



ORDER FORM

Group tours of the Stade Pierre-Mauroy

Please fill out and send this order form signed to
ot@villeneuedascq-tourisme.eu

CUSTOMER INFORMATION

Company name (1):

Company registration number (1) :

Sic code (1) :

VAT:.....

Supervisor:

Address:

Post code/City:

PAYMENT OPTIONS (maximum 5 days before the tour):

- Bank transfer
- Cash
- Credit card

An invoice will be sent to you upon confirmation of the tour.
 (1) Mandatory particulars for proper follow-up of your request. If one of these fields is not completed, this order form will not be considered.

DATE OF THE TOUR:

REQUESTED TIME: 2.30pm – 4pm

(Please circle your choice(s))

NUMBER OF PARTICIPANTS:

GUIDE: FRENCH / ENGLISH / GERMAN

(Please circle the desired response / subject to availability)

PARTICIPANTS	PRICE	NUMBER	TOTAL INC TAXES
ADULT	€12		
13 to 18 year old / STUDENTS / PRM / JOB SEEKERS <small>(Supporting documents to be provided on site)</small>	€9		
CHILDREN BETWEEN 5 AND 12 <small>(Supporting documents to be provided on site)</small>	€7		
1 ACCOMPANYING PERSON for 20 people	Free		
Extra for Guide <small>(groups with less than 20 people)</small>	€70		
Extra for Guide <small>(groups with over 30 people)</small>	€45.50		
TOTAL INC TAXES			

The tour will be confirmed by the Tourist Office by email.

The tour is not suitable for children under 5 years old.

For the customer:

This signed order form represents a firm and irrevocable commitment fully subject to the general terms and conditions of sale which can be viewed on the back of your order form and of which the customer claims to be aware.

In:

On the:

"Agreed and signed"

SIGNATURE AND STAMP COMPULSORY

The above information is required for processing your application and for managing customer relationships, particularly to receive similar offers (including those for the Stade Pierre-Mauroy). According to the modified data protection Act of January 6 1978, you are entitled to access, modify, rectify, oppose and if you do not wish to receive future offers from ourselves or our partners, you can write to us at the following address: Office du Tourisme de Villeneuve d'Ascq – Château de Flers – Chemin du Chat Botté 59650 Villeneuve d'Ascq

GENERAL TERMS AND CONDITIONS OF SALE FOR THE STADE PIERRE MAUROY 2017

ARTICLE 1: DEFINITIONS

Customer: Refers to the beneficiary of services, quotation signatory;

Quotation: Refers to the commercially and operationally agreed conditions between the Tourist Office and the Customer, namely specifying the identity of the Customer, the services considered and the price;

TO: Refers to the Villeneuve d'Ascq Tourist Office.

Tour: Refers to the group tour for the Customer organised in the SPM;

SPM: Refers to the Stade Pierre-Mauroy including reception areas for Company Events;

Party(ies): Refer(s) to the TO or (and) the Customer;

ARTICLE 2: PURPOSE OF GT&C OF SALE

The purpose of Group Tour GT&C OF SALE is to define the conditions under which the TO commercialises guided tours in the SPM for the benefit of organising Customers ("Tours").

In case of contradiction between the provisions stipulated in the Quotation signed by the Customer and those stipulated in the GT&C OF SALE, it is agreed that the provisions in the Quotation shall take precedence. The GT&C OF SALE and the Quotation constitute a single contract in such a way that they cannot be separated. The period of validity of a quotation is 5 working days. The Customer who confirms the Quotation, by any means, fully accepts the full and complete application of these GT&C OF SALE. The Customer commits to respecting and to making sure that any person acting on their behalf and any participants respect these GT&C OF SALE and also all legal and regulatory requirements. The GT&C OF SALE are drafted by the TO.

ARTICLE 3: PRESENTATION OF THE TOUR

The Tours are designed to enable the public to discover SPM and to see behind the scenes. In theory the tour route is as follows: Welcoming the visitors in the north hall, gate D (by Boulevard de Tournai) / Level 0 - General Public Stands / VIP boxes on the 1st Floor / Press areas on the 2nd Floor / LOSC changing Room, access tunnel to the pitch, mixed zone and press conference room. The tour lasts around an hour. It is however to be noted that the length and the route are provided as information, and could be unilaterally modified by the TO, which the Customer specifically accepts.

ARTICLE 4: BOOKING

The Tours are organised by signing a Quotation at least 10 days before the requested date. Therefore the Customer is invited to contact the TO by telephone or by email. The Tours can be organised between Monday and Friday (except when events are taking place), particularly for companies, the Métropole Lilloise partners, associations and school groups. The times are generally fixed in advance as follows: 2.30pm & 4pm.

ARTICLE 5: TOUR STARTING POINT

The starting point for the Tour is determined by the Stadium and conveyed to the Customer at the earliest possibility before the Tour. Any participant in the Tour who arrives after the Tour has started could be denied access to the SPM. It is recommended that the Customer arrive at the starting point at least 10 minutes before the Tour is set to begin.

ARTICLE 6: GROUP COMPOSITION

The Tours are organised for groups of 20 to 30 people with a guide. If there are more participants, an extra 45.50€ inc taxes will be required for the assignment of an extra guide. If there are less than 20 people

on the Tour, an extra 70€ will be required for the assigned guide. The Customer can bring additional participants on the day of the Tour subject to (i) TO agreement and the payment of the sum stated in article 8 on site (if payment made in cash, TO is not able to give change).

