

THE BERLIN WALL

A WORLD DIVIDED

General Terms and Conditions of Sale
for the exhibition "The Berlin Wall. A World Divided"
19/03/2025

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Preamble

As defined in Article L111-1 of the Consumer Code, the general terms and conditions of sale inform the consumer about the essential characteristics of the product or service before concluding a contract or sale.

This document sets out the general terms and conditions of sale for the exhibition "The Berlin Wall. A World Divided", presented at the Cité de l'architecture et du patrimoine from May 14 to September 28, 2025. The exhibition "The Berlin Wall. A World Divided" is produced by Musealia Exhibitions & Museums, SL, a Spanish limited liability company.

The customer acknowledges having read these general terms and conditions of sale before confirming their order. Any transaction implies the customer's full and irrevocable acceptance of these terms and conditions. The Cité de l'architecture et du patrimoine and Musealia reserve the right to make any modifications to these terms and conditions. In the event of any modifications, the general terms and conditions of sale in force on the date of the order shall apply to each purchase.

1. Tickets Offered for Sale

1.1. For Individual Visitors

Tickets for the temporary exhibition "The Berlin Wall. A World Divided" are available for purchase on-site and online at www.lemurdeberlin.com. For online sales, the number of tickets per order and per person is limited according to the availability indicated in the "quantity" selection at the time of booking.

1.2. For Groups

For groups (excluding school groups), these general terms and conditions of sale apply. For school groups, the general terms and conditions of sale are specified in the booking confirmation sent to the group coordinator.

1.3. Availability

The customer is informed of the availability of tickets at the time of purchase. When a time slot is no longer available, it will be marked as sold out.

If, due to the various sales or booking channels, a sold ticket is no longer available, the Cité commits to contacting the purchaser to offer an alternative time slot.

1.4. Validity Period

Tickets purchased online are dated and valid exclusively for the specified visit, at the date and time mentioned.

Tickets cannot be refunded by the Cité de l'architecture et du patrimoine or Musealia, nor resold to third parties.

1.5. Cancellation and Delays

Musealia and the Cité de l'architecture et du patrimoine reserve the right to cancel dates if the minimum number of attendees is not met. Affected individuals will be informed and offered an exchange or refund, except in cases of force majeure, excluding any other compensation or indemnity.

Any delay by visitors will not entitle them to a refund of the fees paid.

Once an activity has started, it is considered fully due, and no refunds can be issued. In the event of exceptional circumstances (general strikes, special celebrations, etc.), Musealia and the Cité reserve the right to modify their opening hours. Cancellation or rescheduling requests resulting from such events will be processed in accordance with these general terms and conditions. Any delay by visitors will not entitle them to a refund.

1.6. Refunds and Exchanges

The sale of tickets for the museum or its activities is considered a sale of leisure services and, in accordance with Article L 121-21-8-12° of the Consumer Code, does not grant the right to a withdrawal period.

Tickets are non-transferable, non-modifiable, non-exchangeable, and cannot be resold. Once issued, tickets cannot be exchanged or refunded, except in cases of cancellation or modification by Musealia or the Cité de l'architecture et du patrimoine.

For security reasons concerning people and property, Musealia or the Cité de l'architecture et du patrimoine reserves the right to close or modify its opening hours.

Under these conditions, the buyer will be contacted as soon as possible to be informed of the possibility of rescheduling or refunding the affected booking. Refunds will be processed as quickly as possible, without a specific timeframe, upon receipt of the buyer's banking details (Bank Identity Statement), and in accordance with public accounting regulations.

Any ticket purchased through a partner/reseller of the Cité or Musealia may be refunded by the third party according to its own general terms and conditions of sale.

2. Prices

The applicable prices are those in effect at the time of the online order or the purchase at the ticket counter. They are available on the exhibition's website, at the Cité, at the ticket counters, and upon request.

Prices are listed in euros (€) and include all applicable taxes. Several pricing options are available depending on the type of visit, the visitor's age, or status. The pricing conditions are those displayed on www.lemurdeberlin.com at the time of purchase.

