



# BOOKING GUIDED TOUR

FOR APPLICATIONS FOR LESS THAN 15 PEOPLE

## SEASON 2024

From 08.01.2024 to 05.01.2025

TO BE COMPLETED  
AND TO BE SENT DATED AND SIGNED  
at the following address:

**Chaplin's World - Service Réservation**  
Route de Fenil, 2 - 1804 Corsier sur Vevey  
or by email at [sales@chaplinworld.com](mailto:sales@chaplinworld.com)

This document is not a confirmation  
of the visit and cannot be considered  
valid at the ticket office.

## CONTACT INFORMATION all fields with \* are mandatory

Company name or Group name\*  Customer code

Address\*  Invoicing address (if different)   
This doesn't give access to payment by invoice.

Postal box  Post code\*

City\*

Country\*  Telephone\*

Email\*

Contact\* Mr  Mrs  Name & Firstname

Position\*  Email contact

Telephone  Mobile phone

## YOUR VISIT

Date of visit  Total number of participants

## GUIDED TOUR Minimum booking 15 days before the date of the visit - (maximum of 25 pax per guide)

	PRICES	NUMBER OF GUIDES	TOTAL
Theme « <b>Charlie Chaplin</b> »	CHF 180.-	x <input type="text"/>	= <input type="text"/> CHF
<b>Additional charge for temporary exhibition<sup>(1)</sup></b>	CHF 60.-	x <input type="text"/>	= <input type="text"/> CHF

<sup>(1)</sup>Available from 1 May to 1 September 2024. Duration: 30 minutes. Valid only as part of the "Charlie Chaplin" guided tour.

**LANGUAGE:** French  German  English  Other

**Desired time of the guided tour<sup>(2)</sup>:**

<sup>(2)</sup> Departure every 30 minutes from 10 am. Last departure 1h30 before closing time. Please consult our calendar on the web site. The request for a guided tour corresponds to a request for availability that will be studied by the sales department. Duration of guided tour : 1 hour 30 minutes. We thank you for your punctuality on the day of the visit. Please inform us in case of delay. We will do our best to welcome your group. For delays of more than 15 minutes, we reserve the right to shorten or cancel the guided tour.

"Riviera Card Dated Ticket" holders are asked to provide the name of their hotel or place of accommodation:

## VOS ENTRÉES Valable pour 1 à 14 personnes. Si 15 personnes et plus, merci de remplir le formulaire groupe.

	DATED TICKET SAISON	DATED TICKET RIVIERA CARD <sup>(3)</sup>	NUMBER OF TICKETS	TOTAL
<b>Adults</b> - from 16 to 59 yo	CHF 30.-	CHF 15.-	x <input type="text"/>	= <input type="text"/> CHF
<b>Children</b> - from 6 to 15 yo	CHF 21.-	CHF 10,50.-	x <input type="text"/>	= <input type="text"/> CHF
<b>Seniors</b> - from 60 yo	CHF 28.-	CHF 15.-	x <input type="text"/>	= <input type="text"/> CHF
<b>Students</b> - please provide a justification document	CHF 25.-	CHF 15.-	x <input type="text"/>	= <input type="text"/> CHF
<b>Kids</b> - under 6 yo	CHF 0.-	CHF 0.-	x <input type="text"/>	= CHF 0.-

<sup>(3)</sup> "Riviera Card Ticket" holders must show their partner-issued "Riviera Card" at the till. Free entry for adults does not apply to 'Riviera Card' holders.

DATE AND SIGNATURE (MANDATORY)

**TOTAL AMOUNT (TICKETS + OPTIONS) = CHF  TTC**

**I accept the general terms and conditions of sale on the back of this order form. (Mandatory)**

I agree to receive commercial offers and news from Chaplin's World.

All our prices are advertised inclusive of all taxes and are based on the rate in effect at the date of printing of the brochure. They are subject to change, particularly in the event of a modification in the rate of VAT or applicable taxes resulting from a change in Swiss legislation. Rates applicable from 09.01.2023 to 07.01.2024 and subject to our general terms and conditions of sale available on the back.

