

General Terms and Conditions of Sale (GTCS)

French Institute of Cambodia (Cinema Tickets and Cultural Events)

1. Purpose

These General Terms and Conditions of Sale (GTCS) apply to all transactions related to the purchase of cinema tickets and cultural event tickets made at the French Institute of Cambodia, whether through the internet or at the Institute's box office.

2. Price

- Ticket prices are indicated in US dollars, all taxes included (TTC).
- The French Institute reserves the right to modify prices at any time, but tickets will be charged based on the rate in effect at the time the order is confirmed.

3. Payment Methods

The accepted payment methods are:

- For online purchases via the French Institute of Cambodia's website: QR code.
- For purchases at the French Institute's reception: bank cards, QR code, and cash. Payment must be made in full at the time of the order, whether online or at the counter.

4. Ordering Process

Online purchase:

- Purchasing tickets online requires creating a customer account.
- The customer selects the cinema session or cultural event, as well as the number of tickets, before confirming the order.
- An electronic ticket (e-ticket) is sent by email once the payment is completed.
- **Online ticket purchases can be made up to 30 minutes before the start of the session or event.**

Purchase at the Reception of the French Institute of Cambodia :

Individuals eligible for a reduced rate (see Article 8) must make their purchase at the Institute's reception and present the necessary documents to obtain the discount.

Purchases at the reception can only be made within the 3 hours preceding the cinema session or cultural event, and up to 15 minutes after the start of the session or event. Beyond this time frame, ticket purchases will no longer be possible.

- The customer goes to the ticket counter to purchase one or more tickets.
- The customer selects the movie or cultural event they wish to attend by checking the information displayed on site.
- The reception staff offers different pricing options depending on the customer's status (student, library member, etc.).

- After selecting the appropriate rate and indicating the number of tickets, the customer proceeds to payment using one of the available methods (cash, bank card, QR code).
- Once payment is confirmed, the tickets are issued to the customer in paper, electronic format or in the form of a stamped mark.

5. Access to the Cinema or Cultural Event

- The customer must present their ticket (paper or electronic) at the entrance to the cinema or cultural event, or showed the stamp received.
- The ticket is only valid for the cinema session or cultural event on the date and time specified at the time of purchase.
- The French Institute reserves the right to deny entry to anyone who does not meet the minimum age requirements for certain screenings or events (for example, films restricted to those under 12).

6. exchanges and Refunds

- Tickets are neither exchangeable nor refundable, except in the case of cancellation of the cinema session or cultural event by the French Institute.
- In the event of a technical issue or cancellation, the customer will be informed via email or through the French Institute's social media channels. A refund may be offered in the form of a voucher or credit.

7. Cancellation or Modification of a Cinema Session or Cultural Event

- The French Institute reserves the right to modify or cancel a cinema session or cultural event in the case of force majeure (technical failure, weather conditions, etc.).
- In the event of cancellation, the customer will be informed as soon as possible, and refund or replacement options will be offered.

8. Discounts and Specific rates for Cinema Sessions only

- Discounts are granted to customers meeting certain criteria:
 - Students enrolled in the Language Center of the French Institute of Cambodia (registration must be valid): free access to regular sessions and \$2 for special cinema sessions.
 - Members of the library of the French Institute of Cambodia with a valid card: \$1 for regular sessions and \$2 for special cinema sessions.
- Proof of eligibility must be presented at the reception of the Institute.

9. Protection of Personal Data

- The information collected during the order is necessary for managing transactions and fulfilling legal obligations.
- In accordance with the Data Protection Act, the customer has the right to access, correct, and delete their personal data.

10. Liability

- The French Institute disclaims any responsibility in the event of loss or theft within its premises or misuse of the ticket.
- The Institute is not responsible for any indirect damages caused by the use of the online ticketing service.

11. Right of Access and Security

The customer agrees to comply with the security rules in effect at the Institute. Any disturbance or failure to comply with the rules may result in exclusion from the cinema or event without a refund.

12. Complaints

For any complaint regarding the purchase or use of a ticket, the customer is encouraged to contact the French Institute of Cambodia within 7 days following the session at the following address:

- info@ifcambodge.com

13. Disputes

In the event of a dispute, an amicable solution will be sought. Failing that, the dispute will be submitted to the exclusive jurisdiction of the courts of Phnom Penh.

14. Applicable Law

These General Terms and Conditions of Sale (GTCS) are governed by Cambodian law.

Name of the user / legal representative and signature: