

## VISITOR REGULATIONS - CITY OF PARIS MUSEUMS

### Welcome to the museum!

#### INTRODUCTION

Under the aegis of the public institution Paris Musées, the City of Paris museums and heritage sites perform a public service mission that consists in conserving, exhibiting and enriching, through acquisitions, a rare and precious heritage belonging to the community. Museums give everyone access to this heritage and the pleasure that lies in discovering it.

All the exhibits displayed in the museums are heritage works, many of which have survived for centuries and must imperatively be preserved in their integrity for future generations. Touching them, however lightly, violates this integrity.

The museum staff is there to welcome visitors, provide information, make sure that visits and events unfold smoothly, and ensure the safety and security of people, the collections and the buildings. The staff is responsible for enforcing these rules under the authority of the management.

Each visitor is requested to observe the protection and security measures put in place and to refrain from disturbing other visitors in any way.

These visitor regulations are intended to further enhance heritage conservation, public accessibility and the safety of persons and property.

#### SCOPE

##### Article 01 – Scope

These regulations apply in indoor and outdoor areas and the immediate vicinity of the museum to:

- visitors to the museums and heritage sites of the public institution Paris Musées
- individuals and groups authorised to enter the building for various reasons (including exhibitions, private programmes, events, meetings, research, conferences, ceremonies, shows or filming)
- persons external to Paris Musées who are in the museum for professional or training reasons.

#### ACCESS TO THE MUSEUM

##### Article 02 – Opening days and times

Museums and heritage sites (except Hauteville House) are open every day except Mondays and some public holidays. The museum's opening dates and times, access to the rooms, ticket office closing times, and access to the bookshops and cafés-restaurants as well as possible night openings, are posted on the premises and online on the museum's website. Visitors are invited to make their way to the exit 15 minutes before the museum closes.

The site may open outside of these times with the consent of the Paris Musées General Management under restricted access conditions, notably in the following cases: access to the concessions, research, on-site restoration or conservation work, repair, improvement, maintenance or upkeep work, press visits or filming, private functions and events.

##### Article 03 – Capacity / Maximum headcount

Access is authorised within the limits of the capacity and the maximum headcount determined for each site, for the establishment as a whole and, where relevant, for each area. Queues may be organised inside and outside the museum at the discretion of the museum's reception and supervision staff.

##### Article 04 - Exceptional closing

The site management may, with the approval of the General Management of Paris Musées, decide to modify these times for exceptional reasons. In this case, the new times will be widely publicised (website, posters).

In the event of excessive attendance, disorders, strikes or insufficient staff, and in any situation likely to compromise the safety and security of persons or property, the museum may be fully or partially closed or the opening hours modified. The management may take any action required by the prevailing circumstances.

##### Article 05 – Admission to minors

Children under 13 must be accompanied by an adult. Parents of minors are responsible for their children and must therefore ensure that they comply with the safety regulations. Subject to the management's prior approval, exceptional permission to enter the museum may be granted to children aged 10 to 12 not accompanied by an adult. Minors remain under the responsibility of their parents or guardian, whether or not they are accompanied.

##### Article 06 - Admission prices

The various admission prices, reductions or exemptions applicable to both the museum's permanent collections and temporary exhibitions, are determined by decision of the Board of Directors of the public institution Paris Musées. Admission prices are posted onsite and online on the museum's website.

##### Article 07 - Admission tickets and required documents

Admission and access to temporary exhibitions and, where applicable, to the collections, are subject to the possession of a valid admission ticket, regardless of the medium on which it is printed/recorded:

- paid or free tickets, in material or paperless form, issued online or at the museum's ticket office depending on admission availability
- passes or cards issued by an authorised authority (including Paris Musées membership cards)
- reservation confirmation for groups.

Visitors must keep their admission tickets/passes throughout the visit. They may be asked to show them at any time.

The general terms and conditions of sale can be viewed on the Paris Musées website. Any resale of admission tickets/passes without the express authorisation of the Paris Musées management is strictly forbidden.

Visitors benefiting from a reduction or exemption must present a valid document proving their eligibility at the museum entrance. The list of accepted documents is detailed in the Paris Museums' pricing policy and on its website.

External contractors (maintenance, cleaning, works, etc.) who may need to work on-site during public opening hours are clearly identified by a badge or a pass, and are subject to all regulatory obligations.

