

GROUP VISITS – GENERAL CONDITIONS OF SALE
Musée Unterlinden – 68000 Colmar

- Article 1: Purpose
- Article 2: Identification of the Musée Unterlinden
- Article 3: Information on admission tickets
- Article 4: Characteristics of group visits offered for sale
- Article 5: Booking procedure
- Article 6: Payment procedure
- Article 7: Procedure for collecting tickets
- Article 8: Customer's obligations
- Article 9: Conditions for use of tickets
- Article 10: Alterations, delays, cancellation and reimbursement
- Article 11: Liability
- Article 12: Personal data
- Article 13: Security Instructions and Prohibited behaviour at the Musée Unterlinden
- Article 14: Applicable law – settlement of disputes

These conditions apply as of 01/08/2019.

Article 1: PURPOSE

The purpose of these general conditions of sale is to set out the contractual arrangements between the MUSEE UNTERLINDEN – COLMAR and the Customer as well as the conditions applicable to any booking of a GROUP VISIT made by a physical person or legal entity with the Reservations service or through the online reservations form on the website <https://www.musee-unterlinden.com/visites-et-activites/reservations-de-groupes/tourisme-et-loisirs/> administered by the MUSEE UNTERLINDEN – COLMAR, headquartered at 1 Place Unterlinden – 68 000 COLMAR, Company register (SIRET) number 778 903 898 00014 – Activity code (APE) 9103Z.

By booking any Group Visit, the purchaser fully and irrevocably agrees to these general conditions of sale.

The Musée Unterlinden – Colmar reserves the right to adapt or modify these general conditions of sale at any time. If a modification takes place, the general conditions of sale in force on the day the booking was made will be applied.

Article 2: IDENTIFICATION OF THE MUSEE UNTERLINDEN

The MUSEE UNTERLINDEN is an association-run museum, managed and administered by the Société Schongauer, a non-profit-making association.

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This association of volunteers, which enjoys administrative and financial autonomy, approves and finances the different projects proposed by the curatorial team (acquisitions, restorations, exhibitions, etc.). The society is run by a committee of 23 people and currently has over 400 members.

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Domiciled at the Musée UNTERLINDEN – 1 Place Unterlinden – 68000 COLMAR – France

Reservations Service:

1 Place Unterlinden – 68000 COLMAR

Email: reservations@musee-unterlinden.com

Tel: 00 33 (0)3 89 20 22 79

Open Monday to Friday: 9 am - midday / 2 pm – 5 pm

Outside these opening hours, you may contact the Ticket Office.

Ticket Office:

1 Place Unterlinden – 68000 COLMAR

Email: billetterie@musee-unterlinden.com

Tel: 00 33 (0)3 89 20 15 58

Last admissions: 30 minutes before closing time.

Wednesday to Monday: 9 am – 6 pm

Evening opening: first Thursday of each month: 9 am – 8 pm

December 24 and 31: 9 am – 4 pm (except on Tuesdays, which remain the weekly closing day)

Closed: Tuesdays and the following public holidays: 1 January, 1 May, 1 November, 25 December.

Article 3: INFORMATION ON ENTRANCE TICKETS

The MUSÉE UNTERLINDEN offers a single entrance ticket valid for the permanent collections and temporary exhibitions that comprise its visitor displays.

The ticket is only valid on the day of visit after being scanned at the security check or valid for one year from the date of purchase.

It entitles the holder to unlimited access to the museum when presented each time the holder passes through the security check.

PRICES:

- **€13:** full price (groups of under 15 people)
- **€11:** group price (groups of 15 or more people) and senior citizens
- **€5:** basic welfare recipients and jobseekers, disabled visitors, either civilian or injured in service

Only on presentation of written proof.

- Prices for professionals: please contact us

1 free entrance for every 25 paying visitors

- **€8:** school groups and young people 12 to 17 years old, Students under 30

Nursery school classes:

For one class up to 25 children: *3 accompanying adults + the teacher*

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For one class up to 30 children: *4 accompanying adults + the teacher*

Elementary school classes: *1 additional accompanying adult*

- Free entrance for children under 12, school groups from the Strasbourg and Baden-Württemberg regional education authorities

The above prices have no contractual value, the updated prices should be checked at <https://www.musee-unterlinden.com/visites-et-activites/informations-pratiques/> when the booking is made.

