

## Terms & Conditions of Sale applicable to the 'Science Pass Family' (family membership)

Sales finalised at the ticket desk

Applicable from 1 January 2025

### Preamble

By taking out the 'Science Pass Family' membership, the customer fully and unreservedly accepts the terms & conditions herein.

### 1- The principle

The Vaisseau offers an annual membership scheme, on a non-transferable, named basis, called '**Science Pass Family**', which entitles each family member to special admission rates to the Vaisseau and unlimited entry to the site, for one (1) year – during the Vaisseau's public opening dates and times.

The cost of the 'Science Pass Family' membership is **€100/year** for four (4) people and €25 per additional member (up to 3 additional members, so a maximum of 7 users per family membership). The 'Science Pass Family' is issued on a named basis for all the members. Any members aged under 10 years old must be accompanied by one (1) adult aged 16 or over for the duration of their visit.

Cards in the name of each person under the membership shall be issued during the designated time slots for taking out membership (see purchasing options). These cards in the name of each member are strictly personal and non-transferable. Once the cards have been issued and handed out, the visitor shall be responsible for his/her card, remembering to show it at the ticket desk each time s/he visits.

Every membership includes one (1) free entry for one (1) guest every Saturday. Simply show the membership card at the ticket desk to collect the

guest's free entry ticket (ticket desk closes and last admissions at 17.00).

Members can benefit from exclusive access to special events as well as discounts to visit other partner sites.

The 'Science Pass Family' is not a free pass to shows, workshops or events with an admission fee organised at the Vaisseau and neither does it grant priority access to the ticket desk or the day's cultural events. Regarding shows, places may be booked at the special rate of €5.50 on the online ticketing service.

If the Vaisseau reaches maximum visitor capacity, it may have to temporarily close further access to exhibitions. The Pass does not grant priority access in this case.

The Pass is valid for one year from its validity start date. It cannot be refunded or exchanged by the Vaisseau.

Some areas, exhibitions and activities may not be accessible owing to maintenance works or for functional or organisational reasons. In the event spaces are closed or the day's agenda changed without notice, no full or partial refund of the admission ticket price may be requested.

No membership refunds may be granted, except in cases of force majeure. No reimbursement or extension will be possible on the days the Vaisseau is closed, particularly the three weeks of annual closing, during the temporary closing of an exhibition or for any other exceptional closing indicated.

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### 2- Purchasing options

**At the ticket desk:** the ticket desk is open every Wednesday, Saturday and Sunday from 15.00 to 17.00 specifically for purchasing membership. It is not possible to purchase membership outside of these time slots or during busy visiting times.

**Online:** Membership cannot currently be purchased online. The membership form can, however, be filled in on the Vaisseau website before you come to finalise the process at the ticket desk: [levaisseau.com/preparer-mon-abonnement/](https://levaisseau.com/preparer-mon-abonnement/)

### 3- Issuing of the Passes

The Passes are handed out at the Vaisseau during the designated time slots for retrieving them at the ticket desk. The Vaisseau is closed on Mondays, as well as on 1 January, 1 May, 26 December and during the weeks of annual closing. Le Vaisseau may choose to change its opening days and times for exceptional events. The membership card may only be collected by one of the adults taking out the membership, against signature of an acknowledgement of receipt. The Passes shall not be issued until all of the data required to create the customer file has been provided.

The 'Science Pass Family' may be used during family trips to the Vaisseau. It shall not be accepted as a "means of payment" under any circumstances for:

- Group visits (school groups or youth groups outside the school setting)
- Birthday party packages
- One-day courses at the Vaisseau

- Workshops or any other cultural activity
- Access to temporary exhibitions

### 4- Terms of payment

Valid membership shall only be issued once the Vaisseau has received full payment of the corresponding sum. All payments must be made in euros. Payment of memberships may be made by credit/debit card, cash (up to €300), cheque, Culture voucher or holiday vouchers.

### 5- Loss or theft

The Vaisseau shall not be held liable in the event the card is irretrievably lost, and will not re-issue the card. However, it can cancel the card to prevent anyone else from using it. If a Vaisseau member of staff finds a lost card, this may only be collected by the named member or a legal representative of the child member.

### 6- Refusal of admission to/ejection from the Vaisseau

During visits, anyone, whether or not a member, who is found to be behaving in a violent, offensive or disrespectful manner towards other visitors and/or staff may be asked to leave by the Vaisseau.

### 7- Complaints

Should customers have any complaints, they may refer them to the Vaisseau either by email at [info@levaisseau.com](mailto:info@levaisseau.com), or by post to the following address: **Le Vaisseau - 1 bis rue Philippe Dollinger**

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- 67100 Strasbourg.

### 8- Personal data processing

Certain pieces of personal information are required to take out an annual Pass. These are subject to data processing for the purposes of issuing the membership card. The data recipient is the Vaisseau, as the data controller. Pursuant to the French Data Protection Act dated 6 January 1978, amended in 2004, you are entitled to access and correct any personal information, by contacting: **Le Vaisseau - 1 bis rue Philippe Dollinger- 67100 Strasbourg.**