A pass or badge issued by the museum management is required to enter premises not open to the public and/or outside normal opening hours.

##### Article 08 - Accessibility

In museums fully or partially adapted for admittance to persons with reduced motor skills, visits can be made in a wheelchair or similar equipment. Assistive devices (such as wheelchairs) are available to visitors upon presentation of identification or a disability card. The museum accepts no liability for damage caused to third parties by these vehicles or their occupants.

Please refer to the detailed terms and conditions of accessibility on each museum's website, especially for the special requirements for access to the Catacombs.

##### Article 09 - Security and safety checks

At the entrance to the site, a visual check of the contents of visitors' bags is carried out at the "Vigipirate" reception station. A magnetometer check may be carried out in addition to the visual check and the metal detector walkthrough, where any objects likely to trigger the device must be presented.

It is strictly forbidden to bring any objects into the museum which, because of their nature or purpose, present a risk to the safety and security of persons, the collections or the building, including:

- weapons of all categories and ammunition - except for active members of the national police or gendarmerie who are in possession of a document proving their office
- explosive, flammable or volatile substances
- heavy, bulky or malodorous objects
- tools, sharp or blunt objects (pickaxe handles, baseball bats, etc.)
- aerosol cans, marker pens, paint, glue, stickers in large quantities
- works of art or facsimiles, casts and posters
- flowers and plants
- glass bottles (alcohol for instance)

Means of locomotion such as skateboards, hover boards, roller skates, scooters, rollerblades, shoes with wheels, bicycles, dandy horses, monocycles, etc., are not allowed in the museum (indoor and outdoor areas), unless they are small enough to be stored in a case provided by the visitor allowing them to be left in the cloakroom or lockers.

This last point is subject to the discretion of the museum's reception and supervision teams.

Only animals accompanying disabled persons are allowed in the museum.

Refusal to comply with the provisions of this article will result in a ban on entering the museum.

#### CLOAKROOM AND LOCKERS

*The following articles are applicable in museums providing these services.*

##### Article 10 - Cloakroom and lockers

For a comfortable visiting experience and subject to the specific configuration of certain museums, a cloakroom and/or lockers are provided free of charge to visitors for the duration of their visit. When deposited in the cloakroom or lockers, a token, key or code is issued for some of the devices. Cloakrooms and lockers are reserved for museum visitors only. Tipping is prohibited.

##### Article 11 - Items that must be left in cloakrooms/lockers before entry

Before access to the museum is granted, some objects must be handed over on entry:

- bags and objects with any one dimension exceeding 40 centimetres
- walking sticks (excluding canes and crutches needed by the elderly or disabled)
- umbrellas, unless they can be contained folded in a garment or bag
- any pointed or sharp objects
- helmets of any type and bicycle batteries
- camera tripods and supports, as well as telescopic poles
- large and powerful lighting devices
- back or shoulder baby carriers
- tripods and folding seats without rubber tips

Pushchairs and prams are allowed except large ones (larger than a wheelchair for mobility-impaired persons) that may be an impediment for an emergency evacuation. They are not allowed in the following sites: Catacombes de Paris / Hauteville House / Maison de Victor Hugo / Musée Cernuschi / Musée de la Vie romantique / Musée Zadkine.

For museums without cloakrooms or lockers, these items will be refused entry.

Visitors are also asked not to carry bags on their back inside the museum (please carry them in front or in the hand).

##### Article 12 - Items that cannot be left in cloakrooms/lockers

Valuables should not be left in the cloakroom or in the lockers. The museum declines any liability for:

- cash
- identity papers
- cheque books and credit cards
- valuables, including jewellery, cameras, smartphones, computers, tablets and other digital devices.

### **Article 13 – Acceptance of items left in cloakrooms/lockers**

Items are accepted up to the capacity of the cloakroom or lockers. For museums without cloakrooms, bags with any dimension in excess of 40 centimetres, as well as backpacks or suitcases that do not fit in the lockers are not allowed on the museum premises.

For security reasons, visitors may be required to open bags or packages before being accepted. Staff may refuse large objects during busy periods, or objects whose presence they do not consider compatible with the security or operation of the establishment.

