

VISITOR REGULATIONS

Contents:

Section 1 - Access to the Musée du Luxembourg	1
Section 2 - Cloakroom	3
Section 3 - General visitor behaviour	4
Section 4 - Groups	5
Section 5 - Filming, photography, recordings, copies, surveys	6
Section 6 - Safety of people, exhibits and the building	6

Article 1

These regulations apply to visitors to the Musée du Luxembourg, which is managed by the Etablissement public de la Rmn et du Grand-Palais des Champs-Élysées (Rmn-GP) and its subsidiary, Rmn-Musée du Luxembourg, which is responsible for running the Museum, without prejudice to any particular arrangements that may be imposed at any time:

- 1) individuals or groups authorised to use certain spaces for meetings, receptions, conferences, films or miscellaneous events.
- 2) any external person present in the museum for professional reasons.

Section 1 - Access to the Musée du Luxembourg

Article 2

Subject to regulation 4 below, the Musée du Luxembourg is open every day throughout the duration of a temporary exhibition except for 25 December and 1 May. Opening hours are decided for each of the exhibitions organised. The Director of the Musée du Luxembourg may decide to implement extended opening hours depending on the exhibitions scheduled. Details of opening hours are available from the information desks and on the Musée du Luxembourg's website at the following address www.museeduluxembourg.fr.

Last access to the Musée du Luxembourg 45 minutes before closing.

Staff will start to ask visitors to leave the galleries 15 minutes before closing time.

Article 3

In agreement with the French Senate, the Rmn-GP sets the amount of the admission price and the conditions under which certain visitors may gain free admission or reduced rate admission.

This information is displayed at the ticket desks and information desks and on the Musée du Luxembourg website.

Article 4

In accordance with the French law on the handling of the COVID-19 health crisis, all visitors aged 12 and over (18 and over until 30 September 2021) must show a valid health pass with a QR code, in digital or paper format, at the entrance to the Musée du Luxembourg. Verification of its compliance via the TousAntiCovid application does not enable access to nor storage of medical data. This application has been developed in accordance with the opinion of the French Data Protection Agency (CNIL) with regard to respect for personal data.

Protective masks (not provided by the establishment) must be worn in all museum spaces by all visitors aged 6 and over. Preventive measures must be complied with. Access to the Musée du Luxembourg is prohibited to persons wearing any other clothing designed to conceal their faces, in accordance with the provisions of Act No. 2010-1192 of 11 October 2010.

Reservation is recommended.

Article 5

Visitors may only enter exhibition galleries during opening hours if they are in possession of a valid ticket or pass such as:

- ticket or pass issued by a Musée du Luxembourg ticket desk or by an authorised retailer;

- Sésame Escales loyalty card;
- exemption certificate entitling the holder to free admission;
- certificate of entitlement to a reduced rate;
- pass issued by a competent authority;
- permanent or temporary badge issued by the Musée du Luxembourg or a competent authority.

Visitors must not lose their ticket, certificate, pass or badge (as applicable) as they may be asked to present it at any time.

Article 6

Wheelchairs for visitors with reduced mobility are permitted in the exhibition galleries. Electric trike and quad scooters, as well as baby backpacks with an unprotected metal frame are not permitted. Due to the COVID-19 health crisis, and until further notice, the establishment cannot loan out baby carriers. Children's pushchairs and prams are consequently authorised in the exhibition galleries. Wheelchair and children's pushchair users may use the lift located in the Museum forecourt. The Museum accepts no liability for injuries caused to third parties by these vehicles or by their occupants. The Museum loans wheelchairs to visitors subject to a reservation being made 24 hours in advance. These wheelchairs are disinfected after each use.

Article 7

It is prohibited to bring the following items and articles (not exhaustive) into the Museum as they pose a risk to the safety of people, exhibits and the building:

- firearms or electrical discharge weapons, their ammunition or weapons parts;
- explosive, flammable or volatile substances;
- illegal products or substances;
- bladed weapons defined as Category D under decree no. 2013- 700 of 30 July 2013 (notably daggers, knives, batons, brass knuckles, etc.);
- tools, in particular cutters, screwdrivers, hammers, pliers, etc.
- aerosol canisters (for example, dye, paints and lacquers) containing substances that may damage the works, buildings and/or safety equipment;
- works of art and antique objects, except with the specific agreement of the Rmn-Musée du Luxembourg;
- animals, except for guide dogs or service animals, accompanied by their trainer or their owner (on presentation of supporting documentation);
- dangerous, foul-smelling, excessively heavy or bulky objects;
- camera tripods, except with the specific agreement of the Rmn-Musée du Luxembourg;
- scooters (electric or otherwise), rollerskates, rollerblades, monowheels, gyrowheels or gyropods;
- luggage, backpacks and bulky packages whose total dimensions (length + width + depth) are greater than 115cm; large rucksacks will not be allowed;

Only handbags or backpacks with a maximum size of 42x30x20 cm will be allowed at the entrance to the Museum.

Article 8

For security reasons, staff may ask visitors to open bags or packages and present their contents at the entrance or exit or in any other part of the Museum.

In application of the Vigipirate plan put in place by the French government, the Fire Services & Safety department of the Musée du Luxembourg may be required to take any measures necessary without prior notice.

