

GENERAL TERMS OF ONLINE SALE (HEREINAFTER REFERRED TO AS THE "GENERAL TERMS OF SALE")

Preliminary article

These General Terms of Sale are applicable between:

The company Christian Dior Couture, public limited company with a capital of 291,125,408 Euros, having its head-office at 30 avenue Montaigne, 75008 Paris, registered in the Paris register of companies under number 612 035 832 - Telephone: +33 (0)1 40 73 73 73; Email address: contactdioreu@dior.com; VAT FR 37 612035832 (hereinafter referred to as "Christian Dior Couture"),

And

Any individual purchasing individual tickets to access La Galerie Dior with or without a guided tour (the «Ticket(s)») on the billetterie.galeriedior.com website (hereinafter referred to as "Website").

It is mandatory that the tickets be ordered on the Website or at the ticket office of La Galerie Dior.

These General Terms of Sale do not apply to (i) sales through partners, or (ii) bulk Ticket sales.

Article 1 – Scope and acceptance of the General Terms of Sale

These General Terms of Sale are applicable to all the Ticket sales made through the Website or at the ticket office of La Galerie Dior.

The Galerie Dior endeavours to present the history of the fashion house created in 1946, through the creations of Christian Dior and the various artistic directors who succeeded him until today. The Tickets allow the Customer to enjoy one or more visits to La Galerie Dior, under the conditions described below.

The Tickets are sold to individual end customers, acting for strictly personal purposes and not for any commercial activity, thereby excluding any resellers or intermediaries acting in the name of and on behalf of resellers (hereinafter referred to as the «Customer(s)» or «you»).

Accordingly, the Customer confirms and declares that he/she is acting as a consumer and does not intend to resell the Tickets for commercial purposes.

The Customer also certifies that he/she has the legal capacity to undertake obligations under the terms of these General Terms of Sale.

The present General Terms of Sale are brought to the knowledge and accepted by the Customers in the following way:

- When purchasing (a) Ticket(s) on the Website, the Customer must indicate his/her acceptance of the General Terms of Sale in force by clicking on the «Pay and place an order» button. The General Terms of Sale can be viewed before and at the time of confirming the purchase.

- When purchasing (a) Ticket(s) at the ticket office of La Galerie Dior, the Customer may read the General Terms of Sale which are displayed. The purchase of (a) Ticket(s) at the ticket office by the Customer implies his/her unreserved acceptance of the General Terms of Sale.

Christian Dior Couture may update and modify these General Terms of Sale. The terms applicable to the sale of Tickets are those that are in force when the sales contract is concluded.

For more information about the processing of personal data, which is collected on the Website, by Christian Dior Couture, the Customer is encouraged to read the Policy on Privacy Protection on the website https://www.dior.com/en_gb/personal-data#christian-dior-privacy-policy

Article 2 – Characteristics of the Tickets

Each Ticket allows the Customer to enter La Galerie Dior, with or without a guided tour, on a specific date and during a specific time slot of thirty (30) minutes.

The number of Tickets per order and per Customer is limited to 6.

The purchase by the Customer of several Tickets allows him/her to be accompanied by visitors of his/her choice.

The Tickets are time-stamped and valid only for the indicated date and time. If a customer exits La Galerie Dior, he/she cannot enter again.

Access to La Galerie Dior is subject to verification of the validity of the Ticket and a document providing proof of entitlement to a reduced rate or free admission as may be applicable. The Ticket has a barcode and is checked by the control officers with barcode scanners. The Customer (and each visitor on whose behalf the Customer has purchased a Ticket, if applicable) must present the barcode, either from his/her smartphone or as a hard-copy (by taking an A4 size print-out of the Ticket containing the barcode), ensuring that it is sufficiently legible, or present the Ticket provided by the ticket office in case of purchase at the ticket office. Any ticket that is partially printed, soiled, damaged or illegible will not be accepted and will be considered invalid. Customers and visitors must keep their Ticket carefully for the duration of their visit to La Galerie Dior.

Each Ticket includes the following information:

- Nom and/or logo of La Galerie Dior;
- The Customer's first name and surname (for Tickets purchased on the Website only);
- Date and time of the visit;
- Date of purchase of the Ticket;
- Rate in Euros, net of taxes;
- Barcode enabling its validation at the entrance of La Galerie Dior;
- Ticket number and folder number assigned by the computer system.

Article 3 – Information about the orders

Orders for Tickets can be placed on the Website or at the ticket office of La Galerie Dior.

The languages available for the orders placed on the Website are French and English. The languages used for orders placed at the ticket office of La Galerie Dior are French and English.

3.1 Orders placed on the Website

3.1.1 Selection of Tickets by the Customer

On the Website, the Customer selects, enters and validates the quantity of Tickets that he/she wishes to order, within the limits of the quantities indicated in Article 2 above; the said Tickets are added to his/her «Cart».