### **Article 14 – Retrieval of items**

Any items left in the cloakroom or lockers must be retrieved at the end of the visit, before the establishment closes. If the token or key is lost or the digital code to the locker forgotten, the items can only be retrieved at the closing of the museum, if a reception or supervising officer is not available. Items not retrieved by closing time will be considered lost property.

### **Article 15 - Lost property**

Lost property (except for perishable or worthless items) are kept at the museum, then transferred after a period of one month to the central lost property office at the Préfecture de Police, 36 rue des Morillons 75015 Paris.

Lost property items found at Hauteville House are deposited at the end of each season at Guernsey Police Headquarters - Hospital Lane, St Peter Port, Guernsey, GY12QN.

### **Article 16 - Compensation**

In the event of loss, theft or damage to an object or group of objects left in the cloakroom under the same number, other than those mentioned in article 12, the visitor may claim compensation provided he or she produces the necessary supporting documents and in compliance with the procedures applicable to Paris Musées. The museum accepts no liability for theft of items not left in the cloakroom.

## **THE PROPER USE OF THE MUSEUM**

### **Article 17 – Rules of conduct**

To preserve the peace and quiet necessary for a visit to the museum and to allow the events held there to unfold smoothly, visitors are asked not to cause any disturbance within the premises in accordance with the regulations in force and to behave courteously and respectfully.

Any uncivil behaviour towards staff and visitors, or behaviour that could jeopardise the safety of persons, property and buildings is strictly prohibited.

Visitors must show decent behaviour throughout the visit. Correct behaviour is required towards staff and other visitors - i.e. no nudity, no removal of shoes, no obstructing the movement of others and no rowdy, aggressive, violent or indecent behaviour.

In particular, the following behaviour is strictly forbidden in the museum's indoor and outdoor areas:

- touching or damaging the collections, decorations, mediation tools and labels, leaning on display cases, pedestals, podiums, exhibition panels and other display elements, moving furniture
- affixing graffiti, posters, marks, engravings or dirt
- littering with paper or rubbish, affixing stickers or chewing gum
- Attempting to cross a barrier, a closed door or stand-off barriers designed to protect the collections and the decor
- attempting to climb over walls or partitions
- chasing, pushing, sliding, climbing
- obstructing the movement of visitors, sitting on the floor in the corridors or lying down in the visiting path, sitting on steps or in front of the emergency exits
- Attempting to hide from staff at closing time
- striking a match or lighting a fire, using aerosols or solvents
- handling or operating fire alarms, emergency equipment or intruder alarm and security systems without good reason or without being asked to do so by the reception and supervising staff.

- leaving personal belongings unattended, even for a few moments.

Telephone conversations and the use of sound devices, the consumption of food or drink, and smoking or vaping are also prohibited, except in areas specifically set aside for these purposes in each establishment, where appropriate. Only the consumption of still water, at a distance from the collections, is tolerated. The use of the sanitary facilities is reserved for museum visitors only.

### **Article 18 – Respect for outdoor spaces (including queuing areas)**

In addition to the rules of conduct stated in Article 17, the following behaviour is prohibited in outdoor areas:

- practising exercises or games likely to disturb the tranquillity of the premises, causing accidents or damaging exhibits and gardens
- swimming or wading in the pools, walking or running along the coping
- sitting or walking on the lawns, unless you are explicitly permitted to do so
- damaging gardens, picking flowers, breaking or cutting foliage, mutilating or climbing trees
- camping or setting up, even for a short time, any device not previously authorised.

### **Article 19 - Gatherings and polling**

Collecting, petitioning, distributing leaflets, demonstrations, gatherings, sales activities, propaganda, advertising, soliciting, political or religious proselytising are strictly forbidden on the premises.

Any surveying or opinion polling of visitors must be submitted to the prior authorisation by the management.

## **SAFETY AND SECURITY OF PERSONS, PROPERTY AND BUILDINGS**

### **Article 20 - Video protection**

A video protection system covers the various areas accessible to the public by prefectural authorisation, in compliance with the provisions of the Internal Security Code. Any person may exercise a right of access by written request to the management of the establishment.

### **Article 21 - Opening of bags**

For security reasons, staff may at any time ask visitors to open their bags and packages and present their contents when entering or leaving the museum, as well as anywhere else on the premises. Refusal to undergo a security check will result in the visitor being barred from entry to the site.

