

***General terms and conditions relating to individual ticketing, group ticketing, membership packages of the Musée Granet of ville d'Aix-en-Provence and its annex***

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***Identification of the author of the offer:***

**VILLE D'AIX-EN-PROVENCE**

**Place de l'Hôtel de Ville**

**13616 AIX EN PROVENCE Cedex1**

These general terms and conditions of sale apply to any order made at the ticket desk of the Granet Museum located place St Jean de Malte, its annex Granet XXème located Chapelle des Pénitents Blancs Place Jean Boyer in Aix-en-Provence, as well as on the museum site offering online sale [museegranet.tickeasy.com](https://museegranet.tickeasy.com) depending on the period. They are available at tickets desk at the Granet Museum and [Granet XXème](#) or on the website.

With respect to the Cézanne 2025 exhibition to be held from 28 June to 12 October 2025, the sale of individual tickets (unguided tour and guided tour) is exceptionally managed by the tourist office of Aix-en-Provence (please refer to Clause 2.2 of these general terms and conditions).

Visitors shall keep themselves informed of the terms of the museum tour regulations in force on the day of the tour.

**CLAUSE 1- ACCEPTANCE OF THESE GENERAL TERMS AND CONDITIONS OF SALE**

Users acknowledge having read these general terms and conditions of sale **prior** to validation of their order. Any validation of the order is deemed acceptance of the general terms and conditions without exception.

The Granet Museum reserves the right to adapt or amend these general terms and conditions at any time. In the event of amendment, the general terms and conditions of sale in force on the date the order is placed shall be applied.

***Prices:***

The price of each ticket is shown in euros taxes inclusive. The price of the tickets is not subject to VAT.

The prices are set each year by resolution adopted by the Municipal Council and are publicly available. They can be found on the website and are posted at the entrance of the museum and its annex.

Those prices are likely to be changed at any time by deliberation adopted by the Municipal Council of the Ville d'Aix-en-Provence. However, those changes shall not affect the prices of the orders that have been already paid.

Any free ticket or discount price ticket must be accompanied by a supporting document during the tour, failing which the user will not be allowed to access the tour or the event concerned.

**CLAUSE 2 –SALE OF INDIVIDUAL TICKETS AND SERVICES**

**2-1: with respect to the Granet site outside of the tour period from 28 June to 12 October 2025**

Visitors should keep themselves informed of the terms of the museum tour regulations in force on the day of the tour.

Tickets are with no changes possible, non-refundable and non-assignable.

No booking can be made by mail or by phone.

In the event of free ticket or discount price ticket, the supporting document shall be presented at the time of the entrance to the tour. Admission to the tour may be denied in the event of failure to produce a supporting document to benefit from a free ticket or discount price ticket without the possibility of ticket exchange or refund.

***Tickets are issued in the following ways:***

- onsite, at the ticket desk of the Granet Museum and its annex.
- Online, via the website of the museum offering online sale where the latter is opened. Printed tickets allow for direct entrance (not queuing).

*Tickets give access to the following services:*

Each ticket allows for single entry to the Granet Museum at the date or period selected:

*Sale of tickets and services at the ticket desk:*

All services defined in the deliberation of prices in force may be sold at the ticket desk of the museum or of its annex: admission tickets, guided tours, audio guides, pass card depending on the period, membership package...

For any purchase onsite the methods of payment accepted are exclusively the following:

- Cash,
- credit card (debit card, Visa, Eurocard/Mastercard),
- checks clearable in France (upon presentation of a valid identity document).

Credit card is preferred.

*Terms and conditions related to online orders, valid exclusively for the purchase of admission tickets and/or guided tours:*

- only the persons paying full price or benefiting from a discount price (upon presentation of the supporting document on the day of the tour) may purchase their ticket online.
- Free tickets are not issued on the website, they are only issued at the ticket desk.
- Users place their order of one or more tickets presented for sale on [museegranet.tickeasy.com](https://museegranet.tickeasy.com).
- The site offers various prices depending on the type of tour, unguided tour or guided tour, as well as the status of the beneficiary (stated in the deliberation on prices).
- The tickets that are subject to exemption are offered exclusively onsite at the ticket desk, upon presentation of a supporting document.
- The global price when validating the order is the final price.
- The prices of the tickets and the global price of the order are expressed in euro.