ARTICLE 7: PAYMENT TERMS

Save as otherwise provided in the Quotation, upon signing the Quotation, the Customer commits to the payment of the full amount a maximum of 5 days before the Tour. The order will give rise to an invoice as soon as the order form is received. If there is an additional participant under the procedure stated in article 6, the TO will forward an additional invoice to the Customer at the end of the Tour.

If payment has not been made by the agreed deadline, late fees will be applicable from the day following the deadline according to the current legal rates. It should be noted that any payment made after sixty days from the date on which the invoice was issued is legally considered to be abusive practice.

ARTICLE 8: STATED PRICE

It should be noted that all rates are in Euros inc taxes. The VAT rate applied will be the standard rate in force on the invoice date. The Quotation price is provided for an amount of time valid until the end of the option date. After this date, the TO reserves the right to modify the pricing depending on changes in economic conditions. The Tour prices are currently as follows: Adult price: 12€ / Reduced price (13 to 18 year old, students, disabled persons and job seekers. Evidence will need to be provided on the day of the SPM tour): 9€ / Child price (5 to 12 year old): 7€ / Free for children under 5. Any minor will need to be accompanied by an adult on the day of the Tour.

ARTICLE 9: CANCELLATION

The invoice is issued on the basis of the amount on the Quotation signed by the Customer. The Customer is invited to pay close attention to the following cancellation conditions: Mainly due to the expenses incurred by the TO, any order is firm and definitive. Therefore, any full or partial cancellation (reduction in the number of participants), will in no case give the Customer the right to claim a refund of the amount stated in the Quotation. If the Tour is interrupted after having started due to the Customer, the amount will still be owed to the TO.

If the Customer requests that the Tour date be changed less than seven days before it was due, the Customer will be responsible for all costs and expenses incurred by this change, alongside the amount of the Quotation.

The above cancellation conditions may vary depending on the operational requirements of the SPM and on the exceptional or complex character of the request.

It should particularly be noted that, due to the specificity of the site and the priority given to the scheduling of major sports (including the home Club matches), cultural and musical events, reserving a Tour over 15 days before it is due to start may, if an event is scheduled for all or part of the PSM, or if there is an issue of confidentiality during set-up, entail, without prejudice, the cancellation with full refund for the Customer or the re-scheduling of the Tour. In this case, the Customer will be unable to hold the TO or Stadium accountable due to the haphazard and unpredictable nature of the situation.

ARTICLE 10: RESPECT FOR PRIVATE DATA

In the context of the Tour, the Parties commit to adhere to the applicable regulations relating to data protection, particularly the Data Protection Act 78-17 of January 6th 1978, regarding the gathering, use, treatment, conservation, transmission, correction, suppression and/or communication of any data conveyed in the context of the Tour. The Parties commit to implementing all appropriate technical and organisational measures for

the protection of data from loss, improper use and unauthorised access, spreading, alteration and destruction; the nature and level of these security measures should take into account the more or less sensitive character of the data. The Parties commit to using the data loyally and only for the needs of the Tour, subject to these GT&C OF SALE.

ARTICLE 11: INSURANCE

The Customer is responsible for any damage caused due to their own actions but also those of the participants in the Tour. The Customer commits to obtaining insurance from a reputedly solvent company to cover all consequences arising from their civil liability. The insurance will guarantee namely the damage and risks linked to the performance of their profession, the content of the Tour or any losses incurred by the TO or the Stadium. The TO or the Stadium shall not be held accountable for any theft of the belongings of the participants.

ARTICLE 12: FORCE MAJEURE

The Parties shall not be held responsible for the non-execution of one of their obligations or for enforcing their rights at the end of the services in the case of force majeure as defined by the French courts.

ARTICLE 13: TERMINATION

The Party which observes any breach of any of the obligations in these GT&C OF SALE shall send a registered letter with notice of receipt to the defaulting Party so as to notify them of the concerned breach. If the defaulting Party is unable to remedy the breach of obligations in under five (5) days from when the registered letter with notice of receipt was sent, the other Party is in their right to request the termination of the considered Tour by sending a second registered letter with notice of receipt, without prejudice to any damages and interests that could be reclaimed. If the Customer breaches any of their obligations, they accept that all sums still owed to the TO for these financial conditions will be immediately due.

ARTICLE 14: SALE AND TRANSFER

The Customer is unable to sell or transfer, for any reason, all or part of their rights and obligations stemming from the Quotation and/or these GT&C OF SALE under penalty of liability claims.

ARTICLE 15: AMENDMENT AND INVALIDITY

The GT&C OF SALE may be amended at any point. In case of amendment, the TO commits to conveying the new GT&C OF SALE to the Customer before the start of the Tour. The new GT&C OF SALE will be applicable henceforth to the relationship between the Customer and the TO. It should be noted that in the case of the legal or regulatory invalidity of one of more of the articles in these GT&C OF SALE, the other stipulations will remain applicable and will have their full effect.

ARTICLE 16: APPLICABLE LAW AND DISPUTES

These GT&C OF SALE are exclusively governed by French law regardless of the Customer and the organised Tour. Any challenges or claims will only be taken into account if they are written and sent to the TO, specifying the reason and amount of the challenge within five (5) days after the end of the Tour. Any action taken after this deadline will be deemed to have no effect on the TO, regardless of the nature of the dispute. In the case of a dispute and if the Parties fail to reach an agreement, the competent courts will be those of the location of the TO's head office.

ARTICLE 17: LEGAL VALUE

This English version of GT&C OF SALE is given for information only. The only French version available on <http://www.stade-pierre-mauroy.com/conditions-generales-de-vente> is legally binding between the parties.