### **Article 22 - Reporting**

Visitors contribute to security by reporting any accident, illness or abnormal event to the nearest reception or security officer. In particular, any suspicious abandoned objects should be reported.

### **Article 23 – Lost persons**

Any lost child or dependent person is entrusted to a museum staff member who will accompany them to the main museum reception. If the person has not been joined by his/her relatives by the time the museum closes, he/she is handed over to the police.

### **Article 24 - Accidents or illness**

In the event of an accident or illness, the museum has first aiders available. If a visitor is a doctor, nurse or first-aider, he/she is asked to stay with the sick or injured person until he/she is evacuated. He/she is invited to leave his/her name and address with the museum officer on site.

### **Article 25 - Destruction of packages left unattended**

For security and safety reasons, and especially to comply with the Vigipirate instructions, abandoned luggage, closed bags or parcels, as well as any object that appears to present a hazard may be destroyed without delay or notice by the competent police authorities.

### **Article 26 – Attempted theft**

All visitors to the museum are encouraged to report any suspicious movement or removal of an exhibit. Pursuant to Article R. 642-1 of the Penal Code, everyone is obliged to assist the museum staff when required to do so.

In the event of attempted theft, warning measures may be taken, including closing accesses and exit control, for the time required to carry out the necessary investigations. A visual check may be carried out by officers and a more thorough search by a judicial police officer.

### **Article 27 - Fire**

It is of utmost importance to remain perfectly calm in the event of a fire or serious incident.

The fire or incident must be reported immediately by all possible means:

- verbally to a reception or supervising officer or to the Control and Security centre
- in suitably equipped establishments, by an audible evacuation message and by the use of manual triggers and fire alarm boxes placed throughout the premises and connected to the control room.

### **Article 28 - Evacuation or containment**

In the event of evacuation or containment, visitors are required to strictly comply with instructions given by the establishment's staff, without delay or panic. If evacuation of the building is necessary, it shall be carried out in an orderly and disciplined manner under the guidance of the museum staff, in accordance with the instructions given by the museum.

## **SPECIAL ARRANGEMENTS FOR GROUPS**

### **Article 29 – Group leaders**

Group visits are conducted by a leader who is the sole contact person for the museum. The group leader guarantees the group's good behaviour and the observance by its members of the provisions of these rules. All members of the group remain near the leader or guides. Small groups can be formed for self-guided tours, provided that the leader or an accompanying person is always nearby.

### **Article 30 – Speaking**

The following persons are authorised to speak in front of a group, subject to presentation of valid proof of identity:

- curators of French museums and any museum curator holding a professional card issued or recognised by the French Ministry of Culture
- lecturers from the Réunion des Musées Nationaux - Grand Palais
- persons qualified to lead guided visits to museums and historical monuments, as defined as follows: persons holding a professional guide card, regulated within the meaning of decree no. 2011-930 of 1 August 2011 "on persons qualified to lead guided visits to museums and historical monuments".
- activity leaders approved by the Centre des Monuments Nationaux
- persons individually authorised by the management of the museum or the public institution Paris Musées
- teachers leading their classes and leisure centre leaders
- relais du champ social (social outreach facilitators)

Anyone wishing to speak during a group visit who does not belong to one of the categories listed above must submit a written request for authorisation to speak to the museum management at least one week before the date of the visit.

The person authorised to speak in front of a group must not give the floor to any other member of the group. The group speaking period is over when the reservation time slot ends. A reservation slot allows only one speaking period.

With regard to university or school tutorials from high school onwards, students or pupils are allowed to speak in front of their peers.

### **Article 31 - Reservation fee**

A reservation fee is applicable to all groups, whether they are self-guided or accompanied by external lecturers or cultural workers from Paris Musées.

The amount of the reservation fee and the conditions of exemption are detailed in Paris Museums' pricing policy and on its website.

Group leaders who have settled this reservation fee shall display proof visibly, together with their badge or business card.

### **Article 32 - Reservations**

Group visits must be booked for a specific time slot on the online ticketing site or through the museum's cultural service or public service.

Groups are admitted to the museum on presentation of the booking confirmation sent to the group leader. The time slot and maximum visiting time must be observed, as well as access to the areas authorised for the visit.

Spontaneous groups can only be admitted to some museums, and these groups may not be accommodated if the museum is at full capacity.