*Online ordering process:*

1. Users shall select the service of their choice.  
They select the day of the tour and the number of admission tickets wanted.  
Users are informed in real time, at the time they place their order, of the availability of the tickets wanted, it being specified that the number per purchase and per service is limited to 10.  
The order appears on their basket.
2. Users create a *Client* account by entering their email address and a password; the creation of the *client account* implies providing the pieces of information required and mandatory in order to process the future order: last name, first name, phone, email address.
3. The summary regarding the whole order appears.

After checking their order and reading these general terms and conditions, users then make the payment of their order online by providing their bank details in a secure manner (number, date of validity of the card and cryptogram).

4. Terms of payment

Payment of tickets by users shall be made exclusively in euros and by credit card.

The following cards are accepted: debit card, visa, electron, euro/Mastercard, maestro.

Users shall guarantee to the Granet Museum that they have the approvals possibly required to use the method of payment selected when validating the order.

The users' bank account shall be debited of the order amount as from acceptance of the transaction by the payment center.

*Payment security:*

*With respect to any payment made for ticket orders on [museegranet.tickeasy.com](https://museegranet.tickeasy.com), the Granet Museum uses the PayFip solution.*

*This site is the subject of a security system using the SSL encryption process. In addition, all of the jamming and encoding processes have been reinforced to protect as best possible all of the sensitive data related to methods of payments. To protect its users against a possible intrusion, the credit card numbers are not stored on computer servers which use online payment allowing for securing payment orders given remotely thanks to the 3D Secure protocol.*

*In the event of refusal on the part of the relevant payment center, the order is automatically cancelled. Any payment of the order by the user constitutes irrevocable acceptance of the order which cannot be jeopardized.*

5. Confirmation of the order and of the purchase

Once the payment center has confirmed the payment of the order, users receive a confirmation email of their order from the Granet Museum on-line ticketing site. It contains the following pieces of information:

- the main features of the ticket(s) sold,
- the unique transaction identifier (reference),
- the global amount of the order,
- the internet link to reprint the ticket(s).

This document cannot be used as ticket to access the museum.

6. The tickets booked on this site shall be printed (see printing conditions below) either immediately after acceptance of payment or at a later stage from the link sent by email at the email address stated by users. Users are responsible for making sure that the contact details provided at the time of the booking are correct.

7. Ticket printing:

Users may present their tickets in electronic format, it being specified that the scanner shall be able to read the barcode.

Users may print the ticket(s) in pdf format as from validation of their purchase. They will also receive a link by email allowing for printing the ticket(s) at a later stage.

Users shall print a ticket for each person (given that each ticket is unique).

The printed ticket is only valid if it is printed on paper blank on both sides without changing the printing size, in portrait format (vertical A4) with laser printer or inkjet printer.

Good printing quality is required. The barcode printed on the ticket must be subject to machine-reading at the entrance of the museum.

Prior to any order, users shall ensure that they possess the right hardware and software configuration to print.

8. Invoices:

Once the transaction is made, users are kept informed in the browser window having led to the secured request. They receive a purchase confirmation email. They have the possibility to print an invoice from their personal space.

**2-2: with respect to the Granet site as part of the Cézanne exhibition at Jas de Bouffan from 28 June to 12 October 2025**

Tickets for unguided and guided tours in French and in English of the exhibition are issued by the Tourist Office of Aix-en-Provence, in the following ways:

- Onsite, at the reception desk of the Tourist Office of Aix-en-Provence,  
*Les allées Provençales, 300 Avenue Giuseppe Verdi 13100 Aix-en-Provence*

- By booking on [aixenprovencetoursim.com](http://aixenprovencetoursim.com) (FR) and on [booking.aixenprovencetourism.com](http://booking.aixenprovencetourism.com) (GB)
- No booking may be made by email or by phone.

- Information regarding users (clients):

It is recalled that any order of guided or unguided tour from the Tourist office implies acceptance without any restrictions nor reservations on the part of users of these general terms and conditions of sale, which are available either at the reception desk of the Tourist office of Aix-en-Provence, or on the website pages:

- [reservation.aixenprovencetourism.com](http://reservation.aixenprovencetourism.com)
- [booking.aixenprovencetourism.com](http://booking.aixenprovencetourism.com)
- [cezanne2025.com](http://cezanne2025.com)

- Terms of payment:

Payment of tickets purchased at the reception desk of the Tourist Office shall be made either by cash or credit card (visa or Mastercard).

