

## 1. Group bookings

### How to book :

The booking request must be made using: [The booking form available on the \[www.nausicaa.fr\]\(http://www.nausicaa.fr\) website](#) or with our booking service: from 9am to 5.30pm everyday except Saturdays, Sundays and public holidays [resa@nausicaa.fr](mailto:resa@nausicaa.fr) phone: +33 (0)3 21 30 99 89.

The "Groups" tariff conditions apply for all groups, consisting of the number of people required for the application of these rates, and that have been the subject of prior booking with Nausicaá, at least 3 working days before the date of the visit. Any requests for booking sent after this deadline will be examined case by case in line with availabilities.

All the members of the group must present themselves together at the entrance and at the restaurant, at the time indicated on the booking confirmation.

### Booking confirmation :

The booking becomes firm when Nausicaá receives the duly signed booking contract and the down payment of 50% of the amount of the order before the end-of-option date: otherwise the options will not be maintained. For civil service departments, an order form validated by the paying organisation will be required, indicating the number, type of tickets and amount owed. For bookings with catering services, the choice of menu must absolutely be included with the signed contract: otherwise and without any indication being given 8 days before the date of the visit, Nausicaá will be obliged to draw up the menu without customer input.

Booking confirmed by email implies unreserved acceptance by the customer or of its representative of these terms and conditions, a signed copy of which must be attached with the signed contract returned.

## 2. Rates and application conditions

The price of the services is indicated Inclusive of All Taxes per person and corresponds to the rates that apply for the chosen date. The rates may be subject to change without notice, including during the season.

The specific terms and conditions linked to each category of groups may be applied. Thus:

A school or school-related group, consisting of 80% children:

- aged between 6 and 18 inclusive, may benefit from one free adult admission ticket per 10 paying children's tickets,
- aged between 3 and 5 inclusive, may benefit from one free adult admission ticket per 7 paying children's tickets.

The other groups may benefit from one free adult admission ticket per 20 paying tickets.

The free tickets are granted on the basis of the number of people booked calculated excluding the driver and children aged under three.

People with a disability may benefit from a pre-booking – a special rate and one free ticket per 7 paying tickets, only if the booking is made by a disabled person's hosting organisation.

## 3. Invoicing-payment

**A down payment of 50%** of the amount of the order is required if the confirmation arrives at the booking service between 21 and 60 days before the date of the visit.

**The balance of the order must be paid at the latest 20 business days before the date of the visit.**

In the event of an incident or non-payment, Nausicaa reserves the right to suspend the totality or part of the current orders. It is also stipulated that Nausicaa reserves ownership of the Services, in particular of the tickets until all the sums owed by the customer have been received.

For deferred payments using order forms or vouchers, payment is due on receipt of the invoice. In the case of late payment, the amounts unpaid shall bear interest at three (3) times the legal interest rate as from the due date indicated on the invoice until the date of effective payment, along with an indemnity of forty (40) euros to cover the recovery costs. The customer will have to pay this interest without the need for any prior notification.

#### Advance reception of the tickets

On reception of the balance or of the order form, the e-tickets will be sent automatically unless otherwise indicated by you.

### 4. Order for related services

Any order for related services is subject to the same payment terms and conditions as for the main order to which it is attached (art.3).

### 5. Accomplishment of the service

The customer undertakes to arrive on the days and at the times indicated in the booking confirmation. If this is not possible, it undertakes to notify Nausicaá at the earliest opportunity, and the latter may have to modify the course and length of the visit, or to cancel it after having previously informed the customer on its arrival.

### 6. Modifications and cancellation

#### There are fewer people in the group than planned

The headcount notified by the customer 8 days before the visit will serve as the basis for invoicing. The customer will be sent the exact number of tickets relative to this confirmation, for which it has paid.

Any requests to modify or cancel an order must be sent in writing to the booking service by email, to the following address: [resa@nausicaa.fr](mailto:resa@nausicaa.fr).

They are subject to availability and may lead to a price change in the case of a change in the number of people.