The Customer can freely make changes online to his/her «Cart» containing the selected Tickets, delete a Ticket selected earlier, change the ordered quantities or even add a Ticket by clicking on the corresponding items in his/her «Cart».

3.1.2 Validation of the order

The Customer must provide the information required to place the order:

- e-mail,
- surname and first name,
- title,
- selection of payment method and payment information.

After all this information has been properly entered and validated, the price of the order (as defined in Article 5 below) is automatically displayed.

The Customer must check the accuracy of his/her selection before confirming his/her order.

The Customer's order data is then summarised again for a final verification.

By clicking on the «Pay and Place Order» button, the Customer places a firm order for the Ticket(s) in his/her Cart.

The Customer can only place an order after he/she acknowledges and accepts these General Terms of Sale and the Policy on Privacy Protection by clicking on the «Pay and place an order» button.

3.1.3 Confirmation of the order by Christian Dior Couture

Once the steps stated in Article 3.2.2 above have been completed, an acknowledgement of receipt of the order is emailed to the Customer. In accordance with the provisions of Article 1126 of the French Civil Code, the Customer accepts the use of electronic mail for the confirmation by Christian Dior Couture of the contents of his/her order. Unless otherwise expressly stated, this acknowledgement of receipt of the order does not constitute an acceptance of the Customer's order.

The sales contract is deemed concluded when the Customer has received a separate e-mail from Christian Dior Couture containing a link to the Ticket(s) in PDF format.

For payment by credit card, the sales contract is concluded when the Customer's credit card is debited in accordance with the terms of Article 6 stated herein, even if the Customer's credit card is debited prior to the dispatch of the Ticket(s) or before the acceptance expressed by any other means.

In case of payment by Apple Pay, Apple Pay express, WeChat Pay or AliPay as provided for under the terms of Article 6 hereof, the sales contract is deemed to have been concluded when the Customer confirms his/her order on the website or application concerned.

The acknowledgement of receipt of the order mentions the order number, total amount of the order, essential characteristics and the quantity and price of the purchased Ticket(s). This acknowledgement of receipt contains a link to the General Terms of Sale.

3.1.4 Proof of the order

In general, it is expressly agreed between Christian Dior Couture and the Customer that e-mails will be considered valid between the parties, particularly regarding the nature and date of the order.

In addition, pursuant to Article L. 213-1 of the French Consumer Code, Christian Dior Couture retains the elements relating to any order of an amount equal to or greater than one hundred and twenty (120) Euros for a period of ten (10) years and makes them available to the Customer upon simple request sent by the latter to contact@galeriedior.com or La Galerie Dior – 11 rue François Ier - 75008 Paris.

However, it is recommended that the Customer also keep a copy (in electronic and/or paper format) of the elements relating to his/her order.

3.2 Orders placed at the ticket office of La Galerie Dior

The Ticket sale contract is formed by the Customer paying the amount of his/her purchase at the ticket office of La Galerie Dior. The prices of the Tickets are displayed at the ticket office of La Galerie Dior.

The Ticket(s) purchased will be delivered to the Customer at the ticket office of La Galerie Dior after payment has been made.

Article 4 - Refund, cancellation and exchange

Tickets cannot be exchanged or refunded even if a purchased Ticket has not been used, except in the event of cancellation by Christian Dior Couture of the service.

Article 5 – Price of the Tickets - Invoicing

The prices displayed on the Website and at the ticket office of La Galerie Dior are indicated in Euros (€) and are inclusive of all taxes.

The prices invoiced are those that are in force as on the date of the order.

Without prejudice to the orders that are already placed by the Customer, Christian Dior Couture reserves the right to modify the prices of the Tickets at any time and without notice.

The offers and prices mentioned on the Website and at the ticket office of La Galerie Dior are valid within the limit of the available places.

Article 6 – Terms of payment

The Customer can pay for his/her purchases by credit card or debit card. Payments are accepted through cards like 'CB', Visa®, MasterCard®, American Express®, Diners®, JCB®, Discover® and can also be made through Apple Pay®, WeChat Pay® and AliPay®. It is imperative that cards issued by banks based outside France be international bank cards.

After validation of the bank details by the Customer on the Website, the latter accesses a secure server operating in SSL mode (128 bits).

The transaction is then carried out by the Customer according to the banking security standards. The authentication is specific to each bank. By communicating his/her bank card number and/or bank details to Christian Dior Couture on the Website, the Customer accepts, in advance and unconditionally, that Christian Dior Couture will proceed with the secure transaction and authorises his/her bank, in advance, to debit his/her account based on the records or statements sent by Christian Dior Couture, even in the absence of invoices that are manually signed by the holder of the bank card used.