Payment of tickets ordered on the website shall be made by credit card (Visa or Mastercard) through a secured payment system (PayBox).

The service contract becomes firm and final when users pay the balance of their booking. Payment shall be deemed acceptance of the contract. Users are reminded that, pursuant to Article L. 221-28-12 of the French Consumer Code, they are not entitled to a cooling-off period, it being specified that such right is not applicable to the provisions of leisure services.

- Prices and booking

The booking of a time slot for a tour when purchasing the ticket is mandatory, **including regarding free tickets**. Users shall present themselves at the date and time stated on their ticket. In the event the time stated is exceeded and for security reasons, access to the Museum may be denied without possibility of ticket exchange or ticket refund.

In the event of free ticket or discount price ticket, the supporting document shall be presented at the time of the checks at entrance to the tour. Admission to the tour may be denied in the event of failure to produce a supporting document having led to benefit from a free ticket or discount price ticket without the possibility of ticket exchange or ticket refund.

Beneficiaries of discount price:

- Museum membership package members
- Apprentices up to 25-year-old
- Works council provided in the collective agreement
- Friends of the Museum

The discount price applies to the ticket admission amount exclusively, the discount does not apply to surcharges for the guided tour or the audio-guides (which are exclusively sold on site at the Granet Museum during the exhibition).

Beneficiaries of free tickets:

- Children under 18 years (upon presentation of an identity document)
- Unemployed persons (supporting document dated less than 3 months)
- ICOM, ICOMOS Pro card (upon presentation of the card)
- CCAS de la Ville d'Aix-en-Provence member (upon presentation of the card)
- Student under 26 years (upon presentation of the card)
- mobilité inclusion card or handicap card (upon presentation of the card), companion (upon presentation of the reference)
- Tour guides (upon presentation of the card)
- Ministry of Culture card (valid for 2 persons)
- Press card (valid for 2 persons)
- Social assistance recipient, minimum hold age pension beneficiary, handicap and RSA beneficiary (upon presentation of the CAF document)

- Patrons and partners under certain conditions

Free ticket applies to the amount of the ticket admission only, it does not apply to surcharges for the guided tour or the audio-guides (which are exclusively sold on site at the Granet Museum during the exhibition).

The list of the supporting documents is available on [reservation.aixenprovencetourism.com](http://reservation.aixenprovencetourism.com), [booking.aixenprovencetourism.com](http://booking.aixenprovencetourism.com), [cezanne2025.com](http://cezanne2025.com) and at the reception desk of the tourist office of Aix-en-Provence.

Visitors should keep themselves informed of the terms of the museum tour regulation in force on the day of the tour.

- Changes or cancellation on the part of users (clients):

Tickets are with no changes possible, non-refundable and non-assignable.

No refund shall be made if users do not present themselves at the date and time of the booking, if they do not present the discount price supporting document or free ticket supporting document, if the tickets have been lost or stolen, if users (clients) made a mistake at the time of the booking, nor for any reason as a result of the users (client).

- Cancellation on the part of the Museum

In the event of cancellation as a result of unplanned closure related to a technical problem (excluding force majeure event), the visitor may be offered rescheduled date or ticket refund. In the event of cancellation of a guided tour on the part of the Granet Museum, the visitor may be offered scheduled date, the making available of an audio-guide or the possibility to make an unguided tour and get a refund for the difference between the price of the guided tour and the price of the unguided tour.

Refunds shall be made by the Tourist office upon presentation of a cancellation document provided by the Granet Museum. The request for refund shall be made by email only, addressed to the *regisseur Général* of the Tourist office at the following address: [facturation@aixenprovencetourism.com](mailto:facturation@aixenprovencetourism.com)

- Personal data

The <https://reservation.aixenprovencetourism.com/> site and [booking.aixenprovencetoursim.com](http://booking.aixenprovencetoursim.com) have been the subject of a filing with the CNIL. The personal data provided by users, including the number, the name and the address associated with the credit card, on the websites, allow for processing and execute their orders and are encrypted in order to avoid that they be read at the time they are transmitted on the internet thanks to the encryption software PayBox

