

**GENERAL TERMS AND CONDITIONS OF SALE  
APPLICABLE TO ONLINE TICKETING  
SERVICES**

---

**Article 1. APPLICATION**

These General Terms and Conditions of Sale apply to all online ticket orders placed on the Gouffre de Padirac website: [www.gouffre-de-padirac.com](http://www.gouffre-de-padirac.com) via the [billetterie.gouffre-de-padirac.com](http://billetterie.gouffre-de-padirac.com) interface, for a specific visit date. Gouffre de Padirac reserves the right to amend or modify these terms and conditions without notice at any time. In this event, the amendments or modifications shall be applicable to all orders placed from the time of publication of the modified general terms and conditions on the website.

---

**Article 2. CONTRACTUAL RELATIONSHIPS**

2.1. Changes may be made to information contained on the Gouffre de Padirac website, of which customers will be notified when completing orders.

2.2. The S.E.S. du Gouffre de Padirac company is the sole customer contact and shall be liable thereto for performance of all obligations arising from these General Terms and Conditions of Sale. Gouffre de Padirac shall not be liable for any losses resulting from *force majeure* or due to any third party to the organisation.

2.3. Customers acknowledge that they have the capacity to contract under the following conditions set down in the terms and conditions of sale: be at least 18 years of age, be legally capable of entering into a contract and not be subject to full or partial guardianship. Failing this, Gouffre de Padirac reserves the right to cancel the order.

2.4. Placing an order automatically implies agreement by e-ticket holders to comply, once on site, with the Gouffre de Padirac Visitor Rules and Regulations, included below.

---

**Article 3. PRICE**

The prices indicated on the Gouffre de Padirac website are applicable until the annual closure date and shall be understood to be inclusive of all taxes. They are determined in line with prevailing economic conditions on the date the prices are set and may be revised after the order is placed solely in the event of changes being made to taxes applicable to the services sold.

---

**Article 4. PAYMENT**

4.1. All payments shall be made in euros.

4.2. Customers may use a debit/credit card to make instant firm and binding ticket purchases online, with only one payment method being permitted per order.

4.3. Debit/credit cards accepted are currently valid Carte Bleue, Visa, American Express and Mastercard cards that have not been blocked by a bank.

4.4. Payment must be made by debit/credit card at the time of the order, exclusively via the secure surcharge-free payment system.

4.5. Gouffre de Padirac shall not be responsible for any debit/credit card transaction fees incurred, where applicable, as a result of changes in exchange rates or for other reasons.

4.6. All payments made on the website are processed by the Paybox/Transaction Systems secure payment platform – 11 A Rue Jacques Cartier – 78280 Guyancourt. This means that no customer banking information is transmitted via the Gouffre de Padirac website and the [billetterie.gouffre-de-padirac.com](http://billetterie.gouffre-de-padirac.com) interface. Payment via debit/credit card is therefore completely secure. Customer orders are accepted and

confirmed once payment is accepted by the bank chosen by the customer.

4.7. Gouffre de Padirac reserves the right to refuse to honour any ticket order from a customer that has failed to make full payment for a previous order or with whom a payment dispute is still ongoing.

---

**Article 5. DELIVERY OF E-TICKETS**

5.1. Once payment has been made, Customers will receive an e-mail confirming the order as well as the e-ticket(s) in PDF format.

5.2. In addition to the order confirmation e-mail, Customers will also receive a separate confirmation e-mail for the payment associated with the bank transaction.

5.3. Each e-ticket generated is only valid for the date and time slot selected when ordering and indicated on the e-ticket.

5.4. Each order document is unique, is recognised electronically (barcodes on e-tickets or vouchers/coupons) and is linked to the partner organisation. It should not therefore, under any circumstances, be photocopied. Any duplication constitutes fraud and is of no benefit as each document barcode is unique. Multiple entries to Gouffre de Padirac are not possible using the same order document (e-ticket or voucher/coupon).

5.5. E-tickets are non-transferable, non-changeable, non-exchangeable and non-refundable.

However, management of the establishment reserves the right, on an exceptional basis, and depending on availability, to modify the date and time of the visit for one or more e-tickets. Any changes must be requested by the Customer in person at the Reception Desk and are subject to a flat administrative charge of €2 including taxes per ticket exchanged.

5.6. A currently-valid official form of photo ID (passport, driving licence, ID card or residence permit) may be requested when entering the site or at checks along the tour route, to verify, *inter alia*, eligibility of e-ticket holders for reduced prices (children, students, holders of disability cards, etc.). In the absence of the aforementioned documents, the site reserves the right to apply the full public ticket price.

The age to be taken into consideration to avail of the Child rate is the age of the child on the date of the visit.

5.7. Gouffre de Padirac accepts no responsibility for any errors that may occur during the ordering, processing or downloading of online ticket orders that may be downloaded by the customer.

5.8. Gouffre de Padirac shall not, under any circumstances, be liable in case of, *inter alia*, loss or theft of the ticket order. **Duplicates cannot be issued on site.**

5.9. E-ticket orders are available at all times on the website, in order history, up to the date of the visit.

---

**Article 6. CHECKING OF E-TICKETS  
ACCESS TO TOUR ROUTE**

6.1. Customers must present their e-tickets directly at the entrance desk in the Reception Hall, no later than 15 minutes after the indicated appointment time. This e-ticket is only valid for the date and time slot specified on the document.

