

## GENERAL TERMS OF SALE OF TICKETING SERVICES

The following terms of sale (hereafter referred to as the « **Terms of Sale** » apply to transactions between:

### **The Fonds de Dotation LUMA Arles**

Non-profit making private legal entity governed by law n° 2008-776 of 4 August 2008 and decree n°2009-158 of the 11 February 2009,

Whose head office is located at 7-9-11 rue de la République, 13200 Arles,

SIRET identification number: 80018597700025

Email: [info@luma-arles.org](mailto:info@luma-arles.org)

Website: [www.luma-arles.org](http://www.luma-arles.org)

Phone: 04.90.47.76.17

(Hereafter referred to as « **LUMA/Arles** »)

**AND**

**Any person or legal entity purchasing or ordering** from LUMA/Arles,

(Hereafter referred to as the « **Client** »)

The Client acknowledges that he/she has read these Terms of Sale before confirming his/her order. The confirmation of an order means that the client has accepted these Terms of Sale, with no exceptions.

LUMA/Arles reserves the rights to adapt or change these Terms of Sale at any time. If any change should be made, the Terms of Sale that are in force on the day the order was placed will apply.

## **I. DEFINITIONS**

« **order** »: Means any contract between the Client and LUMA/Arles for the purpose of purchasing one or several services.

« **client** »: Designates any person or legal entity purchasing or ordering a service from LUMA/Arles.

« **service** »: Is a service in the sense of these General Terms of Sale of services offered by LUMA/Arles, in particular the sale of individual tickets, session-based services, services at a predetermined date for groups, membership cards, such as those described in detail in these General Terms of Sale and sold at LUMA/Arles' box office, at the automatic machines or by correspondence (telephone, post or e-mail) and by online ticketing sites.

## **II. GENERAL TERMS THAT APPLY TO ALL SERVICES**

### **2.1. RATES**

The prices of our tickets can be consulted online on our website <https://ticketing.luma-arles.org>

Special rates will be communicated directly to Clients who qualify for these rates upon demand. LUMA/Arles reserves the right to request a valid document justifying reduced rates or free entrance at any time.

Prices are established in Euros and must be fully paid for the exact amount that represents the face value of the ticket purchased. Any incomplete settlement for amounts below that sum will not be accepted and may entail cancellation of the booking.

Bank charges related to bank or postal transfers will be charged to the Client. Payments from foreign countries can only be made by credit card and will only be accepted in Euros.

The prices given are quoted all taxes included except for participation in the processing and shipping charges.

## **2.2. METHODS OF PAYMENT ACCEPTED**

### **2.1.1. Payments for individual entry rights**

Entry rights (tickets) purchased online must be paid for by credit card.

At LUMA/Arles' box office, entry rights can be paid for by credit card, cheque or cash.

### **2.1.2. Payments for group services**

Group services must be paid for in advance (in compliance with provisions of article 3.2 of these General Terms of Sale) by bank transfer, credit card, and cheque or cash payment.

## **2.3. VALID ENTRY RIGHTS**

### **2.3.1. Tickets named as "thermiques" (Hardcopy Tickets)**

"Thermiques" tickets are hard-copy tickets purchased at LUMA/Arles' box office.

Each entry purchased has a corresponding ticket. Each ticket has a unique barcode that will be scanned at the entrance to the area in which the event takes place.

### **2.3.2. Tickets named as « e-tickets »**

The Client can purchase these tickets from home and obtain them immediately online.

An « e-ticket » can be printed at home on a normal domestic printer from our website.

To be valid, these tickets must either be presented on a Smartphone at the entrance to our premises or printed recto verso on a clean, blank sheet of white A4 paper without changing their original format.

Each ticket purchased corresponds to one entry. Each e-ticket has its own unique barcode.

The tickets are checked and recorded at the entrance using a barcode scanner. It is not possible to be admitted at the entrance several times with the same ticket.