A voucher granting free admission can be obtained at the ticket counter.

Proof of eligibility for free admission or a discount will be required when validating tickets purchased online. If the visitor fails to provide such proof, they will be required to pay the difference up to the full ticket price or the total admission fee.

Musealia and the Cité reserve the right to modify ticket pricing. However, these changes will not affect the price of orders and reservations already completed. The prices as of the date of these general terms and conditions are specified in Annex 1.

3. Sales on the Website www.lemurdeberlin.com

3.1. Online Purchase

The online purchase process consists of the following steps:

- The customer selects the type of visit, the date and time of their visit, and the number of tickets by category based on availability.
- The customer must fill in several mandatory fields (email, first name, last name, mobile or landline phone number, postal code) to proceed with the purchase.

- A summary of the entire order is displayed in a virtual shopping cart, which is saved for 20 minutes. The customer confirms the cart and proceeds with online payment by securely entering their banking details, if applicable, using the 3D Secure protocol by entering a code provided by their bank. If payment is declined by the relevant payment center, the order is automatically canceled.

3.2. Online Payment

Payment must be made by credit card, check, or purchase order (in the case of school visits), with no other payment methods accepted.

The following credit cards are accepted: Carte Bleue, Visa, Mastercard, and E-Carte Bleue. There is no minimum amount required for credit card purchases on the ticketing website.

Online payments are processed in accordance with the general terms and conditions of the payment system.

All payment information is protected and encrypted before transmission to the processing center. This security is ensured by the SSL2 protocol.

The customer guarantees to Musealia and the Cité de l'architecture et du patrimoine that they have all necessary authorizations to use their chosen payment method for the online transaction.

Once the payment is accepted, the customer receives two emails: one summarizing the order and another containing the customer's credit card receipt, which should be retained.

The online payment solution AYDEN keeps a copy of the transaction receipt. Neither Musealia nor the Cité stores customers' banking data.

If the customer's bank refuses to process the transaction, the purchase will not be validated, and the customer must contact their bank.

The customer acknowledges that under no circumstances can Musealia or the Cité de l'architecture et du patrimoine be held responsible for fraudulent transactions made using their credit card.

3.3. Ticket Issuance

Tickets purchased online are e-tickets. They can be printed by the customer from their account on blank A4 paper or presented digitally via a smartphone or tablet. Anyone who has claimed a reduced or free admission during an online purchase must present proof upon entry; otherwise, they will be required to pay the difference up to the full ticket price.

Printing the confirmation page or the confirmation email sent by Musealia does not constitute a valid ticket.

Printable home tickets are available in PDF format upon purchase validation and until the date of the visit. They can be printed by clicking on the link in the "Ticket Collection" section of the confirmation email.

The admission ticket is personal and non-transferable. The number of printed or presented tickets must correspond to the number of visitors, along with the corresponding proof of eligibility for discounts.

The barcode must be clearly legible to allow for scanning and access to the exhibition.

Visitors must keep their tickets for the entire duration of their visit.

It is strictly forbidden to duplicate or counterfeit a ticket in any way.

A ticket grants a single entry to the exhibition spaces or the specified event, and re-entry is not permitted unless otherwise stated on the ticket.

4. Other conditions for payment on site

4.1. On-site payments

On-site payments may be made by cash, bank card (CB, Visa, MasterCard, JCB and CUP), bank cheques, UIP culture cheques and holiday vouchers.

Online payments are specified in article 3.2.

Payments by cheque must be made payable to the Cité de l'architecture et du patrimoine.

4.2. Deferred payment for school groups

For school groups Payments by interbank transfer must be made to the Trésor Public account of the Régie des recettes et avances:

- Bank code: 10071
- Counter code: 75000
- Account number: 00001004276
- RIB key 56
- TPPARIS direct debit
- IBAN : FR76 1007 1750 0000 0010 0427 656 - BIC : TRPUFRP1

5. Liability

Neither Musealia, the Cité, nor the client shall be held liable for any failure to fulfill obligations due to a force majeure event. Events considered as force majeure include, but are not limited to: wars, riots, insurrections, governmental or legal restrictions, fires, storms, and floods.