In accordance with Article 32 of the French data processing and civil liberties law dated 6 January 1978, amended by the law 2004-801 of 6 August 2004, the pieces of information needed to process and execute orders, are marked by an asterisk in the pages of the site. The other requests for information which are optional or the pieces of information related to the interest of users for offers likely to be addressed to them are aimed at better knowing them and at improving the services offered. Users (clients) have a right to access, modify, rectify and erase their data. To exercise this right, they just have to contact the Tourist Office:

Office de Tourisme d'Aix en Provence  
300 avenue Giuseppe Verdi  
BP 406160

13605 Aix en Provence cedex 1

To contact the DPO of the tourist office:

[dpo.aixenprovencetourism@dposystem.fr](mailto:dpo.aixenprovencetourism@dposystem.fr)

In addition, by using the “unsubscribe” link that appears at the bottom of each commercial email, users may unsubscribe at any time.

- *The audio guides are sold exclusively at the ticket desk of the Granet Museum*

For any purchase at the ticket desk of the Museum the methods of payment accepted are the following only:

- cash,
- credit card (debit card, Visa, Eurocard/Mastercard),
- checks clearable in France (upon presentation of a valid identity document).

### **2-3: with respect to the Granet XXème site**

*Tickets are issued in the following ways:*

- onsite, at the ticket desk of Granet XXème.
- Online, when booking is opened, via the Museum website offering online sale. The printed ticket allows for using the direct access (no queuing).

*Tickets give access to the following services:*

Each admission is comprised of a ticket allowing for one single use and giving access:

- With respect to the « unguided tour » service bought at Granet XXème:
  - to Granet XXème on the day and time selected at the time of the purchase, stated on the ticket as the case may be.
- With respect to the « guided tour » service bought at Granet XXème:
  - to Granet XXème on the day and time selected at the time of the purchase, stated on the ticket as the case may be.

*Practical terms and conditions related to online tickets in the event of temporary exhibitions, where online sale is opened, valid exclusively for the purchase of admission tickets and/or guided tours:*

- All prices in force are sold online: the beneficiaries of discount prices or of free price shall present the supporting document on the day of the tour.
- Users shall make their bookings of one or more tickets on sale on museegranet.tickeasy.com.
- The site offers various prices depending on the type of tour, unguided tour or guided tour, as well as the status of the beneficiary (stated in the deliberation of prices).
- The global price when validating the order is the final price.
- The prices of the tickets and the global price of the order are expressed in euro.

*Online ordering process:*

1. Users shall select the service of their choice.  
They select the day of the tour and the number of admission tickets wanted.  
Users are informed in real time, at the time they place their order, of the availability of the tickets wanted, it being specified that the number per purchase and per service is limited to 10.  
The order appears on their basket.
2. Users create a *client* account by entering their email address and a password; the creation of the *client account* implies providing the pieces of information required and mandatory in order to process the future order: last name, first name, phone, email address.
3. The summary regarding the whole order appears.  
After checking their order and reading these general terms and conditions, users then make the payment of their order online by providing their bank details in a secure manner (number, date of validity of the card and cryptogram).



4. Terms of Payment

Payment of tickets by users shall be made exclusively in euros and by credit card.

The following cards are accepted: debit card, visa, electron, euro/Mastercard, maestro.

Users shall guarantee to the Granet Museum that they have the approvals possibly required to use the method of payment selected when validating the order.

The users' bank account shall be debited of the order amount as from acceptance of the transaction by the payment center

*Payment security:*

*With respect to any payment made for ticket orders on museegranet.tickeasy.com, the Granet Museum uses the PayFip solution.*

*This site is the subject of a security system using the SSL encryption process. In addition, all of the jamming and encoding processes have been reinforced to protect as best possible all of the sensitive data related to methods of payments. To protect its users against a possible intrusion, the credit card numbers are not stored on computer servers which use online payment allowing for securing payment orders given remotely thanks to the 3D Secure protocol.*

*In the event of refusal on the part of the relevant payment center, the order is automatically cancelled. Any payment of the order by users constitutes irrevocable acceptance of the order which cannot be jeopardized.*

5. Confirmation of the order and of the purchase

Once the payment center has confirmed the payment of the order, the user receives a confirmation email of his/her order from the Granet Museum on-line ticketing site. It contains the following pieces of information:

- the main features of the ticket(s) sold,
- the unique transaction identifier (reference),
- the global amount of the order,
- the internet link to reprint the ticket(s).