The tickets must not be reproduced. Only the first person who presents the ticket will be admitted to the event. This person is presumed to be the legitimate ticket holder. This is why the reproduction, duplication or counterfeiting of tickets is prohibited, whatever the method used; making a ticket available for duplication

is also prohibited. We recommend that Clients keep their tickets in a safe place and use only the official sales circuit to purchase tickets

LUMA/Arles reserves the right to refuse entrance to the event if several print-outs, reproductions, copies or imitations of an electronic ticket are in circulation and if the access to an event has already been granted to the holder of a print-out, a reproduction or a copy or an imitation of the corresponding electronic ticket.

LUMA/Arles will not be held liable for checking the identity of the person who presents an electronic ticket to check whether that person is the true purchaser of the tickets, nor for checking the authenticity of the electronic ticket tickets because an imitation or copy cannot be identified as such without doubt when checked at the entrance to the event. If the holder of an electronic ticket is refused entry for this reason when his/her ticket is checked at the entrance, he/she will have no right to reimbursement of the price paid. Ticket purchasers must take all the necessary measures to make sure that their password remains secret and is not used by unauthorized persons or for the purposes of committing an offence, (ensuring that tickets are not reproduced, duplicated or counterfeited in any way, or made available for this purpose).

LUMA/Arles declines any responsibility for anomalies that may occur during ordering, processing or printing electronic tickets at home as long as these were not caused intentionally or due to negligence, especially if electronic tickets are lost, stolen or used illegally.

If an event is cancelled, electronic tickets will be automatically reimbursed and credited to the purchaser's credit card. Tickets that are printed at home are automatically reimbursed by credit card to the card used to pay for the order online. Only the person who purchased the ticket, mentioned on the print-out, will have the right to be reimbursed, these tickets cannot be transferred to another person.

#### **2.4. DUPLICATES**

Duplicates will not be issued, even if tickets are lost or stolen.

Electronic print-outs (known as « e-tickets ») are continuously available on the website and can be purchased up to the date of the event, or, if they were purchased via LUMA/Arles website, they can be sent to the Client again on demand. No duplicates will be issued. You are reminded that only the first person to present the ticket will be admitted to the event. This person is presumed to be the legitimate ticket holder.

#### **2.5. LOST OR STOLEN TICKETS**

LUMA/Arles declines any liability whatsoever if tickets are lost or stolen, including inside the premises of the site concerned.

#### **2.6. FRAUDULENT USE**

Duplicating and counterfeiting entrance tickets in any way whatsoever is strictly prohibited.

Any person who illegally reproduces an entrance ticket and/or uses a counterfeit ticket incurs the risk of being prosecuted.

LUMA/Arles refuses access to its site to any holder of a ticket that has already been scanned.

The re-sale of tickets at a price higher than that shown on the ticket is prohibited.

#### **2.7. CHANGES OR CANCELLATION BY LUMA/ARLES**

LUMA/Arles reserves the right to change the services it provides if all the conditions required to offer those originally planned are not fulfilled.

If LUMA/Arles were to cancel the services shown on the ticket or on the booking form, the Client will be contacted as quickly as possible and informed of any possible rescheduling of the service concerned.

If the service cannot be provided at a later date, the Client will be reimbursed. He/she must request reimbursement within a deadline of three months from the date of cancellation or exchange by presenting

a valid ticket and his/her bank details (Bank Identity or credit/debit card number and expiry date), any other indemnity or payment of any sort whatsoever is excluded.

By email: info@luma-arles.org

By post to:

Fonds de Dotation LUMA/Arles  
Service Annulations  
7-9-11 rue de la République  
13200 Arles

## **2.8. REQUESTS FOR REIMBURSEMENT AND EXCHANGES**

In compliance with article L 121-20-4 of the French Consumer Code, the sale of entrance fees to a museum or any services related to such entrance is considered as supplying leisure services and does not give rise to any right of withdrawal.

According to the terms of article L. 121-21-8 and L 121-20-4 of the French Consumer Code, you are also expressly reminded that the Client cannot use his/her right of withdrawal for leisure services which are to be supplied at a given date or at a series of predetermined dates (category that shows/entertainment belong to).