Except in cases where a malfunction of the website www.lemurdeberlin.com is directly attributable to Musealia or the Cité, neither entity shall be held responsible for any issues that may occur during the ordering, processing, downloading, or printing of tickets. This includes problems caused by the client, computer or server failures, telecommunications disruptions (including internet outages), or any other technical issues beyond their control.

Musealia and the Cité shall not be held responsible for the use of purchased tickets, as the client is solely responsible for their own use of the tickets or any third-party use.

6. Personal Data – Cookies

6.1. Personal Data

Musealia and the Cité are committed to protecting personal data and personally identifiable information. All customer data is handled with the strictest confidentiality, in accordance with legal and regulatory provisions. During

transactions, only the information necessary to ensure the quality of service is requested from the customer. Musealia and the Cité do not sell, trade, or rent this information to third parties.

By accepting these general terms and conditions of sale, the customer acknowledges having read the personal data protection policy and consents to Musealia and the Cité collecting and using this data. The data collected on the website is processed by Musealia and the Cité for the purposes of administrative order processing, transaction management, statistical analysis, and sending emails if the customer subscribes to the newsletter.

Personal data collected is retained for a period of three years from the date of the customer's last purchase on the website.

In accordance with the amended French Data Protection Act of January 6, 1978, and the European Regulation 2016/679 of April 27, 2016 (General Data Protection Regulation – GDPR), the customer has the right to access, rectify, modify, and delete their data. The customer can also exercise their rights to object, restrict processing, and request data portability. To exercise these rights, the customer can send a request via email to: info@musealia.net.

6.2. Cookies

The website www.lemurdeberlin.com uses cookies to provide customers with the best possible service, particularly to ensure the proper functioning of the online ticketing system and audience measurement. Customers are informed that when visiting the website, a cookie may be automatically installed in their browser. The purpose of the cookie is to store information related to the customer's navigation on the site.

Browser settings allow users to be notified of the presence of cookies and, if desired, to refuse them.

The www.lemurdeberlin.com ticketing website uses cookies to ensure the proper execution of purchases. The data collected is not stored beyond the duration of the session and is not collected in any other way.

Customers have the right to access, rectify, restrict, transfer, and delete the personal data communicated via cookies.

7. Miscellaneous

If any provision of these general terms and conditions of sale is deemed illegal or unenforceable by a court ruling, the remaining provisions shall remain in effect.

8. Applicable Law

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

In the event of a dispute, the Paris courts shall have sole jurisdiction, after all amicable resolution options have been exhausted.

ANNEX 1: Prices as of 19/02/2025

- **Visitor's Day – Special Rate: €14.50**

- Available only on Mondays
- Open to everyone

- **Standard Rate: €19.50**

- Applies from Wednesday to Sunday

- **Reduced Rate: €17.50**

- Applies from Wednesday to Sunday
- Available upon presentation of valid proof:
 - Students
 - Retirees
 - Large families
 - People with disabilities*
 - Job seekers**

- **School Group Rate: €8**

- Available from Monday to Friday
- From 9:00 AM to 11:00 AM

- **Adult Group Rate: €12**

- Available from Monday to Sunday

- **Free Admission:**

- Children aged 0 to 7 (accompanied by an adult – without an audio guide)
- Accredited journalists – Contact the press department to request a free visit: caroline.loizel@citedelarchitecture.fr
- Accredited teachers – Contact the school groups department to request a free visit (only for groups with prior reservation): groupe@citedelarchitecture.fr
- ArchiPass holders

*Documents required: MDPH disability card / Inclusion mobility card / Priority card for disabled persons / Veterans and victims of war / Disabled adults' allowance (AAH).

** Documents required: proof of registration with France Travail - ASSEDIC.