### **Article 33 – Maximum headcount**

The maximum size of each group (including the accompanying person) is determined by the management according to the museum's capacity, and is stated on its website. For reasons of capacity, comfort and safety in certain areas, groups may be required to split up.

School and extracurricular groups are requested to adhere to the recommendations of the French Ministry of Education and the Directorate of School Affairs (DASCO) in terms of the minimum number of accompanying persons.

### **Article 34 - Group circulation**

For the comfort of all other persons, visitors in groups must not obstruct the circulation flow. They must not call a halt in the middle of access areas and obstruct the movement of visitors.

School groups of less than 15 primary school pupils are allowed to sit on the floor away from passageways, the number of pupils allowing.

### **Article 35 - Checks and sanctions**

Group visits must be carried out in accordance with the visiting conditions set out in these rules. Checks may be carried out at any time during the visit by reception and supervisory or security staff.

Undeclared groups that cannot show a reservation or whose headcount exceeds the limit set by the establishment, or which show disrespect for the safety and visiting rules, will be subject to interruption of their visit, eviction from the establishment without reimbursement and possibly a ban on future reservations.

## **FILMING, RECORDING AND COPYING**

### **Article 36 – Filming**

In the permanent collection rooms, the exhibits may be photographed or filmed for the visitor's private use only. The museum accepts no liability for any unauthorised public use under the applicable legislation.

In temporary exhibition rooms, photography may be subject to the restrictions stated at the entrance to the rooms or near the exhibits.

### **Article 37 – Use of flashlights**

To protect the exhibits as well as for the comfort of visitors, the use of flashlights, lamps and other lighting

devices is prohibited, as is the use of selfie poles. The use of flashlights is however allowed in the Catacombs.

### **Article 38 - Facilities and equipment**

It is forbidden to photograph or film technical installations and equipment.

### **Article 39 - Authorisations**

Any recording, filming or sound recording that may involve staff or the public requires, in addition to permission from the management, the prior written consent of those concerned. The museum declines any liability towards third parties in the event of infringement of these provisions.

### **Article 40 – Recording and broadcasting (professionals or amateurs)**

Photographing, films or video recordings intended to be placed on line for commercial or non-commercial purposes, or for broadcasting outside of the family circle, including free of charge, with or without artificial light, sound recordings or audiovisual recordings intended for public broadcasting, whether commercial or accessible free of charge, are subject to prior written authorisation from the museum management. A technical data sheet describing the device used will be requested.

### **Article 41 – Drawings and copies**

Sketches and drawings on mobile media are allowed on an individual basis, as long as they do not require bulky equipment (easels in particular) or techniques other than dry (painting, among others). The full list of permitted drawing materials is available on the museum website (tools and media formats).

Painting or copying, whether for amateur or professional purposes, is subject to a prior written request to the management. Visitors must comply with the instructions given to them, particularly with regard to the protection of the works to be copied and any reproduction rights.

Groups coming to museums to draw (art schools in particular) must make a reservation. Their request for permission to draw is subject to approval depending on the expected flow of groups and the current state of the museum on the day requested. Artistic activities and events (other than sketching and drawings) must be requested in advance.

## **DATA PROTECTION**

### **Article 42 – Personal data**

Paris Musées is responsible for processing personal data collected in connection with visits to the municipal sites for which it is responsible. Pursuant to the provisions of the Act of 6 January 1978 and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR), visitors can find out how their personal data is processed and the rights they have in this respect on the Paris Musées website in the section "Declaration of GDPR Compliance".

## **COMPLIANCE WITH THE REGULATIONS**

### **Article 43 – Enforcement**

In the general interest, visitors are required at all times to follow the recommendations and instructions given to them by the staff of the establishment. Reception and supervisory staff and their supervisors are responsible for the strict enforcement of these regulations.

### **Article 44 - Penalties**

Failure to comply with the provisions of these regulations may result in a ban on access or expulsion from the establishment and, if necessary, in legal proceedings. Assaults on staff members by reason of their duties, as well as threats or insults, may result in legal proceedings.

### **Article 45 – Posting**

These regulations are displayed to the public in each museum of the public institution Paris Musées through posters and on its website.

### **Article 46 - Updates**

These regulations apply from the date of their approval by the Board of Directors of the public establishment Paris Musées, and the completion of legal publication formalities. It supersedes the previous provisions.