Thus, once entrance fees are purchased, they are not reimbursable and will not be taken back or exchanged, except if LUMA/Arles cancels the event that the ticket opens the right to, according to the terms defined below.

Exchange or reimbursement is, however, excluded when the cancellation is the result of a Force Majeure event as defined in these General Terms of Sale.

The organiser, the broadcaster or the producer reserve their rights to change the programme or the programme and cast of the event, neither of which can be guaranteed.

## **2.9. LIABILITY**

LUMA/Arles shall not be liable for any failure to carry out services or for providing bad services to which the admission fee gave the right, which would result from the Client's actions, or from an unforeseeable, insurmountable action of a third party, or from a Force Majeure event as defined in these General Terms of Sale.

## **2.10. FORCE MAJEURE**

The Client and LUMA/Arles will not be held liable for non-execution due to any insurmountable impediment considered as a Force Majeure event in the case-law and by the French courts.

## **2.11. CLAIMS**

Claims must be made in writing and sent to LUMA/Arles by registered letter with recorded delivery at the following address:

Fonds de Dotation LUMA/Arles  
Service Réclamations  
7-9-11 rue de la République  
13200 Arles

The postmark will be considered as binding proof.

For tickets for events that are not produced by LUMA/Arles please read the general terms of sale of this event or of the producer of the event.

## **2.12. PROTECTION OF PERSONAL DATA – RIGHT OF ACCESS TO THE FILE**

All the nominative information we request from our Clients is essential to process the orders and to publish the admission fees and invoices.

All the personal data collected is processed by LUMA/Arles in compliance with the legal provisions concerning the protection of personal data stipulated in Law n°78-17 of the 6 January 1978, known as the law « Informatique et Liberté »:

- The Client is informed that the authorized processing of this information has been reported to the CNIL.
- The Client has a right of access at all times and can change, correct or delete any personal data in our files. Clients can exert their right to do so by sending a letter to LUMA/Arles accompanied by proof of identity (photocopy of ID card or passport) at the following address:

By post:

Fonds de Dotation LUMA/Arles

Service CNIL

7-9-11 rue de la République

13200 Arles

By email: [info@luma-arles.org](mailto:info@luma-arles.org)

The Client can give his/her consent to receive newsletters and information concerning current events and exhibitions and promotional offers published by LUMA/Arles.

To do so, all the Client needs to do is tick the relevant box. After having done this, he/she will be able to unsubscribe from LUMA/Arles' files at any time in compliance with the current regulations:

- By clicking on the « unsubscribe » hyperlink in the footer of the newsletter page or the email.
- Or by sending an email to the following address: [info@luma-arles.org](mailto:info@luma-arles.org)

## **2.13. LITIGATIONS**

French Law applies to these General Terms of Sale, and any order placed by the Client.

The Client is informed that he/she can resort to a conventional mediation procedure or any other alternative method to resolve a dispute, should one occur.

## **2.14. SECURITY CHECKS AND SAFETY ON SITE**

The Clients expressly commit to comply with any measures or security checks whose purpose is to ensure the safety of persons or property inside LUMA/Arles' entertainment and exhibition halls.

For this purpose, searches may be made at the check-points at the entrance and the Client must be prepared to cooperate.

The Client must at all times be capable of presenting his/her ticket to the representatives of LUMA/Arles. Except for special cases (authorised by LUMA/Arles and for which the Client will be given on demand a special pass that can be used to leave the site and re-enter it, used exclusively with the original ticket purchased), leaving LUMA/Arles' site is considered as final and puts an end to the contractual relationship.

LUMA/Arles' reserves the right to refuse access to the site and the theatre/concert hall to any person who has acquired a ticket illicitly.

#### **2.15. PHOTOGRAPHS AND RECORDINGS**

In accordance with applicable rules and regulations regarding intellectual property rights, tickets do not grant the Clients any right to record the event/show for any reason whatsoever, whatever the technology used.

