

## GENERAL TERMS AND CONDITIONS OF TICKETING AND ACCESS TO ANNECY 2025 EVENTS

### ARTICLE 1 – General Information

CITIA is a Public Cultural Cooperation Establishment, of which the headquarters are located at: c/o Conservatoire d'art et d'histoire – 18 avenue du Trésum – 74001 Annecy, France, registered at the RCS d'Annecy (French Trade & Companies Register) under the No. 489 885 111.

CITIA (hereinafter "the Organizer") organizes the Annecy International Animation Film Festival (hereinafter the "Festival") and the International Animation Film Market (hereinafter the "Mifa").

The Festival is the global reference for animation film and proposes numerous screenings (films in or out of competition), in theaters and in the open-air.

The International Animation Film Market is the key global rendezvous for film animation industry professionals, in terms of coproduction, purchases, sales, funding and distribution.

The accreditation procedure is mandatory to access and participate at the Festival, and the Mifa organized by CITIA (hereinafter the "Events").

The Events take place over the course of a week from 8<sup>th</sup> to 14<sup>th</sup> June 2025, in Annecy city and various locations inside its agglomeration (hereinafter termed the "Sites").

The full list of Sites is available at the following address: <https://helpdesk.annecyfestival.com/en/>

"Participant" or "User" means any person, natural or legal, accredited by the Organizer and having the right, as such, to access all or part of the Events as well as the Websites and connected areas.

### ARTICLE 2 – Provisions Relating to the Current General Terms and Conditions of Ticketing

#### 2.1 Availability and enforceability of the General Terms and Conditions of Ticketing (hereinafter the "GTCT")

The GTCT are available to Participants on the Organizer's Website where they can be viewed directly.

The GTCT are binding on the User, who acknowledges having read them and accepted them when purchasing an accreditation, as provided for in the GTCS relating to Annecy 2025 accreditations, by checking a box provided for this purpose.

#### 2.2 Articulation of the GTCT with the General Terms and Conditions of Sale (hereinafter the "GTCS")

The use of Websites is also subject to full and complete agreement of the GTCS relating to Annecy 2025 accreditations by the Participant.

#### 2.3 Evolution of the GTCT

The current online version of these Conditions of Ticketing is the only one enforceable throughout the period of the Ticketing use and until a new version replaces it.

The Organizer reserves the right to modify the GTCT at any time, due in particular to changes in the Websites' features, or for legal or technical reasons.

These modifications are brought to the User's attention on the day of their connection.

### 3. ACCESS TO THE WEBSITES

Access to and use of the Websites are limited to strictly personal purposes. Use of the Websites is not intended for any Users under the age of fifteen (15).

You hereby agree to not use these Websites and the information or data they contain for any advertising, political or commercial purposes, nor for any type of commercial solicitation, including the sending of non-solicited e-mails.

### 4. ACCESS TO THE CONNECTED AREAS

#### 4.1 General items

The information in this article governs the Terms and Conditions for using the Connected Areas' tools essential to the ticket reservation process.

The Connected Areas enable the User within the framework of the "Annecy 2025" event, to access a private individual area depending on the User's type of accreditation.

The User will be able to access this area by creating an account on the website <https://www.annecyfestival.com/en>.

#### 4.1.1 Limits on the use of the Connected Areas

To use the Connected Area's tools, the User must have Internet access and the requisite equipment, notably a computer, modem, or any other connection tool enabling the User to log in to the Internet.

A high-speed connection to the Internet by ADSL, cable or fiber optics is highly recommended.

The User must have a recent Internet browser (Microsoft Edge; Firefox, latest version; Safari, latest version; Google Chrome; Opera, latest version...).

#### 4.1.2 Termination

The Organizer reserves the right to terminate User's accounts in the case of:

- insolvency;
- actions violating provisions of the Intellectual Property Code;
- failure by the User to comply with any of their obligations under these general Terms and Conditions.

### ARTICLE 5 - TICKETING

#### 5.1 General Terms and Conditions

The present General Conditions apply to the exclusion of all others. They are accessible at any time on the Annecy Festival Website, and shall prevail, where applicable, over any other version or any other contradictory document.

#### 5.2 Access to connected areas:

<https://network.annecyfestival.com>

Connected areas allow access to the ticketing service for Participants only.

- Reservations are subject to availability. The number of reservations depends on the type of accreditation; details are available at this address: <https://helpdesk.annecyfestival.com/en/article/i-am-a-badgeholder-how-many-screenings-can-i-reserve-per-day-obiaxc/>.
- A reservation is considered and deducted from the number of authorized seats as soon as the Participant reserves a screening or any other type of event requiring a reservation (conference, etc.).
- It is not possible to book two sessions in the same time slot.
- It is not possible to book the same session twice.

