

9. Terms and Conditions of Sale

9.1. Terms and conditions of sale for online orders of tickets for visits and shows

9.1 Foreword:

These terms and conditions of sale apply between LCTO and any User/Customer making a purchase via the Website www.luxembourg-city.com for the purchase of tickets for visits and shows. Since the terms and conditions of sale can be modified, the conditions applicable are those in force on the Website on the date on which the order is placed.

Confirmation of the order on the Website www.luxembourg-city.com, hereinafter referred to as the Website, by the user implies their acceptance without reservation of these terms and conditions of sale.

9.2 Conditions for placing an order:

The User declares that they are at least 18 years old and has the legal capacity or parental authorisation allowing them to place an order on the Website.

9.3 Ordering tickets:

- For scheduled visits (City promenade, Wenzel Circuit), the User receives an order confirmation after payment for their ticket has been made via internet banking. This order confirmation and their identity card will enable them to take part in the visit. Students must also have their student card with them.

- For guided tours of the Grand Ducal Palace, any User who has purchased their ticket via the LCTO website receives an e-ticket that they must present at the entrance of the Palais together with their identity card and their student card, if they are a student. The code on the e-ticket must be perfectly legible, otherwise the ticket is considered invalid.

9.4 Price, availability and delivery:

The prices displayed on the Website are given in euros inclusive of all Luxembourg taxes (Luxembourg VAT and other taxes that may be applicable).

LCTO accepts User orders within the limits of places available.

9.5 Payment:

Payment is made exclusively by VISA or MASTERCARD payment card.

9.6 Times of visits and tours:

For reasons of internal organisation and to respect the scheduled times of subsequent visits, customers are informed that the departure times of visits are to be scrupulously complied with.

9.7 Exchanging tickets for shows or guided tours, cancellation of reservations and right of withdrawal:

Tickets bought in the shop or on this website will not be exchanged or taken back by LCTO. Reservation cancellations to shows or guided tours will not be refunded or exchanged for new reservations.

Any user who wants to buy a ticket for a performance or a guided tour at a specific date and time, will carefully check that the date and time are convenient for them before placing the order since tickets cannot be exchanged or refunded for any reason.

Tickets that are not used on the date and time of the event become invalid.

The user is also informed that tickets for shows and guided tours are not subject to a right of withdrawal pursuant to Article L.222-9 (7) of the Consumer Code.

Tickets will not be refunded in case of loss or theft and will not be taken back or exchanged except in case of cancellation of the event concerned.

LCTO reserves the right to accept the return of tickets in certain cases and at its sole discretion.

In the case of the cancellation of a guided tour by LCTO, the User is immediately informed by email, letter or telephone. LCTO will set out the terms for a refund or exchange where applicable at this time.

In case of cancellation of the event (guided tour), only the price of the ticket will be refunded. No costs of any kind will be reimbursed, and the user cannot claim for damages or compensation.

9.8 Guarantees and responsibilities:

-LCTO accepts no responsibility in the case of a last-minute cancellation of a guided tour or a visit due to bad weather or another case of force majeure.

In these cases, transport costs to the event location will not be refunded.

LCTO reserves the right to decide how to refund tickets.

-Children under 14 must be accompanied by an adult who has parental responsibility for them. The adult will ensure that children respect safety instructions, do not stray from signposted footpaths and do not put their own lives or those of others in danger.

The adult will also ensure that children under their authority respect the surrounding environment. They will ensure that inside the buildings, children remain calm, do not run about, do not touch anything and do not disrupt the visit in any way.

9.9 CUSTOMER SERVICES AND ORDER TRACKING:

LCTO provides a customer services department that can be contacted via its email address. touristinfo@lcto.lu.

10. Governing law and jurisdiction:

These terms and conditions are subject to Luxembourg law. All disputes are subject to the jurisdiction of the Luxembourg courts.