This document cannot be used as ticket to access the museum.

6. The tickets booked on this site shall be printed (see printing conditions below) either immediately after acceptance of payment or at a later stage from the link sent by email at the email address stated by users. Users are responsible for making sure that the contact details provided at the time of the booking are correct.

7. Ticket printing:

Users may present their tickets in electronic format; it being specified that the scanner shall be able to read the barcode.

Users may print the ticket(s) in pdf format as from validation of their purchase. They will also receive a link by email allowing for printing the ticket(s) at a later stage.

Users shall print a ticket for each person (since each ticket is unique).

The printed ticket is only valid if it is printed on paper blank on both sides without changing the printing size, in portrait format (vertical A4) with laser printer or inkjet printer.

Good printing quality is required. The barcode printed on the ticket must be subject to machine-reading at the entrance of the museum.

Prior to any order, users shall ensure that they possess the right hardware and software configuration to print.

8. Invoices:

Once the transaction is made, users are kept informed in the browser window having led to the secured request. They receive a purchase confirmation email. They have the possibility to print an invoice from their personal space.

### CLAUSE 3 – SALE OF GROUP TICKETS:

Groups must book their tour using the Granet Museum and Granet XXème's booking department, no ticket can be purchased on the websites of the Granet Museum or Cézanne 2025.

Groups are comprised of up to 25 persons and benefit from a group arrangement valid for up to 25 persons, regardless of the price of the optional services.

Possible group tours:

- Guided tour by an external speaker (right to speak tour)
- Guided tour by a mediator of the Museum

#### 3.1 Booking

The tour organizer downloads the booking form on the Museum Granet site, and send it dully filled in, by email to the booking department at the following address: [granet-reservation@mairie-aixenprovence.fr](mailto:granet-reservation@mairie-aixenprovence.fr)

In the event the time slot is available, the booking department will register the tour and sends the corresponding quote or pro forma invoice to the group, by specifying the terms of confirmation of and payment of the booking.

#### 3.2 Ticket printing

The tickets will be printed and provided to the group manager who will distribute them to all the participants on the day of the tour.

#### 3.3 The tour

Any delay compared to the group hour of arrival specified may lead to the cancellation of the activity. The amount of the services invoiced to users cannot be changed nor refunded.

### CLAUSE 4: MEMBERSHIP PACKAGES

#### 4-1 The principle of membership package and offer (exclusively sold at the ticket desk of the Granet Museum 2025)

Membership package entitles to:

- A free admission to the Granet Museum and Granet XXème (except for exhibitions),
- At admission with discount rate at the Granet Museum and the Granet XXème from 28 June to 12 October 2025 during the exhibition Cézanne au Jas de Bouffan,
- A free and privilege tour of permanent exhibitions with a museum curator where the conditions of implementation by the curator permit it,
- 5% discount at the Granet Museum shop,
- A free poster of the ongoing exhibitions,
- The sending of the Museum programming.

#### 4-2 Conditions of validity

The membership card is valid for one year as from the date of purchase.

The card may be renewed as from 30 days before the expiry date.

The cards may be renewed up to 3 years after the date of validity. Beyond that date, in accordance with the General data protection regulation (GDPR), member information will be erased and a new member shall be created in the event of a renewal.

#### 4-3 Conditions of use

The checks of the valid membership card are made at the ticket desk or at access control to the museum or its annex.

The membership card is strictly personal. It cannot be lent or exchanged. Only the holders of a valid membership card may have access to the museum and its annex and the benefits reserved to members. The Ville d'Aix-en-

Provence reserves the right to request a complementary identity supporting document to users at access control level.

In the event of proven fraud in relation to the membership card (different identity than that stated on the membership card without loss declaration on the part of the holder), the ville d'Aix-en-Provence reserves the right to suspend or disactivate the relevant membership card.

No refund, whether whole or partial, will be made.

In the event of failure to observe the tour regulations, the ville d'Aix-en-Provence reserves the right to disactivate the membership card, without obligation to refund the period of validity not used.

#### **4-4 Personal data required for the membership**

For any request for membership the following personal data are needed:

- Last name
- First name
- Postal address
- Land phone or mobile phone number
- Email address

In the event users do not wish to provide their last name and first name and any data allowing for contacting them, the sale of the membership package will be denied.

