

General Purchase and Booking Terms and Conditions

Article 1 – Price list

The fees mentioned in this commercial document are given in Euro including tax. They are likely to be modified at any moment.

Any person, individual or group, such as defined below, coming at the *Mémorial de Verdun* will have to pay the entrance fee related to his category.

1.1. Individuals

- **Full fee:** Adults : 11€
- **Reduced fee:** Students, soldiers, job seekers, young between 6 and 18 years, on presenting evidence of proof : 7€
- **Family offer:** From 2 adults + 1 child aged between 6 and 18 : 25€
- **Free:** Children under age 6, journalists, museum curators, on presenting evidence of proof

1.2. Groups

A group is made up of at least 20 persons. Below this number, the individual fee related to the category of the visitors will be applied.

- **Adult groups:** 8€ per adult

The entrance for 1 travel guide per 20 adults and a bus driver is free.

- **Schoolchildren groups:** 4€ per schoolchild

The entrance is free for 1 teacher per 10 chargeable pupils. The entrance for a bus driver is free. Plus a supplement of EUR 8 per extra chaperones.

- **Student groups:** 5€ per student

The entrance for 1 travel guide per 20 students and a bus driver is free. Plus a supplement of EUR 8 per extra chaperones.

- **Military groups:** 5€ per soldier

The entrance for 1 travel guide per 20 soldiers and a bus driver is free. Plus a supplement of EUR 8 per extra chaperones.

The group rate only concerns the main category of the group. The other categories will pay the corresponding individual price.

Article 2 – Terms of payment

The payment can be done the day of the visit, 10 minutes before time of your visit, by the reception agent, in cash or by credit card (Visa, Eurocard-Mastercard).

If necessary, the reservation is corrected, at the checkout, with regard to the actual visitors number and to the actual group category.

Article 3 – Terms of booking

For groups a reservation is necessary.

Bookings can be made by e-mail or by phone. Any group reservation specifies the name of the group with contact information, the number of participants, the name and the contact information of the group responsible, the date and the hour desired.

After validation by the Booking Service, the customer will receive by email a reservation voucher that must be printed and given signed to the reception agent upon arrival.

Article 4 – Cancellation

In the case of force majeure, the *Mémorial* can cancel a visit. In this case, the customer can ask for the postponement of the visit at a later date. The *Mémorial* shall not be held responsible for the consequences of that cancellation.

In case of cancellation of your visit, please inform the Booking Service at least 10 days prior to your visit.

Article 5 – Group visit

5.1. Group booking and free tours

The reservations have to be made to the Booking Service: reservation@memorial-verdun.fr

5.2. Mémorial entrance terms

Any teacher or guide who would like to organize a visit must inform the Booking Service of the *Mémorial* and pay an entrance fee. Every group must be accompanied by a referent person.

5.3. Speaking right

The right to speak aloud inside the *Mémorial* is regulated. Only are authorized, on evidence: museum curators, teachers in front of their students, the guide-interpreters and the tour guides holding a professional license.

Anyone who wishes to speak out loud, and that does not belong to one of the categories listed above, shall make a justified application for a speaking right authorization to the Director. That speaking right could be chargeable.

5.4. Course of the visit & Responsibility

The hour indicated on the Reservation voucher must be respected. It is recommended to the groups to arrive 10 minutes in advance of the expected time. **In case of delays surpassing 15 minutes, the visit will not be assured.**

The payment for the visits has to be done, prior to the entrance of the group, by the group responsible at the main reception upon arrival or by invoice.

From 30 people, the group will be divided and will start the visit with a 10-minute interval.

The group must be guided throughout the visit. The children are placed under the responsibility of their accompanying adults.

The school bags will not be allowed inside the *Mémorial*. If necessary, the students can only bring a light pencil with them during the visit.

Photographs with a flash are prohibited.

During the visit, the groups responsables will have to ensure that every person of their group have a correct behavior, that does not hinder the public tour, in particular by too noisy demonstrations. The *Mémorial de Verdun* reserves the right to require from the involved visitors an immediate evacuation. In this case, the group will not be able to claim for any reimbursement.

At any time, the *Mémorial* visitors are required to comply with the instructions of the reception agent, security agent, or of any other *Mémorial* staff member.

The renunciation by the client of one or more services cannot be the object of any reimbursement or counterpart by the *Mémorial de Verdun*.

The *Mémorial de Verdun* cannot be held liable for fortuitous events or force majeure. In case of technical problems, no repayment shall be granted.

Article 6 – Sale to tourism professionals

After agreement and signature of a contract between the tourism professional and the *Mémorial de Verdun*, vouchers are accepted.

For this purpose, the professional provides a voucher specimen to the *Mémorial*. An invoice will be sent to the professional. The invoice is payable within 30 days of receipt.