

TERMS AND CONDITIONS OF ONLINE SALES

BOURG CUBZAGUAIS TOURISME

Article 1 - Purpose:

Bourg Cubzaguais Tourisme is a financially autonomous community agency responsible for the operation of a public industrial and commercial service (SPIC) whose mission is to provide services related to the reception and information of the public.

In order to improve the welcome and services provided to visitors, the latter can access services via the Internet. These general terms and conditions of sale are intended to define the contractual relationship between a purchaser of the Tourist Office and the latter's merchant site.

By entering into a contract for the online sale of products or services offered, the purchaser undertakes to comply with the general conditions of sale set out below. These conditions apply to all sales concluded via the site.

Article 2 - Pricing & number of places:

The number of places offered for sale online by Bourg Cubzaguais tourisme is clearly shown on the site. The customer can check the number of seats still available at any time. Ticket prices are quoted in euros (€), inclusive of all taxes, and include rental charges. The number of tickets purchased appears on the order confirmation e-mail. In the event of failure to provide proof of identity, student card, etc., the full price will be applied. Only payment of the balance will allow access to the show.

Article 3 - Seating plan and location:

Depending on the event, seating may be free, by price category, or numbered. For numbered and price-category seating, a seating plan will enable you to visualize the layout of the hall and choose your seat(s).

Article 4 - Payment:

Only payment by credit card (Carte bleu, Mastercard or Visa) is possible. Online payment is entirely secure thanks to the "Paybox" process. Any validated order makes the sale firm and definitive. Likewise, validation of the order implies acceptance of the order and these general terms and conditions of sale.

Article 5 - Payment security and personal data:

The site is secure and online payment is made using the "Paybox" process.

As part of the sale, the Office collects the customer's personal data (surname, first name, address and, if applicable, telephone number and/or e-mail address).

This data is processed by the Gironde Numérique service. The Tourist Office's delegate for data protection is the Director General of Services of the Tourist Office's local authority. The information collected is confidential. Any personal data collected by the Tourist Office will be used exclusively by its promotion and marketing department to ensure the proper execution of the contract and to enable the customer to take advantage of current offers.

The communication of this data is essential for the performance of the contract. In the event of refusal, the customer is exposed to difficulties in the execution of the service, for which the Office cannot be held responsible. However, in accordance with the French Data Protection Act of January 6 1978, customers have the right to access, rectify and object to personal data concerning them. To do so, simply send a request by e-mail indicating your contact details to the following address: tourismebourg@grand-cubzaguais.fr.

Article 6 - Order confirmation :

The customer has a 30-minute cooling-off period before validating the basket. After this time, in the absence of payment, the basket will be automatically cancelled.

The order is validated only after payment. The first e-mail sent to the e-mail address given when the order was placed comes from the online payment service provider and confirms payment. The second e-mail confirms registration of the order on the online sales site.

Article 7 - Withdrawal or editing of tickets:

If e-ticket is mentioned, tickets can be edited by the Internet user from this site.

In case of difficulty, please contact Bourg Cubzaguais tourisme.

In the vast majority of cases, your tickets are edited and sent the day after your order (except weekends and public holidays). The delivery address is the one you specify when ordering. Tickets are sent to Metropolitan France only.

Less than 7 days before the event, tickets can no longer be sent. They can be collected from the tourist information office in St André de Cubzac or from the organizers on the day and place of the event.

Please note that postal deliveries can only be made by ordinary letter, subject to proper delivery by the Post Office. Bourg Cubzaguais Tourisme cannot be held responsible for late or non-delivery of tickets.

We therefore recommend that you collect your tickets from the St André tourist information office, subject to opening hours and days, or directly from the organizers on the day of the event.

To guarantee maximum security, tickets cannot be collected from the ticket office without the physical presence of the person registered as a customer, in possession of an identity document. YOUR TICKETS CANNOT BE DELIVERED TO A THIRD PERSON, even with your ID.

Article 8 – Utilisation, annulation, remboursement :

Article 8 - Use, cancellation, refund :

The resale of tickets is forbidden. As a general rule, access to the show is closed as soon as the curtain rises. Five minutes before the start of the performance, numbered seats are no longer guaranteed. Latecomers are not entitled to reserved seats and are only admitted to the auditorium when the show is interrupted, depending on accessibility. It is forbidden to photograph, film, smoke or record during shows. Cell phones must be switched off.

In accordance with article L 121-20-4 of the French Consumer Code, tickets for shows are not subject to a right of withdrawal. Tickets cannot be taken back, exchanged or reimbursed, even in the event of loss or theft. As an exception to the above, refunds are only possible following an official cancellation confirmed by the organizer before the performance date, or if the performance is interrupted before half its duration.

Tickets will be reimbursed by bank transfer to the account used for online payment, on express request and on presentation of the tickets and an R.I.B. No further reimbursement will be made in the event of cancellation due to illness, bad weather, natural disasters, health and safety problems, strikes or failure to reach the minimum number of participants. No refunds will be made for changes to the program or cast, or if the show is interrupted more than

halfway through. Similarly, in the event of interruption of the performance by the customer, no refund will be made.

Article 9 - Customer service and order tracking :

If you wish to contact us regarding an order placed on our site, please call

+33 (0)5 57 43 64 80

or send us an e-mail to the following address:
tourismesaintandredecubzac@grand-cubzaguais.fr

Any complaints should also be sent as soon as possible to the St André de Cubzac tourist information office.

Article 10 - Liability :

Total or partial reproduction of the site for any use other than private is strictly forbidden. The same applies to the texts and images contained in the website, in accordance with the provisions of the French Intellectual Property Code, as well as international conventions in force. The photos presented have no contractual value.

Article 11 - Applicable law and disputes :

The sale of tickets is subject to French law. In the event of a dispute, the customer may lodge a complaint online with the following website:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>