However, it is possible to book the same session a second time, provided the first reservation has been cancelled.

#### 5.3 Ticketing opening

##### Ticketing | Annecy Festival

The ticketing opens the week before the Annecy 2025 Festival. Opening dates and times according to accreditation type are indicated in the connected areas, as well as in the HelpDesk:

<https://helpdesk.annecyfestival.com/en/article/i-am-a-badgeholder-what-date-does-ticketing-open-kuhhgj/>. An e-mail notification is sent at the beginning of June 2025 as a reminder of the opening of the ticketing

Reservations are staggered over several days to facilitate access to the Annecy Festival Website. Seats are allocated in advance for each type of accreditation, so that everyone can make reservations.

Given the capacity of the screening rooms, it is recommended that the Participant reserves its seats as early as possible.

There are two types of access to screenings and events: with or without a reservation.

Depending on the program, a reservation may or may not be required.

#### 5.4 Reservation process on the connected areas

Access to the various Festival screenings and events is by reservation via the MyAnnecyFestival connected area. The booking process is explained in detail in the HelpDesk: <https://helpdesk.annecyfestival.com/en/article/i-am-a-badgeholder-how-do-i-reserve-a-screening-in-the-film-theatre-113x9in/>.

##### Before the opening of the ticketing

1. The Participant connects to their MyAnnecyFestival connected area using their personal codes and completes the onboarding steps: these steps are mandatory and are there to help the Participant complete their profile once their accreditation is activated.
2. The Participant consults the programme by clicking on 'Programme' on the MyAnnecyFestival connected area homepage. They can then find the access conditions for each event or screening (with or without reservation) and create their list of favourites.

##### On the day the ticketing opens

1. The Participant logs into their MyAnnecyFestival connected area and clicks on the 'Programme' tab.
2. They can then make a reservation by clicking on the 'Reserve your seat' button. There are several ways to do this:
  - from the Favourites list
  - from the event or session details.
3. The Participant can find a summary of their reservations in their MyAnnecyFestival connected area.

The Organiser may stop bookings at any time without having to justify the reason.

### 5.5 Ticketing without reservation

A reservation quota is associated with each type of accreditation. If the Participant's quota is reached, it is possible to use the "Badgeholders without reservation" line, respecting the direction of the queue (access to all screenings without reservation, subject to availability).

### 5.6 Single-admission tickets

Single-admission tickets are on sale 30 minutes before the start of the screening at the ticketing of certain partner cinemas. Accreditation is not required to purchase these tickets: <https://www.annecyfestival.com/en/take-part/handy-info/ticketing>.

### 5.7 Invitations

A dedicated line for invitations is available to the Participant or to a person without accreditation who has an invitation.

The invitation may be integrated on the accreditation or on a printed ticket. A specific color code indicates whether there is a placement or not.

### 5.8 Cancellation

If the Participant can no longer attend the session, he must cancel his reservation directly via the program on their MyAnnecyFestival connected area up to 15 minutes before the start of the session.

## ARTICLE 6 - ACCESS CONDITIONS

### 6.1 General terms and conditions

Access to Festival venues, events and activities is reserved exclusively for holders of a valid accreditation, invitation or ticket, depending on the venue.

Accreditation is personal and non-transferable and must be presented each time access to events is requested. It entitles the holder to enter the premises and take part in events according to the terms defined in the accreditation itself.

Accreditation alone does not guarantee access to an event without prior reservation. Accreditation must be accompanied by a reservation for certain events. Reservation must be made in advance via the reservation system provided by the Festival (cf. art. 5).

### 6.2 Ticket control and protection against fraud

Accreditation and reservation must be presented to Festival access control personnel. If the accreditation or printed invitation is forgotten, lost, exchanged or stolen, access to the event will not be granted. Entry to the event is subject to verification of the validity of the accreditation and the associated reservation or invitation corresponding to the screening or event.

The Organizer guarantees reservations **only up to ten minutes before the screening time**. After this time, the Participant will lose the reservation guarantee. Access to the event will then depend on the availability of seats in the cinema and on access from the "Badgeholders without reservation" queue, respecting the direction of the queue.

### 6.3 Access to the theatre

To attend a screening or an event, there are three lanes depending on the access ticket:

- **"Badgeholders with reservation"**

If a reservation has been made by the Participant, they must present themselves at the entrance to the theatre or event in the "Badgeholders with reservation" line, in possession of their accreditation, at least 45 minutes before the start of the reserved session. The accreditation will be scanned to check the reservation before entering the theatre.

Accreditation may be checked several times in the queue. In the event of a litigation, verification will be required by Festival access control personnel.