The total price stated when the booking is confirmed is calculated in euros, including all taxes and handling fees.

The MUSEE UNTERLINDEN reserves the right to modify its prices at any time and without prior warning. GROUP VISITS will be invoiced on the basis of the prices in force when the booking was confirmed.

Article 4: CHARACTERISTICS OF GROUP VISITS OFFERED FOR SALE

A minimum of 10 people are required to constitute a group and take advantage of the corresponding reduced rate.

A maximum of 25 people is permitted on any GROUP VISIT, above which the group must be split.

All GROUP VISITS require a prior reservation stating all of the following information:

- **Name of the group**
- **Date and time of arrival**
- **Length of visit + choice of visiting area** (11th-18th century art and Isenheim Altarpiece, Modern and contemporary art, Regional History, Archaeology from 2020 or Discovery of the whole of the museum with a specified departure point).
- **Number of participants**
- **Surname and first name of the person in charge**
- **Contact details of the person in charge** (postal address, telephone number)

The GROUP VISITS offered for sale and covered by these general sales conditions are as follows:

With a member of the museum's interpretation staff:

- 45 minutes, 1 hour, 1.5 hour or 2 hours tours available in French, German or English (other languages: please contact us)
- Several possible themes:
 - Discover the museum : The Masterpieces, The Essentials in 45minutes
 - Focus on a theme : The Isenheim Altarpiece and its restoration, the Landscape, the Temporary Exhibitions (as indicated in the programme), Archaeology.
From Autumn 2021 : Architecture, The great names of modern art, the Language of colours
 - A different way to visit : Visit and Cocktail, Visit and Lunch at the Café-Restaurant Schongauer, Private hire of the museum.

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- Group will be met in the museum's reception hall
- The Customer will be informed, when booking, of the availability of the desired visiting slots.

The charge for the services of the guide or member of the museum's interpretation staff is supplementary to the admission tickets.

With your own guide or person approved to provide commentaries or a guide from the Colmar Tourist Office:

- Visit may last 1 hour, 1.5 hrs or 2 hrs
- The Customer will be informed in real time, when booking, of the availability of the desired visiting slots.

For these two services, provision of audio equipment (microphone + headphones) for the whole of the group is compulsory and free of charge.

Independent visit:

- A "Masterpieces" tour introducing you to the museum's major works in 1 hour is available with or without an audioguide.
- Audioguide available in several languages: English, French, Dutch, German, Italian, Spanish, Japanese, Korean and Mandarin.
Cost is €2 per audioguide, in addition to the admission ticket – booking required

The cost of the member of the interpretation staff's services is supplementary to the admission price. Audio equipment for the whole of the group is compulsory and supplied free of charge (with the exception of elementary classes).

Article 5: BOOKING PROCEDURE

Visits to be booked by the Customer:

- Using the online reservation form on our website www.musee-unterlinden.com, in the section entitled *VISIT AND ACTIVITIES – GROUPS – BOOK YOUR VISIT*.
An acknowledgement of receipt of your request will be sent via email.
- By telephone on +33 (0)3 89 20 22 79
- By email to reservations@musee-unterlinden.com

Once the booking has been made, the MUSEE UNTERLINDEN will send a summary email accompanied by the booking confirmation to the address supplied by the Customer.

The booking confirmation is binding and constitutes an irrevocable acceptance that may only be called into question under circumstances limited to those set out in the article of these general conditions entitled "Alterations, delays, cancellation and reimbursement".

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The booking confirmation must be returned with a signature, stating “signed and agreed”, within 2 weeks of the booking.

If the MUSEE UNTERLINDEN does not receive this signed confirmation within this timeframe, the reservation will automatically be cancelled.

The Customer may request a pro-forma invoice prior to the date of the visit.

Article 6: PAYMENT PROCEDURE

Payment for GROUP VISITS shall be made by one of the following methods to be chosen by the Customer:

- **Payment in situ**
 - Bank card: Mastercard, Visa, American Express
 - Voucher or purchase order
 - **Payment in advance**
 - Bank card: Mastercard, Visa, American Express
- The Customer must supply the following details:

The name of the cardholder – The card number – The expiry date – The verification code (security code on the back of the card)

Bank card details are only held during the time taken to process the booking.