# GENERAL TERMS AND CONDITIONS – B2B – BY GRÉVIN SA – CHAPLIN'S WORLD®

## ARTICLE 1. INTRODUCTORY PROVISIONS

These general conditions of sale (hereinafter the 'GCS') fully apply from 8 January 2024 onwards to all activities and services organised in Chaplin's World (hereinafter the 'services') and sold by BY GRÉVIN SA (hereinafter the 'seller') to groups of customers formed by at least fifteen physical paying people (hereinafter the 'customer(s)').

The GCS govern any sale of services made either: by e-mail through the bookings department of Chaplin's World; at the ticket offices of Chaplin's World; or online via the Webstore B2B Platform dedicated to business customers that can be accessed at <https://platform.compagniedesalpes.fr>

The seller provides customers (i) edutainment and leisure services in the form of single or joint tickets and (ii) related services (catering, transport, etc.).

Within the framework of the GCS, 'Ticket' denotes a pass, entry document or subscription that allows customers to enter the leisure spaces of Chaplin's World on a given date or during a given period; 'Guided tour' denotes a previously-arranged visit of Chaplin's World lasting ninety minutes in the presence of a tour guide from Chaplin's World; 'Related services' denote services in catering, visit support that is paid for, shop coupons, meal coupons, etc.; 'Voucher' denotes a document that can be exchanged for one or several services organised and sold by the seller or organised by a partner and sold by the seller in the name and on behalf of the partner; 'Webstore B2B Platform' denotes the software made available to business customers, subject to eligibility, that allows them to allocate Tickets to end customers.

Any purchase of one of the aforementioned services requires the customer to accept the GCS unconditionally, notwithstanding any contrary stipulation. Customers wishing to use the online ordering services must first fill in the online registration form for the online ordering services (hereinafter the 'Registration form').

## ARTICLE 2. SELLER IDENTIFICATION

The services set in this document are organised and sold to customers by: BY GRÉVIN SA, a company under Swiss law with a share capital of CHF200,000, headquartered at Route de Fenil 2, 1804 Corsier-sur-Vevey, Switzerland  
Contact : Tel : +41(0)842.422.422 (.08 Swiss Francs/min) ;  
Email : [sales@chaplinsworld.com](mailto:sales@chaplinsworld.com)  
Intra-community VAT number: CHE-100-468-361

## ARTICLE 3. TERMS FOR ORDERING GROUP SERVICES

Bookings and orders for services (hereinafter 'orders') are made:

- through the bookings department at Chaplin's World, Route de Fenil 2, 1804 Corsier-sur-Vevey, Switzerland; Email: [sales@chaplinsworld.com](mailto:sales@chaplinsworld.com) Mon-Fri, 9 a.m. to 5 p.m.;
- or on the Webstore B2B Platform that can be accessed at <https://platform.compagniedesalpes.fr> for any order placed for tickets in which said tickets are made available on the Webstore B2B Platform.

### 3.1 Ordering through the bookings department

For all bookings, the purchase order, which can be downloaded from the website [chaplinsworld.com](http://chaplinsworld.com), shall be filled in and signed, and then sent by e-mail or post to the bookings department.

For all orders, customers shall specify on the purchase order: the date or period of validity of the tickets; the number of beneficiaries; the postal address to be used; the e-mail address to be used; and their contact details.

The group conditions are applied to any order of a minimum of fifteen paid tickets. Conditions specific to each group category may be applied. Therefore,

- a school group of at least ten pupils is entitled to group pricing and to one free teacher entry for every ten paid pupil tickets, on the compulsory condition that the group is made up of at least 80% of pupils (aged 4 to 25 years inclusive);
- a children's group (excluding school groups) of at least ten children is entitled to group pricing and to one free accompanying adult entry for every ten paid children's tickets;
- a group of at least five people with disabilities is entitled to group pricing and to one free accompanying adult entry for every five paying customers with disabilities;
- a group of at least five people with disabilities in wheelchairs is entitled to group pricing and to one free accompanying adult entry for every paying customer with disabilities in a wheelchair;
- other groups are entitled to (i) one free adult entry for every twenty paid tickets and to (ii) free entry for children aged under six years within the limit of 20% of the headcount, driver excluded.

