorized credit card on the same day as the reservation. Full and immediate payment is required for all orders placed on the website. No other payment method is accepted. Château des Milandes is not responsible for any fees on credit card transactions, possibly caused by exchange rate fluctuations or other reasons.

5.4 The ticket order validation date corresponds to the date of the order and its online payment by credit card (law of March 13, 2000 on electronic signatures).

5.5 Payment by credit card is made on the secure banking servers of CREDIT AGRICOLE CHARENTE PÉRIGORD via PAYZEN. This means that no customer banking information is transmitted via the Château des Milandes website or the Tickeasy interface. Payment by credit card is therefore completely secure; the customer's order will be recorded and validated upon acceptance of payment by the customer's chosen bank.

5.6 The customer's credit card details are encrypted using the SSL (Secure Socket Layer) protocol and never pass unencrypted over the network. Payment is made directly to the bank. Château des Milandes and the Tickeasy interface have no access to these details under any circumstances and do not store them on the servers. This is why the customer is asked to provide them again for each new transaction on our website.

5.7 Château des Milandes reserves the right to refuse to honor a ticket order from a customer who has not fully paid for a previous order or with whom a payment dispute is currently being administered.

5.8 We offer different rates: adult, child, student, and PRM. It is also possible to purchase adult and child season tickets. We leave it up to the buyer to consider these rates and choose the offers that best suit them. If an error is made, Château des Milandes will not issue refunds or changes to the ticket.

Article 6. Presentation of Online Ticket Orders

6.1 The online ticket received by email upon ordering must be presented at the ticket office on the day of your visit. This document can be presented printed on white paper or on a portable digital device.

6.2 The ticket can be presented at the checkout from a portable digital device (mobile phone or tablet). This implies that the customer has downloaded the said document prior to coming to the venue and has ensured that their mobile device is working properly. What must be presented is the .pdf file received by email and not a screenshot because the latter alters the quality of the image and makes it difficult for our devices to read the barcode. Château des Milandes declines all responsibility for anomalies that may occur during the ordering, processing or downloading of Internet ticket orders that can be downloaded by the customer.