Any recording, however it is made, including by photography, is strictly prohibited.

LUMA/Arles and/or the organiser of the event reserve their rights to confiscate and keep any technical media that have used to make recordings and ask for damages in consideration of the prejudice suffered.

Any show/exhibition/event may be video-recorded, or broadcast on television or any other means of broadcasting. In such cases the Client will be advised of this by signage displayed before the spectators gain access to the theatre/concert hall.

#### **2.16. CAR PARK**

Except otherwise specified in these General Terms of Sale regarding certain entry rights, tickets do not include access to the car park.

### **III. TERMS THAT ARE SPECIFIC TO CERTAIN SERVICES**

#### **3.1. TERMS THAT ARE SPECIFIC TO INDIVIDUAL ENTRY TICKETS**

These General Terms of Sale apply to the sale of individual entries and services for sessions purchased at LUMA/Arles' booking office and on their online ticketing site: <https://ticketing.luma-arles.org>

##### **3.1.2. Characteristics of individual tickets**

###### **✓ « Exhibition » tickets**

This type of ticket is valid for the day selected and for single admission per area. It gives the right of access to the exhibitions.

Leaving the area is considered as final.

###### **✓ « Shows and events » tickets**

A ticket to a show, a concert or any other event designed for an individual audience gives the right of entrance to the area concerned.

The sale of tickets to session-based events will be processed according to the number of entries allocated to each offer.

Leaving the area in which the event is organised is considered as final.

###### **✓ « Guided tours of exhibitions »**

The ticket for the « Guided tours of exhibitions » gives access to the area in which the relevant exhibition is organised.

The tickets for « Exhibition » guided tours can be purchased online or at LUMA/Arles' box office.

The Groups are made up by LUMA/Arles with no more than 25 people in each group. A guided tour lasts between 1h15 min and 1h 30 min.

###### **✓ « Maison du Chantier » guided tour**

Admission to « Maison du Chantier » guided tours give access to the event concerned.

Maison du Chantier guided tours are free of charge.

They can be booked online or at LUMA/Arles' box offices, according to availability on the basis of a schedule offered by LUMA/Arles.

The groups will be made up by LUMA/Arles with no more than 15 people maximum in each group. The duration of a guided tour is between 1h 15 min and 1H 30min.

### **3.1.3. How to purchase**

✓ Tickets available for sale online:

- « Exhibition » tickets
- « Maison du Chantier » guided tour tickets
- « Guided tour of the exhibition » tickets
- « Show and events » tickets
- « Show, exhibition and restaurant » combined ticket offer
- « Show and restaurant » combined ticket offer
- « Show and exhibition » combined ticket offer

Tickets can be printed out as soon as the confirmation is received by e-mail. A hyperlink is also sent by E-mail so that the Client can print out his/her tickets or exchange voucher later.

✓ Tickets available for sale online:

- « Exhibition » ticket
- « Maison du Chantier » guided tour ticket
- « Exhibition » guided tour ticket
- « Show and events » ticket
- « Exhibition, show and restaurant » combined ticket offer
- « Show and restaurant » combined ticket offer

✓ Tickets can also be purchased by email via the following address: [maisonduchantier@luma-arles.org](mailto:maisonduchantier@luma-arles.org)

- Lump sum fees for « guided tour services » for groups

### **3.1.4. Price and means of payment**

The cost of individual tickets or of session-based services (face value) is given in Euros, all taxes and management fees included.

The rates and rights to reductions or free entry are in the appendix to these General Terms of Sale.

LUMA/Arles reserves the right to change the price of individual entrance fees and session-based services at any time. However, these changes will not affect the prices of orders that have already been paid.

Any method of payment that is not stipulated in these General Terms of Sale will be refused by LUMA/Arles. The methods of payment that are accepted are listed in the appendix to these General Terms of Sale. Entrance fees that can be purchased on-line are sold at the full rate and valid only for the day selected. A reduced rate ticket can only be obtained at LUMA/Arles' box office, upon presentation of the relevant justification. By purchasing a ticket on line the Client thus declines any other reduction or free entrance that he/she may have a right to for that visit.