#### 3.1.1. Undated or Period tickets

The prices of undated tickets apply to any purchase of tickets granting access to the leisure spaces of Chaplin's World for a minimum of twenty paid tickets (regardless of whether they are adult or child tickets). They are valid in accordance with the dates stated on the tickets and can be used on an individual basis. Purchase of undated or period tickets does not guarantee entry into Chaplin's World on especially busy days.

The customer shall send the purchase order, filled in and signed, to the bookings department, including, if need be, the postage costs specified in article 5, below. The tickets will be sent with tracked delivery once the order has been fully paid for.

#### 3.1.2. Dated tickets

An order for dated tickets shall be placed no later than five working days before the date of the visit and be approved in writing by the bookings department of BY GRÉVIN SA, subject to availability. Approval by the bookings department shall

result in the issuance of a visit confirmation, which will be sent to the customer and shall serve as a contract.

Upon request from the customer, dated tickets may be sent through the post, on the condition that the order is fully paid for with payment covering the postage fees mentioned in article 5.

#### 3.1.3. Guided tours

An order for a guided tour shall be placed no later than fifteen working days before the date of the visit and be approved in writing by the bookings department of BY GRÉVIN SA, subject to availability. Approval by the bookings department shall result in the issuance of a visit confirmation, which will be sent to the customer and shall serve as a contract. The number of tour guides is determined by the number of participants, with a maximum number of fifteen people per tour guide or a maximum number of twenty-five people per tour guide for the schools and children service.

## 3.2. Ordering tickets on the Webstore B2B Platform

### 3.2.1. Customer account

Access to the Webstore B2B Platform first requires the customer to open an account via the registration form. Any customer signing the registration form shall receive, at the e-mail address that they have provided, a log-in code to their customer account that is strictly personal and confidential. The first time they log on to their account, the customer will be invited to enter their username (their user e-mail address), create a new password in accordance with the stated security rules, and accept the terms of use of the Webstore B2B Platform. The customer shall commit to taking all security measures needed to protect the confidentiality of the log-in information to their customer account and to prevent any fraudulent use of it.

### 3.2.2. Online orders

To order from the Webstore B2B Platform, the customer shall log on to their customer account using their username and password.

The first step in placing and confirming an order online is to choose a type and number of tickets. The customer shall then choose the desired method of payment. The customer will be able to check the details and total price of their order and, if need be, to correct any mistakes before finalizing the order. To finalise the order, the customer shall take into consideration these GCS, accept them by ticking the relevant boxes, and confirm the order. This double click confirmation makes the order unalterable and definitive, and the price of the tickets is now due.

Each definitive order placed on the Webstore B2B Platform is saved in the customer's account. The tickets ordered are automatically incorporated into the digital reserve of tickets available in the customer's account. To allocate the tickets to end users online, the customer shall follow the allocation procedure intended for this purpose, which is detailed in the terms of use of the Webstore B2B Platform. Tickets ordered and allocated are e-mailed directly to the end beneficiary so that they can download them.

## ARTICLE 4. PRICES / TERMS AND CONDITIONS OF PAYMENT

### 4.1. Prices

The prices stated on the brochures and communication material are given in Swiss Francs, including VAT. In general, unless otherwise stated, handling fees, personal expenses and insurance costs are not included. For any order placed for services, the full price shall be paid in Swiss francs. Prices in euros are only given for information purposes in regard to the exchange rate.

### 4.2. Invoicing

In theory, for all orders, the seller shall produce an invoice and give it to the customer on the day of the visit, when the balance of the order is paid for at the ticket office of Chaplin's World. As an exception, if Chaplin's World has allowed a deferred payment, the invoice is produced on the day of the visit and sent to the customer by post or e-mail. Payment of said invoice shall be made, at the latest, within thirty days after the issuance date of the invoice.

When an order is placed on the Webstore B2B Platform, the invoices are sent to the customer on a monthly basis, at the end of each month. Summary invoices for orders of tickets on the Webstore B2B Platform bring together all sales made during a given month and display the words *facture acquittée* ('invoice paid') for orders with immediate payment. Orders with deferred payment must be settled by the thirtieth day of the month after the sales closing date, at the latest.

