

## GENERAL TERMS AND CONDITIONS OF SALE

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### General Terms and Conditions of Sale - UGCB UGCB Boutique – Weekend des Grands Crus

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#### **Legal Notice**

The <http://www.ugcb.net> website is edited by the Union des Grands Crus de Bordeaux, a non-profit association whose corporate headquarters are located at 10 cours du 30 Juillet, 33000 Bordeaux, France – intra-community VAT number FR30404111221. The Union des Grands Crus de Bordeaux may be contacted by telephoning 05 56 51 91 91 or emailing [contact@ugcb.net](mailto:contact@ugcb.net).

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The website is hosted by the OVH company, whose corporate headquarters are located at 2 rue Kellermann, 59100 Roubaix, France, and can be contacted at the following address: [support@ovh.com](mailto:support@ovh.com).

#### **General terms and conditions of sale**

These general terms and conditions of sale ("T&Cs") are applicable to all ticket purchases for Weekend des Grands Crus events (hereinafter referred to as "Tickets"), made on the online boutique of the <http://www.ugcb.net> website.

The Union des Grands Crus de Bordeaux (UGCB) is the Ticket retailer and event organiser and reserves the right to modify these T&Cs.

These T&Cs are available at all times upon request and online on the <http://www.ugcb.net> website.

Purchasing Tickets on the <http://www.ugcb.net> website requires the prior and full acceptance of these terms and conditions.

#### **1. General information**

All Weekend des Grands Crus events (tastings, dinners, evening events, tours, open days, cruises, golf tournaments) are exclusively reserved to persons over the age of 18. All persons under the age of 18 on the day of the event will be refused access. Proof of identity of you and your guests may be required for monitoring purposes.

This type of event involves tasting rather than drinking wine. Spittoons are available throughout the room. We recommend that you use them systematically if you wish to take full advantage of the wide range of wines.

It is your responsibility to adapt your alcohol consumption to your overall physical and mental profile, as well as your state of health and any medication you may be taking. We would like to remind you that the consumption of alcoholic beverages is not recommended for pregnant women and that the abuse of alcohol is dangerous for your health. If, at the end of your tasting, you think that you may have exceeded the legal limit allowed for driving (defined as a concentration of alcohol in air breathed out equal to or greater than 0.25 milligrams per litre), please feel free to ask for a breathalyser from a hostess. You will be provided with one free of charge. We can also book a taxi for you, although the cost of the journey will remain at your expense.

If you order tickets for someone other than yourself, you commit to sharing the present information and recommendations with them, and confirm that they accept them.

#### **2. Purpose**

The UGCB sells tickets for Weekend des Grands Crus events on its online boutique available at <http://www.ugcb.net>. This online boutique is open on the dates displayed on the website. Once the boutique is closed and before the start of the Weekend des Grands Crus event, Tickets may be purchased directly at the event location.

Event content, locations, available dates and times, and Ticket prices are listed on the <http://www.ugcb.net> website.

### **3. Purchase and delivery of Tickets**

You will be informed of Ticket availability in real time when you place your order.

Ticket prices indicated are those listed on the <http://www.ugcb.net> website on the day of purchase and are expressed in euros, inclusive of all taxes.

To benefit from student and wine professional rates, you must be able to provide the necessary proof of identity on the day of the event.

Tickets available on the <http://www.ugcb.net> website are payable online by credit/debit card. Your bank account will be debited for the total amount of the order as soon as the transaction has been validated. A payment receipt will be sent to you by your bank at the end of the transaction.

Upon confirmation of the purchase, you will receive a confirmation email containing the purchased Ticket(s) in PDF format.

### **4. Use of Tickets**

Each Ticket contains a bar code authorising access to the event. It is therefore your responsibility to print or download the purchased Ticket(s). Each event will be subject to an entry check, during which the bar code of each Ticket will be scanned. Partially printed, stained, damaged or unreadable tickets will not be accepted and therefore considered as invalid.

Tickets cannot be resold.

Each Ticket is only valid for the event it concerns, on the date, time and conditions listed on the Ticket. Tickets must be kept with you at all times until the end of the event.

In case of loss, theft or duplication of a valid Ticket, only the initial Ticket holder will be granted access to the event. You remain responsible for the use of purchased Tickets.

Valid proof of identity with a photo may be requested to verify your identity as the Ticket purchaser or guest.

Proof of identity may also be requested if you have benefited from a student or wine professional rate.

### **5. Withdrawal, reimbursement, cancellation**

Pursuant to article L.221-28 of the French Consumer Code, Tickets sold on the <http://www.ugcb.net> website are not subject to the right of withdrawal.

However, cancellation without charge is possible up to 2 weeks before the date of the event subject to contacting the UGCB to agree on the terms of reimbursement, by telephoning +33(0)5 56 51 91 91 or emailing [grands.crus@ugcb.net](mailto:grands.crus@ugcb.net). Beyond this time frame, no reimbursement will be made unless the event is cancelled.

In case of cancellation of the event, the original purchaser will be refunded against delivery of the Place(s). Please contact the UGCB to agree on repayment terms by telephoning 05 56 51 91 91 or emailing [grands.crus@ugcb.net](mailto:grands.crus@ugcb.net).

### **6. Law, litigation and liability**

All complaints must be addressed in writing to: Union des Grands Crus de Bordeaux, 10 cours du 30 Juillet, 33000 Bordeaux, France or by email to [grands.crus@ugcb.net](mailto:grands.crus@ugcb.net).

These General Terms and Conditions of Sale are to be executed and interpreted in accordance with French law.

In the event of a dispute concerning the interpretation or application/implementation of these general terms and conditions of sale, both parties shall agree to settle the dispute with the French law courts.

Furthermore, in accordance with the provisions of the French Consumer Code concerning the amicable settlement of any disputes, the UGCB shall contact the Medicys service. You can contact the mediator:

- at <https://www.medicys-consommation.fr/>,
- or by writing to: MEDICYS, 73 boulevard de Clichy 75009 Paris.

In the event of a dispute that was not amicably resolved by the UGCB, the case may be brought before the designated mediator service.

The European Commission provides an online resolution platform across Europe, available at <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>.