### **3.1.5. Obtaining tickets**

According to the channel through which they were ordered, tickets can be:

- Printed out by the Client in his/her personal space as soon as payment for the order has been accepted if purchased online; or made accessible on a mobile phone
- At LUMA/Arles' box office when purchased on the premises.

### **3.1.6. Terms of use of tickets**

All tickets will be checked at the entrance to the site by scanning the barcode on the ticket.

Tickets are personal and cannot be sold to a third party. All tickets must be kept until the end of the visit and may be checked at any time.

For tickets printed out by the Client, only those printed on blank sheets of white A4 paper with readable text and barcodes will be accepted. Any tickets which are partially printed, stained, otherwise damaged or unreadable will be rejected.

Any free admission or tickets at a reduced rate must be presented with a document justifying these special rates and a readable barcode.

The ticket is only valid for the visit and the period it was ordered for.

In the case of non-compliance with one of the terms of this article, LUMA/Arles reserves the right to refuse access to the visit or event concerned.

### **3.1.7. Terms of cancellation**

In compliance with article L 121-20-4 of the French Consumer code, the sale of admission fees to a museum or services related to this admission is considered to be a leisure service and does not give rise to any right of withdrawal.

Once purchased, tickets will not be reimbursed, taken back or exchanged, except if LUMA/Arles cancels the event to which the ticket purchased gave right of entry, on the terms defined below.

However, exchange and reimbursement will be excluded if the cancellation results from a Force Majeure event as defined in these General Terms of Sale.

## **3.2. SPECIFIC TERMS THAT APPLY TO THE SALE OF GROUP SERVICES**

These General Terms of Sale apply to services on predetermined dates for groups booked by email via the following address: [maisonduchantier@luma-arles.org](mailto:maisonduchantier@luma-arles.org).

These services are booked according to the quota available for each offer.

### **3.2.1. Characteristics of services at predetermined dates for made-up groups**

- ✓ Guided tours

There are 2 guided tour circuits lead by a trained member of LUMA/Arles staff:

- Guided tour of the Maison du Chantier
- Guided tour of LUMA/Arles' exhibitions

The guided tours are proposed in two languages, as long as they are available and according to the number of places available: French, English.

A group can be made up of between 10 and 25 people.



The duration of a guided tour is between 1 hour 15 min and 1 hour 30 min.

Guided tours must be booked in advance and can only be reserved by email at the following address: [maisonduchantier@luma-arles.org](mailto:maisonduchantier@luma-arles.org). They must be booked at least two (2) weeks before the date of the service.

Unless a prior written agreement has been made with LUMA/Arles, the Client will pay for the visit in advance (at least 3 days beforehand) to confirm it. If payment is not received the booking will be cancelled. Once a Client has paid for a guided tour he/she will obtain confirmation of the booking by email.

The price of a guided tour with a lecturer is established on the basis of a lump sum which includes admission for each member of the group, plus booking costs and the lecturer's fees for the whole group.

✓ Group tours without a guide

Group tours without a guide are only offered for LUMA/Arles' exhibitions.

The number of people that make up a group can vary, ranging from 10 to 25 people.

The duration of a group tour is between 1h15 min and 1h30 min.

These group tours must be requested and booked in advance by email at the following address: [maisonduchantier@luma-arles.org](mailto:maisonduchantier@luma-arles.org). They must be booked at least two (2) weeks before the date the service is provided.

Unless there has been a prior written agreement to the contrary with LUMA/Arles, the Client must pay for the group tour before it takes place (at least 3 days before the event) to confirm it. If it is not paid for, the booking will be cancelled. Once the group tour is paid for the Client will obtain confirmation of the booking by E-mail and be able to download the ticket (via a hyperlink in his/her personal space) or receive it by post.

The fee for a group tour is established on the basis of a lump sum which includes admission for each member of the group and booking costs for the whole group.