For orders of undated or period tickets as printed thermal tickets, the seller shall produce an invoice with the printed tickets once the payment has been made in full.

### 4.3. Terms and conditions of payment

The customer may settle the invoice:

- by bank transfer or credit card for orders placed through the seller's bookings department;
- by cash or debit card for services purchased at the ticket offices of Chaplin's World;
- by bank transfer or credit card for orders placed on the Webstore B2B Platform if the customer opted on the registration form for immediate payment;
- by bank transfer or credit card on receipt of the monthly summary invoice that brings together all the transactions carried out in a given month for orders placed on the Webstore B2B Platform if the customer opted on the registration form for deferred payment.

For orders placed on the Webstore B2B Platform, the customer shall select, upon registering, the method(s) of payment (immediate or deferred) that apply to the orders to be placed. The selected method of payment must be approved by BY GRÉVIN SA.

#### **4.4. Late payment**

Any invoice left unpaid by the due date shall rightfully incur, without any prior formal notice, the payment of late payment penalties that are calculated at a rate that is three times the legal interest rate that applies on the issuance date of the unpaid invoice. This requirement shall apply from the day that follows the payment due date up to the seller being paid fully and effectively.

Full payment of an invoice by its due date is an essential contractual obligation. The failure of a customer to respect this obligation is a serious offence. In such a case, the seller reserves the right to:

- suspend the services requested in the order placed online and suspend delivery of the tickets until the remaining sums owed are paid in full, without the need for a formal notice or for any prior formality and/or;
- demand upfront full payment of any later order.

#### **ARTICLE 5. TICKETS DELIVERY**

Handling fees do not apply to orders where the tickets are collected at the ticket office or through the Webstore B2B Platform.

A flat postage fee of seven Swiss Francs with tracked delivery shall be applied to the delivery of tickets within Switzerland. A flat postage fee of nineteen euros with tracked delivery shall be applied to the delivery of tickets within France.

Tickets are considered to have been sold by the seller to the customer when the order is confirmed. Sale on consignment may not therefore be invoked in any case whatsoever for orders made on the Webstore B2B Platform. Risks are transferred when the order is confirmed.

#### **ARTICLE 6. ORDERS MODIFICATION / CANCELLATION**

##### **6.1. By the customer**

Any request to change or cancel an order shall be made in writing to the bookings department, preferably by e-mail at sales@chaplinsworld.com, or by post at Chaplin's World, Route de Fenil 2, 1804 Corsier-sur-Vevey, Switzerland.

Any request to change an order with the purpose of increasing the number of tickets may be made at any time, provided that the visitor capacity of Chaplin's World is not exceeded. This modification shall bring about an updated total price for the order.

Any other request to change an order, taken into account by the seller, with the purpose of reducing the number of tickets to under fifteen shall bring about the application of individual prices in force to the remaining tickets and the cancellation of the free entries that had been granted.

Any request to change an order with a guided tour with the purpose of reducing the number of tour guides shall be made no later than seven days before the date of the visit. If this request is sent less than seven days before the date of the visit, the price for the number of guides in the initial order shall be owed in full.

If a request to cancel an order is made less than seventy-two hours before the date of the visit, the total price of the initial order shall be owed and invoiced in full. If a request to cancel an order with a guided tour is made less than seven days before the date of the visit, the total price of the initial order shall be owed and invoiced in full.

As an exception, any ticket allocated via the Webstore B2B Platform cannot be cancelled.

##### **6.2. By the seller**

If the seller must change or cancel an essential part of an order placed by the customer, the customer is allowed to refuse the modification and to request a full refund of the order concerned. The seller shall not be held responsible for any inconvenience that may result from such a modification or cancellation.