### **CLAUSE 5 – TERMS AND CONDITIONS OF USE OF THE TICKETS**

Any ticket is systematically checked at the entrance of the site by scanning the barcode or QR-Code printed on the ticket.

Only tickets with a barcode or QR-Code with fully legible mentions will be accepted. Any partially printed ticket, damaged or illegible ticket will not be accepted.

Tickets are strictly personal and not assignable.

Tickets allow for having access to exhibition rooms without having to go to the ticket desk.

Tickets are only valid for the tour and date stated therein.

Each ticket corresponds to a single entry.

Tickets must be kept until the end of the tour and may be checked at any time.

The Granet Museum reserves the right to refuse any admission in the event of presentation of a ticket without observing one of the abovementioned terms and conditions.

Tours are also subject to the tour regulation of the Granet Museum.

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### **CLAUSE 6 – FRAUDULENT USE – LOSS – THEFT OF TICKETS**

#### **6-1 Fraudulent use of tickets**

The Granet Museum shall refuse access to the site to any holder of a ticket with a barcode or QR-Code which has already been scanned. Only the first person presenting a ticket will be allowed to take part in the tour. She will be deemed to be the legitimate holder of the ticket.

#### **6-2 Loss and theft of tickets**

The Granet Museum is not responsible for any loss or theft of ticket(s) issued, including inside the site.

## CLAUSE 7 – TICKET REFUND AND EXCHANGE CONDITIONS

### 7-1 cooling-off period

Pursuant to Article L.221-28 12° of the French Consumer Code, the sale of admission tickets for a museum or associated services is considered as a provision of leisure services and does not entitle to cooling-off period.

### 7-2 Exchange and cancellation

The tickets purchased are not refundable, and may not be returned nor exchanged, except in the event of cancellation on the part of the Museum (conditions defined in Clause 7.3).

No refund will be granted to the persons having purchased their ticket online benefiting from discount and having paid full price following failure to present the supporting document.

No refund will be granted in the event of booking errors made by the web user on the Museum's on-line sale site (error of date, price, services, ...).

As part of the Cézanne au Jas du Bouffan exhibition from 28 June to 12 October 2025, please refer to Clause 2.2.

### 7.3 In the event of cancellation by the Granet Museum of the services stated on the ticket

In the event of cancellation of the services stated on the ticket on the part of the Museum or the city, the user will be kept informed as soon as possible and will be offered, in priority, an equivalent service at another date or another time, failing which he/she will be reimbursed upon presentation of the supporting document and an IBAN. As part of the Cézanne au Jas du Bouffan exhibition from 28 June to 12 October 2025, please refer to Clause 2.2.

### 7.4 Cancellation of the groups

No validation of group services paid by a user/client will be refunded in the event of cancellation or of failure to attend the tour.

In the event of obligation, on the part of the Museum, to cancel the services before the user starts the activity, except for Clause 9 of these general terms and conditions of sale, the user will be offered to attend the activity at a rescheduled date in priority, failing which a refund may be made.

## CLAUSE 8 – LIABILITY

### 8-1 With respect to the provision of services

The Granet Museum shall not be held liable for any non-performance or improper performance of the services stated in the tickets attributable to the user, or to unforeseen and unsurmountable act on the part of a third party, or to a force majeure event as specified in Clause 9 of these general terms and conditions of sale.

Users shall be held liable for any direct or indirect damage caused during their presence on the Granet Museum site, either towards the employees, the users or the works.

The ville d'Aix-en-Provence shall not be held liable for any damage whatsoever caused by users during their presence on one of the sites or during an external tour organized by the Granet Museum.

### 8-2 With respect to the issuance of tickets

Unless there is a malfunction of the [museegranet.tickeasy.com](https://museegranet.tickeasy.com) site (for the purchase of tickets for Granet XXème) which is attributable to the Granet Museum, the Granet Museum cannot be held liable for anomalies that may arise during the ticket ordering, processing, downloading or printing process, attributable either to the user, to an unforeseeable and unsurmountable act on the part of a third party that has nothing to do with the services, or to a force majeure event as specified in Clause 9 of these general terms and conditions.