If the Participant arrives **less than ten minutes before the start of the screening**, their reservation will no longer be considered, and they will have to go through the "Badgeholders without reservation" queue and access to the screening room will no longer be guaranteed.

- **"Badgeholders without reservation"**

If the Participant does not have a reservation, it is recommended to go to this queue as early as possible. His accreditation will be scanned before entering the theatre to check its validity and count the number of entries.

Entry to this queue is subject to availability. Accreditation may be checked several times during the queue. In the event of a litigation, it will be verified by Festival access control staff.

- **“Guests”**

If the Participant has an invitation, the ticket or the accreditation will be scanned before entering the screening room (cf. art.5.7).

Any other specific information relating to access to the screening rooms (mainly in the event of cancellation) may be sent to the Participant using the e-mail address entered in the user account.

#### **ARTICLE 7 - ACCESS RESTRICTIONS**

**7.1** Access to the Festival is forbidden to persons carrying bulky objects (luggage, various equipment, etc.). It is also forbidden to present oneself at the Festival entrances with pyrotechnic and smoke devices, tools, drinks other than water, food and containers, weapons of any category, helmets, rigid poles, tripods larger than 60x9x9cm, drones, banners, laser pointers, cameras (except with Press accreditation or special authorization), pets, gas cylinders, bulky umbrellas, skateboards, scooters, megaphones, musical instruments, aerosols, razors, perfumes and selfie sticks.

**7.2** The Festival offers Luggage Locker Service for a fee. Any Participant in possession of such items will be refused access to the theatre.

**7.3** It is forbidden to smoke in enclosed areas, to consume illegal substances, or to behave in a disruptive manner during screenings and events.

**7.4** All unauthorized sales (food, street vendors of all kinds) are forbidden in all Festival and Mifa areas.

Any violation of these rules may result in immediate expulsion from the Festival. The Organizer reserves the right to cancel accreditation in the event of non-compliance.

#### **ARTICLE 8 - BEHAVIOUR AND RESPECT FOR STAFF**

**8.1** The Participant undertakes to respect the safety and ethical rules of the Festival, as well as the instructions given by the Organizer, the staff and the security forces.

**8.2** The Participant undertakes to behave courteously and respectfully in all circumstances on the Festival and Mifa sites.

**8.3** The Organizer pays particular attention to the fight against discrimination, sexual and gender-based violence and harassment (SGBVH). Anyone who is a victim or witness of discrimination or SGBVH must alert security staff, report the facts to an information point or on the dedicated e-mail: [vhss@citia.org](mailto:vhss@citia.org), or call 3919: the telephone platform

for listening, information and guidance for victims of sexist and sexual violence.

**8.4** To preserve the quality of the Festival's infrastructure, please refrain from putting up signs or posters, or throwing garbage on the ground (garbage cans are available for this purpose). Any damage or destruction of movable or immovable property is liable to sanctions.

**8.5** The Participant acknowledges that they may be escorted from the event premises, without compensation, if they fails to comply with the provisions of these Terms and Conditions. Depending on the circumstances and at the sole discretion of the Annecy 2025 Festival, a definitive ban on entry may be ordered, without compensation. All rights to damages are reserved by the Festival.

**8.6** In the context of all the Organizer's activities and in the event of inappropriate behavior by a Participant, the Organizer reserves the right to take any action it deems appropriate.

#### **ARTICLE 9 - ANIMALS**

Pets are not allowed on the Festival and Mifa sites, except for guide dogs.

#### **ARTICLE 10 - NEUTRALITY**

Religious, political and ideological acts are not permitted. Similarly, the distribution of leaflets of any kind, quests, subscriptions, surveys or collection of signatures of any kind (except those organized by the Festival) are forbidden.

#### **ARTICLE 11 - IMAGE RIGHTS**

**11.1** Screenings, meetings, events and areas located within the Annecy 2025 Festival grounds may be filmed or photographed by the Organizer or authorized media - from the stage, in the theatre and in the various Festival venues. Any person who enters the Annecy 2025 Festival site in its entirety expressly consents to the use, free of charge and without consideration, of their image and voice for all uses that may result from such use in current and future media.

**11.2** Films screened and events organized as part of the Festival are protected by intellectual property rights. In order to guarantee image rights and intellectual and artistic property rights, it is forbidden to capture and/or record sounds and/or images during events organized as part of the Annecy 2025 Festival, except for press or personnel duly authorized by the Festival.

**11.3** Certain recordings and/or recordings of sound and/or images during events organized as part of the

Annecy 2025 Festival are authorized for private use only. No commercial use may be made of these recordings, unless explicitly authorized by the Organizer.