6.2. The e-ticket must be presented printed out on A4 paper or on a smartphone/tablet, so that the barcodes can be scanned. Gouffre de Padirac accepts no responsibility for any errors that may occur when printing e-tickets. Any document that is partially printed, soiled, damaged, or illegible shall not be accepted and shall therefore be considered not valid.

Customers are advised that e-tickets cannot be reprinted on the Gouffre de Padirac website. Where the e-ticket is presented on a portable digital device (smartphone or tablet), Customers will have had to have downloaded the said document before arriving on site and will have had to ensure that their mobile device is working and has sufficient battery. Customers must present the document so that the barcode can be directly scanned without the intervention of Gouffre de Padirac staff. Any document that is partially downloaded, damaged, or illegible shall not be accepted and shall therefore be considered not valid.

6.3. All visitors are required to retain their e-tickets for the entire duration of their visit and be in a position to present them for inspection if requested by an employee of Gouffre de Padirac.

---

**Article 7. CANCELLATION - REFUND**

7.1. No right of withdrawal: pursuant to Article L 121-21-8 of the French Consumer Code, the services offered by Gouffre de Padirac, as leisure services, are not subject to the right of withdrawal provided for in Articles L 121-21 *et seq.* of the Code, in respect of distance selling.

7.2. E-tickets cannot be refunded, even in case of loss or theft, nor taken back or exchanged except in case of closure to the public.

7.3. Gouffre de Padirac reserves the right to modify entry times or close the site at any time, especially with a view to protecting the safety of visitors and/or employees.

In the event of the cancellation or postponement of services, Customers consent to being contacted by Gouffre de Padirac at the contact details provided at the time of ordering, so that the refund or substitution of the e-tickets can be arranged. Customers may not, under any circumstances, claim any compensation.

7.4. In case of *force majeure* or exceptional unavoidable circumstances, Customers may request free cancellation of the e-ticket order or postponement until another date. Such requests shall only be granted where the circumstances referred to are provable via objective facts.

Gouffre de Padirac reserves the right to cancel any booking if compelled to do so due to events of *force majeure*, acts of God or exceptional and unavoidable circumstances, including but not limited to: fire, water damage, storm, inability to access, government-ordered closure, pandemics, etc. In such circumstances, Customers consent to being contacted by SES de Padirac at the contact details provided in the booking, so that a refund or postponement of the services can be arranged. Customers may not, under any circumstances, claim any compensation.

---

**Article 8. SECURITY OF PERSONAL DATA**

8.1. In accordance with the French Data Protection Act (*Loi Informatique et Libertés*) no. 78-17 of 6 January 1978, as amended, and the General Data Protection Regulation (GDPR, Regulation no. 2016/679/EU of 27 April 2016), the Société d'Exploitations Spéléologiques de Padirac, as data controller, ensures protection of the privacy and personal data of Customers.

8.2. Customers are hereby informed that the information that they provide via the website, based on either pre-contractual measures, performance of a contract for customer relationship management purposes, or the legitimate interest pursued by the Société d'Exploitations Spéléologiques de Padirac in order to respond to their requests, is intended for authorised departments of the company for the

purposes of management of relations with its customers.

8.3. The personal data collected by Gouffre de Padirac, during the purchase of a ticket online, and voluntarily provided by Customers (including names, e-mail addresses, information relating to debit/credit cards) are strictly collected for the purposes of the company's business and identification of customers. The data collected are not sold or distributed to any third parties. The data collection forms present on the website specify, *inter alia*, the purpose, recipients, retention period and mandatory or optional nature of the data requested.

8.4. The personal data collected and processed by the website are protected by appropriate technical and organisational measures to ensure a level of security appropriate to the risk.

8.5. Customers are hereby informed that they have a right of access, right to rectification, right to deletion, right of restriction, right of portability, where appropriate, and a right to object to processing, over data relating to them. Customers may exercise these rights by contacting the DPO department of Société d'Exploitations Spéléologiques de Padirac at the address [dpo@gouffre-de-padirac.com](mailto:dpo@gouffre-de-padirac.com) or at [18 rue des Belles Feuilles, 75116 PARIS](#). Customers may also submit a complaint to the French Data Protection Authority (CNIL).

#### Article 9. LAW

---

9.1. Any dispute, for any reason whatsoever, shall be submitted to conciliation by sending a registered letter with acknowledgement of receipt, with conciliation not

being a prerequisite for requesting protective measures.

9.2. In accordance with the provisions of Article L.133-4 of the French Consumer Code, Customers are hereby informed of their right, in the event of a dispute, to avail of a conventional mediation procedure or any other alternative method of dispute resolution.

9.3. The interpretation and implementation of these General Terms and Conditions of Sale is subject to French law. In the absence of an amicable solution within a period of thirty (30) calendar days from receipt ~~by the recipient party of the request for conciliation, the~~ competent courts of Cahors (46) shall have jurisdiction for any dispute concerning the formation, validity, interpretation, performance or termination of the contract.