In any event, Nausicaá will apply the following charges for any partial cancellation of a booking confirmed in writing:

**Up to D-9:** no charge for a modification of the headcount.

**From D-8 to D-day:** The cancelled tickets will be invoiced 100%

*Special terms and conditions for related services and catering.*

**From D-15 to D-day:** any change in the headcount or cancellation of a booking will be invoiced 100%

#### There are more people in the group than planned

In the case of an increase in the headcount, admission tickets may, subject to availability, be added when the group leader comes to the cash desk. They must be paid for on the spot at the individual rate. (No invoice or free tickets).

#### Total cancellation by the customer (tickets, related services and catering)

Any total cancellation of a confirmed booking must be notified to Nausicaá in writing. Only cancellations approved and confirmed by Nausicaá are deemed to have been accepted.

In any event, Nausicaá will apply the following charges for any total cancellation of a confirmed booking, that is not cancelled within the following deadlines:

**From D-day to D-8:** 100% of the total amount invoiced.

Non-attendance of a group whose confirmation has been confirmed, and not cancelled, will lead to the application of the following penalties: 100% charge of the total amount indicated in the booking contract.

*Special terms and conditions for related services and catering.*

**From D-15 to D-day:** any change in the headcount or cancellation of a booking will be invoiced 100%.

#### Cancellation by Nausicaá

Nausicaá reserves the right to cancel any booking in the case of force majeure events or unforeseeable circumstances that force it to do so, such as non-exhaustively: fire, water damage, storms, impossibility of access, pandemic. In this case, if the service cannot be postponed, a total refund will be made. In no event may the customer claim any indemnity.

Nausicaá reserves the right to close a space exceptionally for the proper functioning of the site. And this may not in any event serve as a reason for indemnification for the customer.

## 7. Liability and insurance

During the visit, the visitors are subject to the internal regulations posted at the entrance <https://www.nausicaa.fr/en/visit-rules/>.

The couriers are responsible for their group, even in the presence of a Nausicaá guide or member of staff. Each visitor is responsible for any damage, whether direct or indirect, that they may cause during their presence on the Nausicaá site.

In the case of a disturbance, Nausicaá reserves the right to require the visitors concerned to leave immediately without any right of recourse. The visitors who are expelled in this context will not in any event be able to obtain a refund of their admission tickets. Nausicaá, accepts no liability for any damage of any nature whatsoever that could have an impact on the effects, objects or materials introduced by the visitors.

## 8. Complaints

In the case of complaints further to a disagreement concerning the execution of the services that are the subject of this document, the Customer undertakes to pay without delay the undisputed part and immediately inform Nausicaá of the reason for its complaint which must be real and serious. Complaints must be made in writing and sent by recorded delivery letter at the latest 8 days after said service.

Any invoice that has not been disputed in line with the procedure described above will be considered to have been accepted.

These General Terms and Conditions of Sale are subject to French law, both for their interpretation and their implementation. Failing amicable settlement, disputes must be submitted to the Boulogne-sur-Mer Tribunal that has jurisdiction over Nausicaá.

Nausicaá has signed the Tourism and Travel Mediation Charter. The buyer has the possibility of submitting any dispute with Nausicaá to prior mediation in line with the rules given in this charter. <http://www.mtv.travel/>.

The Buyer is always free to resort to common law judicial channels, mediation then being null and void.

## 9. Processing of personal data

### Compliance with GDPR of 27 April 2016

The processing of the buyer's data of a personal nature is licit because it is necessary for the execution of the contract for the sale of Nausicaá admission tickets whose price varies according to the age of the people and whose payment methods require the disclosure of data of a personal nature (article 6.1.b of regulation (EU) 2016/679 of the European Parliament and Council – (hereinafter GDPR of 27 April 2016)). The purpose of the processing exclusively lies in the formalisation required for the sales contract.

These general and conditions terms specific to groups are part of the more general General Terms and Conditions of Sale for visits <https://www.nausicaa.fr/en/general-terms-sale>.



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