

## General Terms and Conditions of Sale (CGV)

### Institut Français du Cambodge (Library Subscriptions and Workshops)

#### 1. Purpose

These general terms and conditions of sale (CGV) apply to all services related to the library activities conducted within the Institut Français du Cambodge.

Library services are understood as those provided within the Institut Français du Cambodge.

The acquisition of any good or service through the library of the Institut Français du Cambodge implies the user's unreserved acceptance of these general terms and conditions of sale.

These general terms and conditions of sale shall take precedence over any other general or specific conditions not expressly agreed upon by the IFC.

The Institut Français du Cambodge reserves the right to modify its general terms and conditions of sale at any time. In such cases, the user will be required to sign or reaccept the said general terms and conditions upon re-registration.

#### 2. Pricing

- Subscription and workshop prices are listed in U.S. dollars, inclusive of all taxes (TTC).
- The Institut Français reserves the right to modify prices at any time, but subscriptions and workshops will be billed based on the rate in effect at the time the order is confirmed.

#### 3. Payment Methods

Accepted payment methods are as follows:

- For transactions at the main reception: bank cards, QR code, and cash.
- For transactions at the library reception: QR code only, if the receptionist is not available at the main reception of the Institut Français.

Payment must be made in full at the time of registration at the counter.

#### 4. Registration Process

##### Registration at the Library Reception of the Institut Français du Cambodge:

Library subscriptions and renewals must be completed at the library reception of the Institute.

For subscriptions, clients will be asked to fill out a dated and signed registration form and to present the necessary documentation to qualify for reduced rates or free access. This applies to students with a valid student card or a receipt for enrollment in the Language Course (see Article 8).

Clients who are not eligible for free access are directed to the main reception of the Institute with their registration form to proceed with payment.

Upon returning to the library with the payment receipt, their subscription is then registered in the system, and a subscription card is created and issued to the subscriber.

#### Workshop Registration at the Reception of the Institut Français du Cambodge:

##### 1. Workshop Registration at the Institute's Reception

Workshop registrations and payments can be made at the main reception of the Institute.

Registrations are accepted at any time as long as there are available spots. Different rates apply depending on the type of workshop (see Article 8).

A receipt is systematically provided to the client after payment, and a stamp will be placed on the participant's hand to allow the library team to identify and validate entry to the workshop.

##### 2. Workshop Registration via the Institute's Website

Workshop registrations and payments can also be completed via the Institute's website.

Registrations are accepted at any time as long as there are available spots. Different rates apply depending on the type of workshop (see Article 8).

The participant must present their QR code after payment validation, and a stamp will be placed on their hand to allow the library team to identify and validate entry to the workshop.

#### **5. Borrowing Rights and Workshop Access**

- 12 items for 3 weeks (including a maximum of 5 DVDs).
- 40 items for 3 weeks (including a maximum of 5 DVDs) for the "Family" subscription.
- Loans can be renewed once (provided there are no pending reservations).
- Access to Culturethèque, the Francophone digital library, and the game library is included in the subscription.
- Library collections can be borrowed for home use (with the exception of dictionaries and encyclopedias).
- In case of late returns, no financial penalty is applied, but the subscriber will be unable to borrow new books or games until all borrowed items have been returned.
- If damage to a book is observed upon return, the librarians will assess its condition. If it cannot be recirculated, the member will be required to replace it. If it is no longer in print, the member and the librarians will agree on an equivalent replacement book in terms of collection and price.
- Any damage to a game must be reported to the librarians, who will assess the possibility of repair. If irreparable, rendering the game unusable, the user will be required to replace it. If the game is no longer in print, the librarians and the user will agree on a suitable replacement in terms of collection and price. Users are asked not to replace lost pieces themselves but to inform the librarians first.

- The Institut Français reserves the right to deny access to anyone not meeting the age requirements for certain activities (such as those involving handling chemicals, etc.).

## 6. Exchanges and Refunds

- Library subscriptions and workshop participation fees are non-refundable.
- If the participant is not suited to the scheduled activity, placement in an alternative workshop will be offered as an exchange.

## 7. Workshop Cancellations and Modifications

- The Institut Français reserves the right to modify or cancel a workshop in cases of force majeure (technical failure, weather conditions, etc.).
- In case of cancellation, alternative solutions will be offered.

## 8. Pricing, Discounts, and Free Access

- Discounts are granted to members meeting certain criteria:
  - Cambodian student and Cambodian youth under 18, upon presentation of a valid student ID: 2 USD
  - Foreign student and foreign youth under 18, upon presentation of a valid student ID: 5 USD
  - Cambodian adult, upon presentation of a valid ID or passport: 15 USD
  - Foreign adult, upon presentation of a valid ID or passport: 30 USD
  - Family subscription, upon presentation of a valid ID or passport: 40 USD
  - Group subscription for a maximum of 10 people from the same organization (upon presentation of a personalized professional card or badge): 40 USD
- Free admission is granted to the following categories:
  - Student enrolled in language courses at the CDL for the current session. If the membership request is made retroactively after the session has ended and the student has not re-enrolled for the next session, free membership will not apply.
  - Staff member of the IFC.
- Workshop rates vary depending on the type of activities offered and their duration:
  - Classic workshops (45-60 minutes): 3 USD
  - Specific workshops (combined with cinema, for example): 5 USD
  - 90-minute workshops: 6 USD
  - Specific 2-hour workshops: 10 USD

## 9. Personal Data Protection

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

## 10. Responsibility

- The French Institute declines all responsibility in case of loss or theft within its premises.
- The Institute is not responsible for any damages or accidents that may result from the use of the equipment provided.

## 11. Security and Access Rights

The customer agrees to comply with the security rules in effect within the Institute. Any disruption or violation of the rules may result in exclusion from the media library rooms without a refund.

## 12. Complaints

For any complaints regarding the media library, the member is invited to contact the French Institute of Cambodia:

- [mediatheque@ifcambodge.com](mailto:mediatheque@ifcambodge.com)

## 13. Disputes

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

## 14. Applicable Law

These general terms and conditions are governed by Cambodian law.

**Name of the user / legal guardian and signature:**