## CLAUSE 9 – FORCE MAJEURE EVENT

The Granet cannot be held liable for any breach due to a force majeure event considered as such by case law developed by French tribunals and courts.

## CLAUSE 10 – PROOF, RETENTION AND ARCHIVING

Computerized registers, kept in the IT systems of the Granet Museum or any service provider of the latter, under reasonable security reasons, shall be considered as proof of a sale contract, its date, the orders placed and the payments made.

The archiving of the orders and invoices is made on a reliable and sustainable media in order to correspond to a true copy, in accordance with the regulations in force.

## CLAUSE 11 – PROTECTION OF PERSONAL DATA AND COOKIES

The ville d'Aix-en-Provence has put in place personal data processing for managing onsite or online sale of Granet Museum tickets. The ville d'Aix-en-Provence is responsible for the processing of those data. It is based on the users' consent, given with a view to purchase tickets. Users may withdraw their consent at any time.

Under the General data protection regulation « GDPR », users benefit, regarding their data, from a right of access, rectification, erasure, restriction, portability and withdrawal of their consent at any time. Withdrawal of consent does not jeopardize the lawfulness of the processing based on the consent given prior to such withdrawal.

Those rights may be exercised by duly signed written request, accompanied by an identity document, sent to the data controller whose contact details are stated on the website of the Museum <https://www.museeگرانet-aixenprovence.fr/protection-des-donnees-personnelles>.

The collected data mentioned as mandatory are required in order to create a client account and purchase the ticket(s).

In the event users refuse to provide those data, they will not be able to create a client account nor purchase a ticket.

The data collected are kept confidentially up to three years as from the date of inactivity of the account. Beyond this date, the data processed by the ville d'Aix-en-Provence will be subject to a regulatory archiving process within the meaning of the French *Code du Patrimoine* (Article L 212-6) and the French *Code Général des Collectivités Territoriales* (L1421-1), according to the archiving policy of Aix-en-Provence.

The data are also given to the following subcontractor, VIVATICKET which processes all relevant data, i.e. last name, first name, status, country and email address.

The processing does not include data transfer outside of France or to an international organization.

Users also have the right to file a claim with the French supervisory authority [www.cnil.fr](http://www.cnil.fr) if they consider, after contacting the ville d'Aix-en-Provence, that their rights have not been observed or that the processing implemented is not in line with data protection rules.

For any information on their rights under the French data processing and civil liberties law, the processing of personal data managed by the ville d'Aix-en-Provence, users may contact directly the Data Protection Officer of the ville d'Aix-en-Provence, at the following postal address or by email as specified on the site at the following address <https://www.museeگرانet-aixenprovence.fr/protection-des-donnees-personnelles>.

Users may also accept, at the time their personal data are collected, to receive an information letter regarding Granet Museum news. The relevant data and their practical terms and conditions of processing will be identical as above. They may at any time unsubscribe to the newsletter by sending an email or a letter to the Museum or by exercising their right of erasure of their personal data, in accordance with the abovementioned information.

With respect to cookies, the data regarding the use of the Museum website may also be collected, in order to better understand the users' expectations and thus improve the operating of the site. The policy relating to the use of cookies is defined on the Museum's site at the following address <https://www.museegranet-aixenprovence.fr/protection-des-donnees-personnelles>.

## **CLAUSE 12 – NON-SEVERABILITY**

The users and the Granet Museum acknowledge that these terms and conditions of sale form an integral part of the agreement concluded between them.

If, for any reason whatsoever, one of the clauses of these terms and conditions is declared unenforceable, it will be deemed never to have existed, but nevertheless shall not lead to the nullity of these general conditions, nor alter the validity of the other provisions.

## **CLAUSE 13 – DISPUTE RESOLUTION**

These general terms and conditions of sale are governed by French laws.

In the event of a dispute, an amicable solution will be sought prior to any legal action before the administrative tribunal of Marseille.

Updated on 07/02/2025

Musée Granet – site Place Saint Jean de Malte – Aix en Provence

Granet XXème – site Chapelle des Pénitents blanc, place Jean Boyer, rue Maréchal Joffre – Aix-en-Provence.

Opening hours:

Mondays to Sundays from 12 noon to 6 p.m. except for temporary exhibitions during which the hours are extended and available on the website or communication document of the Museum.

To learn more about the conditions of access to the Museum, please refer to terms of the museum tour regulations.