### **3.2.2. Price and means of payment**

The price (face value) of services for these group tours are given in Euros, all taxes and management fees included. The rates and rights to reduced rates are in the appendix to these General Terms of Sale.

LUMA/Arles reserves the right to change the price of services booked on predetermined dates for group tours at all times. However, these changes will have no effect on the price of orders that have already been paid.

Any means of payment that is not provided for in these General Terms of Sale will be refused by LUMA/Arles. The means of payment accepted are attached in the appendix to these General Terms of Sale.

Any order for made-up groups must be paid for in Euros, wherever it originated.

Any service for made-up groups on predetermined dates must be paid for in advance, at least 21 days before the service for guided tours with a lecturer and at least 7 days before for services without a lecturer. If no payment has been received at these dates the options will automatically be cancelled.

### **3.2.3. Confirmation of order**

Orders for group tour services at predetermined dates will only be confirmed by LUMA/Arles once payment has been received.

#### **3.2.4. Terms of use**

Tickets will be sent to the Client before the event, as soon as LUMA/Arles has received payment. Tickets represent the Client's entry rights and must be presented on the day of the event to be checked by LUMA/Arles. Entry to the area in which the event is to take place may be refused to any group that is not able to present a ticket.

LUMA/Arles reserves the right to check the identity of the member(s) of the group who purchased a service on a predetermined date for a group of people at a reduced rate or free of charge by requesting a valid form of identification.

The entry right (ticket) must be kept until the end of the visit and can be checked at any time during the visit.

Group services are conducted by a person in charge of the group who promises to make sure that all the members of the group observe the rules and are properly disciplined. Visitors in groups must in no case be a nuisance to the other visitors. If there are any times during which the group has to wait inside the museum, it must do so quietly.

The number of people in each group must not exceed the number of people shown on the booking confirmation.

If the group does not comply with any of the terms described above, LUMA/Arles reserves the right to refuse access to the event.

#### **3.2.5. Cancellation and exchange of group services**

- ✓ Late arrival of groups « led by a member of LUMA Arles staff »

If the group arrives late, LUMA/Arles will shorten the service by a duration equivalent to this late arrival. The tour will thus be incomplete and will end at the originally planned time. If the group arrives more than 20 minutes late in relation to the time indicated on the group ticket (when the person in charge of the group presented at the group reception desk) LUMA/Arles reserves the right to not provide the service and the Client will not be reimbursed for the amounts paid.

If LUMA/Arles' guide arrives over 20 minutes late, the group will be allowed to have access to the selected exhibition area and a new slot for the guided tour will be offered free of charge.

- ✓ Cancellation of « group tours without a guide » and « cultural mediator guided tours ».

If payment has not been received at least 3 days before the guided tour is to take place, LUMA/Arles reserves the right to cancel the service automatically, including the services of the LUMA Arles guide. LUMA/Arles does not reimburse a prepaid guided tour with or without a guide, which is cancelled by the Client.

- ✓ Changes in « group tours without a guide » and those with the «member of LUMA Arles staff»

Before LUMA/Arles has received payment, the Client will be able to change the date of a guided tour (according to availability) and the size of the group.

Once payment has been received no changes (size of group, date etc.) will be accepted for that booking. The Client's cancellation of a guided tour after payment will not give rise to any form of reimbursement.

### **3.3. CONDITIONS THAT ARE SPECIFIC TO SHOWS**

### **3.3.1. Cancellation Rights and Refunds**

Tickets cannot be transferred, exchanged, or refunded; they are valid only for the performance they were issued for.

You are expressly reminded that according to the terms of article L. 121-21-8 of the French Consumer Code, the Client has no right of withdrawal concerning leisure services which are supplied on a given date or at predetermined intervals (which is the category into which shows fall).

They will therefore not be reimbursed whatever the case and are always designated as non-reimbursable in the description of the offer the Client can consult before the sale is concluded.

The organiser, the broadcaster or the producer reserve their right to make changes to the programme and the cast of the show, which are not guaranteed.