The sales contract is concluded when the Customer's credit card is debited if this debit takes place before the confirmation email is sent by Christian Dior Couture.

The payment of the Customer's purchases at the ticket office of La Galerie Dior can also be made in cash.

Article 7 – Conditions of access to La Galerie Dior and internal regulations

The Customers and their visitors must comply with the visit rules and regulations of La Galerie Dior.

The Customer acknowledges and accepts that in the context of the Covid-19 pandemic, there may be health measures imposed in and around La Galerie Dior, and undertakes to comply with them without reservation. If the Customer fails to do so, he/she and/or the visitors accompanying him/her may be denied access or excluded from the premises of La Galerie Dior, without any refund.

If a customer exits La Galerie Dior, he/she cannot enter again.

Article 8 – Protection of privacy

For more information on how we use your personal data that is collected on the Website, please refer to our Policy on Privacy Protection at https://www.dior.com/fr_fr/donnees-personnelles.

You can register on the do not call list available at <http://www.bloctel.gouv.fr>.

Article 9 – Intellectual property rights

The Customer cannot reproduce, represent or adapt, directly or indirectly, the Website, in whole or in part, in any form whatsoever. All intellectual property right relating to any Christian Dior Couture product or element, such as brands, illustrations, photos, images, models and logos, whether registered or not, is and will remain the exclusive property of Christian Dior Couture.

Any total or partial reproduction, downloading, modification or use of Christian Dior Couture trademarks, illustrations, images, photos, logos and models, for any reason and on any medium whatsoever, without the express prior written consent of Christian Dior Couture, is strictly prohibited.

Similarly, any use that is not in accordance with the license to use the Website and, in particular, the use of any of its components (descriptions, prices, data, software, graphics, images, texts, photographs, tools, etc.) for sale or any other direct or indirect commercial use, is strictly prohibited without the prior written consent of Christian Dior Couture.

For more information, please refer to the Legal Notice available on the website dior.com

Article 10 – Right of withdrawal

In accordance with Article L. 221-28, 12° of the French Consumer Code, the right of withdrawal cannot be exercised for the remote purchase of Tickets.

Article 11 – Miscellaneous

The fact that Christian Dior Couture refrains from demanding, at a given time, the execution of any of the stipulations of these General Terms of Sale cannot be interpreted as a waiver of the right to invoke the said total or partial non-execution later.

If any of the stipulations of these General Terms of Sale is declared null and void, in whole or in part, the other stipulations and the other rights and obligations arising from these General Terms of Sale shall remain unchanged and applicable.

Article 12 – Settlement of disputes – Applicable law

These General Terms of Sale are subject to French law, except for imperative provisions to the contrary such as those resulting from the EC regulation no. 593/2008 of 17 June 2008 on the law applicable to contractual obligations (Rome I). This choice of law does not affect the Customer's right to benefit from the applicable consumer protection regulations in the Customer's country of residence.

In case of any difficulty arising at the time of ordering Tickets or visiting La Galerie Dior, the Customer can, before taking any legal action, seek to find an amicable solution with Christian Dior Couture and seek the intervention of the CMAP - Paris Mediation and Arbitration Centre, the consumer mediator under whose jurisdiction Christian Dior Couture falls.

To submit a dispute to the mediator, the Customer can fill in the form on the CMAP website: www.cmap.fr, tab «you are: a consumer», send his/her request by simple or registered mail to CMAP Médiation Consommation, 39 avenue Franklin D. Roosevelt, 75008 PARIS, or send an email to consommation@cmap.fr. Irrespective of the means used to refer the matter to CMAP, the Customer's request must contain the following elements for it to be quickly processed: his/her postal address, e-mail address and telephone number as well as the name and address of Christian Dior Couture, a brief statement of the facts, and proof of the steps taken by the Customer with respect to Christian Dior Couture prior to referring the matter to CMAP.

The Customer remains free to accept or refuse the option of mediation and, in case of opting for mediation, each party is free to accept or refuse the solution proposed by the mediator. In the absence of an amicable solution or opting for mediation, all disputes arising from the general terms of sale will be submitted to the competent court pursuant to the rules laid down by the Code of Civil Procedure and the Consumer Code. The Customer can initiate legal proceedings at the courts of (i) the place of domicile of Christian Dior Couture; or (ii) the place of domicile of the Customer.

In addition, the European Commission provides an online out-of-court dispute settlement platform (OS platform), accessible at <https://ec.europa.eu/consumers/odr>. Christian Dior Couture's email address is contactdioreu@dior.com.

Neither party can be held responsible for the total or partial non-performance of his/her/its obligations if such non-performance is due to unforeseeable circumstances or the occurrence of an element constituting force majeure as defined by the case-law of the courts, mainly, but not limited to, flood, fire, storm, lack of raw materials, total or partial transport strike.