- Bank transfer

The amount paid in advance as a deposit will be recorded and deducted before the group’s arrival. The amount of this deposit will be deducted on the final invoice, on the day of the visit, after the tickets are issued.

- **On receipt of invoice**
 - Bank transfer

After the group’s visit, the MUSEE UNTERLINDEN will send the corresponding invoice to the Customer by mail (or email), accompanied by a copy of the voucher or purchase order. **Please give us the name and contact details of your accounting department.**

If the person in charge of the group does not submit a voucher or purchase order on arrival, he or she must sign the invoice, which will then signify acceptance of the details.

Payment must be made within 30 days of receiving the invoice.

The reference number (AU...) stated on the invoice must be included on the transfer order.

Article 7: PROCEDURE FOR COLLECTING TICKETS

The Customer shall collect the tickets from the MUSEE UNTERLINDEN, which is open Wednesday to Monday, from 9 am to 6 pm.

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The Customer must present his or her booking confirmation, voucher, or purchase order and check the number and state of the tickets.

Article 8: CUSTOMER'S OBLIGATIONS

The Customer is obliged:

- To inform his or her customers of the museum's opening days and times, of its admission prices and visitor regulations.
- To deal with any dispute or claim relating to the resale of the tickets

Article 9: CONDITIONS FOR USE OF THE TICKETS

Only the person in charge of the group shall report to the group reception point where he or she will be met by the museum's reception staff. The staff will supply one admission ticket per person as well as a coloured sticker to be worn in such a way as to be visible to reception and gallery security staff.

Then, the group enters the museum and goes to the distribution counter for audio/audioguide equipment before proceeding to the security check.

All members of the group will be subject to checks under the Vigipirate security measures. At the end of the visit, all equipment must be returned in the containers supplied at the end of the visitor route.

The MUSEE UNTERLINDEN reserves the right to check the identity of any group members who have bought concessionary tickets (student, senior citizen, etc.) by means of an identity card or valid document.

GROUP VISITS shall be overseen by a supervisor who shall ensure that the group respects the MUSEE UNTERLINDEN's visitor regulations and maintains discipline. Group visitors must under no circumstances disturb the other visitors. Should groups be required to wait at any point in the museum's indoor or outdoor spaces, they must do so calmly.

➤ ***Fraudulent usage***

It is strictly forbidden to sell on, duplicate or forge a ticket in any way whatsoever.

Anyone who illegally reproduces a ticket and/or uses a forged ticket will be liable to criminal proceedings.

The MUSEE UNTERLINDEN refuses access to the site to anyone holding a ticket with a barcode that has already been scanned.

➤ ***Loss or theft***

The MUSEE UNTERLINDEN accepts no responsibility in the event that any tickets are lost or stolen, including on the museum's premises.

Article 10: ALTERATIONS, DELAYS, CANCELLATION AND REIMBURSEMENT

➤ ***Alterations to GROUP VISITS***

The museum reserves the right to refuse to alter the arrival time slot on the basis of scheduling of bookings.

Any reduction of the number of participants may be communicated up to 48 hrs before the arrival date, at no charge. For reductions communicated less than 48 hrs before the arrival date, the full total for the booking as originally planned shall be invoiced.

➤ ***Delays to GROUP VISITS with a member of the museum's interpretation staff***

In the event of a delay, the MUSEE UNTERLINDEN will shorten the duration of the service provided by the equivalent length of time. The visit will therefore not be completed in full and there will be no change to the end time of the visit. If there is a delay of more than 30 minutes with respect to the time of visit stated on the ticket, the museum reserves the right not to offer the service, without the Customer having the right to request reimbursement of the sum paid.

➤ ***Delays to GROUP VISITS with a person approved to provide commentaries or independent visits***

In the event of a delay, for groups that have booked audio equipment or audioguides, the museum reserves the right to shorten the visit by the equivalent length of time.

In the event of a delay of more than 30 minutes, the museum reserves the right to change the time of the visit depending on the availability of visiting slots and the equipment reserved.