**11.4** Security agents may intervene in sessions requiring imperative compliance with the ban on all sound or visual recordings, such as photographs, films, various video formats and/or sound recordings. Before entering the theatre, Participants may be asked to place their personal devices, such as cell phones, smartphones, sound recorders, cameras or any other similar equipment, under seal and/or to switch them off for the duration of the session, until they leave the theatre. Failure to comply with these instructions will result in exclusion from the theatre and the deletion of recorded data. The Organizer reserves the right to cancel accreditation in the event of non-compliance.

#### ARTICLE 12 - MAJOR INCIDENTS, ACCIDENTS

**12.1** In the event of a major incident endangering the safety of Participants and staff, such as a Vigipirate risk or a major technical problem, the Organizer will evacuate the perimeter.

**12.2** In the event of an accident occurring within the Festival grounds, please notify Annecy Festival staff or the security team.

#### ARTICLE 13 - THEFT AND LOSS OF PERSONAL BELONGINGS

**13.1** In the event of theft of personal belongings, the Organizer cannot be held responsible under any circumstances.

**13.2** Any item found will be collected by Festival staff and returned to the Festival and Mifa Information Points.

#### ARTICLE 14 - MINORS

The organization advises parents not to bring very young children (-3 years old). All short films in competition, except those for young audiences, are labelled "forbidden for under-16s". For information on age limits, the Participant may refer to the film's information on the Annecy Festival Website, Program tab:  
<https://programme.annecyfestival.com/en/program>.

#### ARTICLE 15 - PENALTIES

Any infringement of the present regulations or of current legislation may result in immediate exclusion from the Festival or Mifa, cancellation of accreditation or even legal proceedings.

#### ARTICLE 16 - WEBSITES RESPONSIBILITIES

**16.1** The Organizer cannot be held liable in the event of a failure, breakdown, operating difficulty or interruption, preventing access to the Websites or to one of its features.

**16.2** The equipment used to connect to the Websites is the sole responsibility of the User. They must take all appropriate measures to protect their equipment and their own personal data, especially from cyber-attacks via the Internet. The User is also solely responsible for the Websites and data that they consult.

**16.3** The Organizer cannot be held responsible in the event of legal proceedings against the User:

- due to the use of the Websites or any service accessible via the Internet.
- due to the non-compliance of the User with these current General Terms and Conditions of Ticketing.

**16.4** The Organizer is not responsible for damage caused to the User, to third parties and/or to their equipment as a result of their connection, or their use of the Websites, and the User waives any action against the Organizer as a result.

**16.5** If the Organizer were to be the subject of an amicable or judicial procedure because of the User's use of the Websites, the Organizer could turn against the User to obtain compensation for all damages, sums, convictions and costs that could arise from this procedure.

#### ARTICLE 17 - PERSONAL DATA

**17.1** The User's personal data may be collected, processed and stored by CITIA when browsing the Websites, in strict compliance with the regulations in force.

**17.2** In accordance with the provisions of the amended law n° 78-17 of 6<sup>th</sup> January 1978, relating to data processing, files and liberties, the User has the right to access, query, modify and delete information that concern them, to apply at any time to the Organizer either by regular post to the following address: CITIA c/o Conservatoire d'art et d'histoire – 18 avenue du Trésum – CS 50038 – Annecy – FR-74001 Annecy Cedex, or by e-mail to this address: [dpo@citia.org](mailto:dpo@citia.org).

**17.3** For more information concerning the use of the User's data by CITIA and exercising their rights, it is possible to consult the data protection policy accessible at the following address: <https://www.annecyfestival.com/en/personal-data-protection-policy>.

**ARTICLE 18 - COOKIES**

**18.1** The Websites can automatically collect standard information such as the navigation language. All information collected indirectly will only be used to monitor the volume, type and configuration of traffic using these Websites, to develop its design and layout, and for other administrative and planning purposes as well as to improve the service provided in general.

**18.2** For more information on the use and handling of cookies by CITIA, it is possible to refer to the data protection policy accessible at the following address: <https://www.annecyfestival.com/en/personal-data-protection-policy>.

**ARTICLE 19 - APPLICABLE LAW**

**19.1** These Terms and Conditions of Ticketing are governed by French law and subject to the jurisdiction of the courts of Annecy, subject to an assignment of specific jurisdiction arising from a particular law or ruling.

**19.2** In the event that the Annecy 2025 Festival is unable to fulfill all or part of its obligations to a third party, due to extraordinary circumstances - i.e. any exceptional event beyond the reasonable control of the Organizer, such as war, civil war, strikes, shortages of raw materials, terrorism, unavailability of essential equipment, major damage or destruction of infrastructure by fire, earthquake, major storm, hail, storm or hurricane ; epidemics, pandemics, endemic crisis, government restrictions and/or bans and failure of public services or public transport, this commitment will be cancelled and neither party will be entitled to claim compensation.