

## General terms and conditions of sale

Privilège cards bought online cannot be exchanged or refunded.

The cards are non-transferable. All duplication and reproduction is forbidden.

**Please keep your Privilège card safe; no claims will be accepted with respect to an illegal duplicate made without your knowledge, either by the website, or by the publisher of the service.**

### Receipt

The Privilège card will be sent within 15 days from the date of purchase by post.

### Validity and access

The Privilège card is valid for one year plus 15 days from the date of issue: it gives you the right to free and unlimited access all year round to the permanent collections of the Jacquemart-André Museum and to all exhibitions (on presentation of the card to the staff at the ticket office). Card holders receive a pass, as do the persons accompanying them. However, persons accompanying them must pay for admission at the ticket office.

With the Duo card, access to the museum is free and unlimited for the card holder and a person of their choice, limited to one visit per day.

The Privilège card is strictly personal. In order to be valid, it must carry a photo. An identity check may be carried out at the ticket office.

For holders of the Jeune card (young people under the age of 25 on the date of purchase), an identity check is always carried out. Anyone holding a Jeune card who would have been 26 or older on the date of purchase will be refused access to the Museum.

### Loss or theft

Although your Privilège card is issued in your name, access to the site is not guaranteed in the event of loss or theft. In the event of the loss or theft of your card, a duplicate will be sent to you by post only and a charge of 10 euros will be made.

Any card presented at the ticket office by a person other than its holder will be considered as stolen. It will be confiscated and returned to its owner.