### **3.3.2. Event Times**

The events start at the time given on the tickets. Only the time shown on the ticket is guaranteed and valid. No reimbursement will be given to Clients who arrive late.

Numbered seats are guaranteed only until the curtains open at the beginning of the show.

The doors to the theatre/concert hall will be closed as soon as the show starts and out of respect for the audience and the performing artists, placement in numbered seats can only be guaranteed until the curtains open. No reimbursement or exchange will be accepted for late arrival, the time of the beginning of the show is clearly announced when the tickets are purchased and shown on them.

### **3.3.3. Cancellation**

Clients are advised to check that the performance they have booked will take place and that there has been no change 24 hours beforehand. They can check on this on LUMA/Arles' website.

### **3.3.4. Liability**

LUMA/Arles declines any liability for damage of any nature whatsoever that may directly or indirectly affect the belongings, objects or equipment brought along by the spectators that have not been deposited in the cloakroom; the cloakroom is managed according to the general terms on which a cloakroom is usually run.

LUMA/Arles declines any liability if tickets have been purchased elsewhere than in approved points of sale and is not in any way committed by such sales. Only points of sale that issue tickets are authorised points of sale, those that issue tokens are not. It is the Client's duty to check this out before purchasing.

The resale of a ticket at a price that is higher than that shown on the ticket is strictly prohibited.

LUMA/Arles cannot be held liable for:

- cancellation or re-scheduling of a show
- the contents of the show
- the cast of performing artists
- any changes to the programme
- any changes to the times of performances

when they are not the producers of the event.

We strongly advise you to avoid moving around during the show; if an accident were to occur LUMA/Arles will not be held responsible.

Clients will be held liable for any direct or indirect damage they may cause during their presence on LUMA/Arles' premises.

The Client will be held liable for any direct or indirect damage that he/she may cause during his/her presence on LUMA/Arles's premises and will answer charges in either the magistrate's court or the criminal court.

### **3.4. TERMS THAT ARE SPECIFIC TO THE SALE OF TICKETS FOR GROUPED SERVICES**

These General Terms of Sale apply to the sale of individual entry tickets for grouped services purchased at LUMA/Arles' box office and on their ticketing website: <https://ticketing.luma-arles.org>

#### **3.4.1. Characteristics of group services**

As a temporary offer, LUMA/Arles may propose several combined package-offers for several services on the same day.

Bookings will be taken according to the quota allocated to these offers.

✓ « Show, exhibition and restaurant packaged offer » Ticket

This combined offer includes admission to an exhibition and a show plus dinner in the restaurant, le Réfectoire (starter, main course, coffee and mini-deserts – beverage)

✓ « Show and restaurant packaged offer » Ticket

This combined offer includes admission to a show and dinner in the restaurant, le Réfectoire (starter, main course, coffee and mini-deserts – beverage)

✓ « Show and exhibition packaged offer » Ticket

This combined offer includes admission to an exhibition and a show.

#### **3.4.2. Price and means of payment**

The prices (face value) of package offers for groups are given in Euros, all taxes and management fees included. The rates and rights to reduced rates or free entrance are in the appendix to these General Terms of Sale.

LUMA/Arles reserves the right to change the price of package services at any time. However, these changes will have no effect on orders that have already been paid for.

Any method of payment not provided for in these General Terms of Sale will not be accepted by LUMA/Arles. Those accepted are in the appendix to these General Terms of Sale. Any order for packaged services is payable in Euros, wherever it originated.

#### **3.4.3. Terms of use**

Tickets are entry rights and must be presented at LUMA/Arles's checkpoints when Clients visit. Services can be refused to any person who cannot present a ticket.

The entry right (ticket) must be kept until the end of the services and can be checked at any time

#### **3.4.3. Cancellations**

Any entry right that is purchased cannot be transferred, exchanged, or refunded, except if LUMA/Arles cancels the service that the ticket gives the right to, according to the terms defined in these General Terms of Sale.

However, exchange or reimbursement is excluded if the cancellation is the result of Force Majeure event as defined in these General Terms of Sale.