➤ ***Cancellation of GROUP VISITS with a member of the museum's interpretation staff***

- Up to 1 month before arrival date: no charge
- Between 30 and 2 days before arrival date: the guide's services are invoiced.
- Under 2 days before arrival date, the full cost of the admission tickets and the guide's services are invoiced

➤ ***Cancellation of GROUP VISITS a person approved to provide commentaries or independent visits***

- Up to 2 days before arrival date: no charge
- Under 2 days before arrival date: the full cost of the admission tickets is invoiced.

➤ ***Reimbursement***

Where payment has been made in advance of the arrival date:

- Cancellation of the visit up to 8 days before arrival date: full reimbursement of the payment made

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- Cancellation of the visit between 7 and 2 days before arrival date: 50 % of the payment made is reimbursed
- Cancellation of the visit under 2 days before arrival date: the full amount paid is retained

Any cancellation must be made in writing (email, fax, letter) to the MUSEE UNTERLINDEN. The date on which the MUSEE UNTERLINDEN receives the notification of cancellation shall be considered binding and shall be taken as the basis for calculation of compensation payments.

After the payment in advance is logged, no reimbursements for tickets will be made in the event that participants withdraw. Any unused tickets remain valid for 1 year from the date of issue.

Article 11: LIABILITY

The MUSEE UNTERLINDEN shall in no event be held liable for any failure to provide or poor provision of the services to which the tickets entitle the Customer where this can be attributed either to the Customer's actions, or to the unforeseeable and insurmountable action of a third party, or to a case of force majeure. Such instances may include but are not limited to pandemic, war, riot, insurrection, interruption of transport, import or export issues, strikes, lockouts, shortage, fire, earthquake, storm or flood.

The MUSEE UNTERLINDEN cannot be held liable for the use of the tickets reserved, as the Customer is solely responsible for their use by him or herself or by third parties.

Article 12: PERSONAL DATA

When booking by telephone or on the internet, personal data are requested from the Customer.

These personal data are stored on the MUSEE UNTERLINDEN's database, and the Customer may make changes to his or her personal information by simple request by email or telephone to the Reservations service at the MUSEE UNTERLINDEN.

These personal data are processed by computer by the MUSEE UNTERLINDEN, for the purposes of processing and following up the booking, and are also held for security reasons, in order to comply with legal and regulatory obligations, in compliance with the general data protection law, as well as to enable the MUSEE UNTERLINDEN to improve and personalise the services it offers and the information it provides to Customers.

Article 13: SECURITY INSTRUCTIONS AND PROHIBITED BEHAVIOUR AT THE MUSEE UNTERLINDEN

➤ **Security Instructions**

- Do not bring large bags or suitcases to the museum.

MUSÉE UNTER LINDEN

- Gauges corresponding to the permitted size (40cm x 30cm x 20cm) are in the reception hall; only bags not exceeding this size are permitted within the museum (reception area, exhibition rooms, shop and café-restaurant).
- Any visitor with bags exceeding the maximum limits will not be able to access these spaces.
- Under the health measures currently in force, the lockers/cloakrooms are inaccessible until further notice.
- Everyone must go through the security checks.

The Musée Unterlinden would like to thank its visitors in advance for their understanding over the delays caused by these entrance checks.

➤ **Prohibited Behaviour**

- Bring walking sticks without protected tips or walking poles
- Bring luggage larger than the permitted size
- Bring a pushchair larger than the size of a wheelchair
- Bring a rucksack-style child carrier
- Walk barefoot, Run
- Touch the works or décor, lean against windows or display panels
- Use flash photography, tripods or selfie sticks
- Bring alcoholic or soft drinks and food
- Smoke or vape
- Bring animals (with the exception of guide dogs accompanying blind visitors, on presentation of the dog's accreditation card).

➤ **Safety advice**

The MUSEE UNTERLINDEN recommends:

- Keep the bags closed and carry them in front of you
- Do not let people see the money
- Do not carry the wallet in your back pocket
- Do not hesitate to ask a member of our security team if there is a problem

Pickpockets may be present inside the museum; they operate in crowded places.

Article 14: APPLICABLE LAW – SETTLEMENT OF DISPUTES

All visitors are subject to the internal rules of the MUSEE UNTERLINDEN, which can be consulted at the desk in the museum's reception hall.

The contract is governed by French law.

In the event of a dispute or claim, the Customer shall contact the MUSEE UNTERLINDEN as a priority to obtain an amicable solution.

Disputes shall come under the jurisdiction of the Colmar courts.