#### **ARTICLE 7. RETURNS**

##### **7.1. Undated or period tickets**

The Client is entitled to a partial return of expired and unused undated or period tickets, provided that they are sent to BY GRÉVIN SA by registered post within fifteen days after the end of their period of validity. Undated or period tickets may only be part-exchanged for a voucher, the maximum value of which cannot exceed 25% of the total price of the tickets returned, and with a new order placed. Tickets returned without a new order placed may not be exchanged for a voucher, or for tickets with new validity, in any case whatsoever. If the number of tickets returned leads to the price of the initial order being modified because of different pricing for the new quantity ordered, the price shall be modified before the voucher is applied. As an exception, tickets that the customer has allocated to an end customer via the Webstore B2B Platform may not be exchanged or refunded.

##### **7.2. Dated tickets**

The customer is entitled to a partial return of dated tickets that were produced by the seller and that have not been used by the customer, provided that the customer sends them to BY GRÉVIN SA by registered post within fifteen days after their due date. Dated tickets are part-exchanged for a voucher with a value of 10% of the total value of the initial order. The voucher is valid for one year from the date on which it is issued. It may not be refunded, neither fully nor partially. As an exception, tickets that the customer has allocated to an end customer via the Webstore B2B Platform may not be exchanged or refunded.

#### **ARTICLE 8. LIABILITY**

The seller is responsible for delivering the services ordered in accordance with these GCS. The seller alone is authorised to govern the conditions for operating and maintaining Chaplin's World, in accordance with their needs and/or constraints, and alone decides on (i) the timetable of public opening dates and times of Chaplin's World; (ii) the services and attractions that they offer, as well as their terms of use; (iii) the prices and terms of sale of the services offered to the public in Chaplin's World; (iv) the schedule of maintenance, repair work,

refurbishing and renovation of all or part of the facilities; and (v) the implementation of standards and rules, e.g. those on the health and safety of people and goods in Chaplin's World. The seller may, at their discretion alone, decide to close public access to all or part of Chaplin's World for as long as necessary, e.g. to carry out work needed to improve the safety and protection of visitors or to carry out maintenance, repair work or renovation of all or part of the facilities in Chaplin's World, or in a case of force majeure that compels the seller to close Chaplin's World fully or partially.

The seller guarantees access to the Webstore B2B Platform and the smooth operation of said platform. However, the customer is informed that access to the Platform may be temporarily interrupted so that maintenance work, needed to preserve the quality of the platform, may be carried out. The client recognises and accepts the risks of imperfection and unavailability of the internet network and other eventualities relating to use of the Webstore B2B Platform.

#### **ARTICLE 9. FORCE MAJEURE**

BSGA reserves the right to cancel any booking if a case of force majeure or an unplanned incident compels it to do so. These cases may include, but are not limited to, industrial action, fire, water damage, impossibility of access, epidemics, decisions made by public authorities, etc. In such situations, BY GRÉVIN SA may put forward another date for the use of the services ordered.

#### **ARTICLE 10. PERSONAL DATA**

In Switzerland, the processing of personal and sensitive data is the subject of Switzerland's Federal Act on Data Protection, as well as Switzerland's cantonal laws.

As part of these GCS, the seller is required to collect from customers certain items of personal data and information about individuals, including, but not limited to, surnames, first names, e-mail addresses, telephone numbers and postal addresses. This data is processed with the purposes of managing the order and providing access to the Museum and to partner services sold by the seller as part of its packages.

The data-processing is carried out under the responsibility of the seller, for exclusive use by the latter and/or their partners that provide the services ordered as part of a package.

Individuals whose data has been collected have the right to access, rectify or delete personal data about them, to be granted limitation of the processing of said data, and to oppose the processing of said data. This right may be exercised through Chaplin's World, Route de Fenil 2, 1804 Corsier-sur-Vevey, Switzerland. Tel. : +41.842.422.422 - email : contact@chaplinsworld.com

#### **ARTICLE 11. DISPUTES**

Any order placed by the customer for services under the terms of these GCS is governed by Swiss law. If a dispute emerges in regard to the validity, interpretation or implementation of the GCS, the parties shall attempt to resolve it out of court. If the dispute is not resolved out of court, one party may take the initiative to bring the dispute before the judicial authorities of the Vaud canton of Switzerland.

**Chaplin's**  
WORLD

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