Article 9

Visitors who refuse to comply with regulations 6, 7 and 8 above will be prohibited from entering or immediately removed from the Museum.

Article 10

In accordance with the provisions of Article 2 herein, ticket sales and access to the Musée du Luxembourg close 45 minutes before the Museum closes, including admission on presentation of season tickets, passes etc. Staff will start to ask visitors to leave the galleries 15 minutes before closing time.

Section 2 - Cloakroom

Article 11

A cloakroom is available free of charge to visitors for the duration of their visit to the exhibition. Due to the COVID-19 health crisis, only items included under Article 12 may be deposited, where applicable in individual bags provided by the Museum.

Article 12

The following items must be deposited in the cloakroom before entering the exhibition galleries during opening hours:

- folding chairs except for walking stick/seats;
- walking sticks with an unprotected tip; however, crutches and tipped walking sticks are permitted for the elderly or those with reduced mobility;
- umbrellas unless they can be stored folded in a garment or handbag and unless they are fitted with a tip and used as a walking stick by the elderly or those with reduced mobility;
- all pointed, sharp or blunt objects;
- baby backpacks with metal frames;
- motorcycle helmets;
- reproductions of works of art and casts;
- musical instruments;
- packaged food and beverages (unpackaged food is not permitted either in the exhibition galleries or in the cloakroom).

However, visitors may keep small handbags and small backpacks used as handbags provided that these are carried by hand in the exhibition galleries.

Article 13

Cloakroom attendants will accept items according to available capacity. Only the items listed in Article 12 herein will be accepted. Attendants may refuse items that appear to be incompatible with safety or with the smooth running of the Museum.

Article 14

Valuables or fragile items should not be left in the cloakroom. These include:

- sums of money, securities and identity documents;
- chequebooks and credit cards;
- jewellery, photographic devices, computers, mobile phones and other digital devices;
- handbags or the like (at the attendant's discretion);

Items deposited in disregard of this article will be at the visitor's own risk.

Article 15

Items can be deposited in the cloakroom free of charge. Numbered tickets or cards will be issued to visitors depositing items in the cloakroom. If these tickets or cards are lost, cloakroom users cannot recover the items deposited until the cloakroom closes for the day.

The Musée du Luxembourg is not liable for the disappearance of items deposited in the cloakroom or for any damage caused to such items.

Article 16

All items deposited in the cloakroom must be collected on the same day before the Museum closes. Items not collected by closing time are considered to be lost property.

Article 17

Items and effects not collected will be kept by the establishment and may be returned to their owner within 1 month.

Article 18

Perishables are destroyed every night after the Museum has closed. Sealed bags or parcels left in the Museum but not deposited in the cloakroom may, if they appear to pose a safety risk, be destroyed immediately and without notice by the relevant authorities.

Section 3 - General visitor behaviour

Article 19

Children under the age of 13 must be accompanied by their parents or by a responsible adult. To prevent accidents, parents and accompanying adults are asked to ensure that children do not step beyond security barriers and do not play in the elevators or on ramps, stairs or the rotating door. Children must hold an adult's hand when passing through the rotating door located at the entrance to the Museum.

Article 20

Visitors must comply with safety instructions and avoid, through their behaviour, words or clothing, disrupting events or the convenience of visitors to the exhibitions.

Article 21

It is prohibited to act in any way that may undermine the safety of the exhibits and the visitor experience.

The following in particular are prohibited:

- touching the exhibits and the decor;
- crossing barriers and other obstructions used to contain the public;
- examining exhibits with a magnifying glass;
- using visual aids such as binoculars, monocular telescopes, etc., unless prior exemption has been granted;
- carrying children on shoulders;
- carrying out financial transactions other than at the ticket office, desks and commercial outlets within the Museum, including in the forecourt;
- leaning on glass cabinets, plinths and other display features;
- writing graffiti, tags or marks or leaving dirty marks anywhere in the Museum;
- running, pushing, sliding or climbing;
- smoking or vaping;
- eating or drinking other than in the restaurant or the terrace area located in the Museum forecourt;
- dropping litter, rubbish or chewing gum;
- disturbing other visitors by behaving noisily, including listening to transistor devices and using mobile telephones, except for listening to the downloaded audioguide commentary;
- leaving personal items unattended, even for just a short time;
- lying down on benches or on the floor;
- tampering for no reason with a fire alarm box or emergency equipment (fire extinguisher, fire hose reel, wet riser, etc.);
- conducting surveys in the Museum and in front of the various entrances or carrying out any trading, advertising, leafleting or touting activities;
- impeding visitor flow and obstructing corridors and exits, especially by sitting on the steps of the external and internal staircases;
- behaving in a disruptive, insulting, violent, aggressive or indecent manner towards staff and other visitors (words, behaviour, gestures or attitude).

Exemptions to the prohibitions set out in points 1-4 of this article may be granted on an individual basis by the Director of the Musée du Luxembourg principally for the benefit of blind or visually impaired visitors.

Article 22

Visitors are required to comply with any instructions given to them by Musée du Luxembourg staff in the course of their duties. Any visitors who fail to comply with these regulations will be removed from the Museum and may be subject to legal proceedings.

Article 23

Visitors are encouraged to express their comments using the form available in the "Contact" section of the website or using the paper form available at the Group Reception desk.

Section 4 - Groups

Article 24

Group visits are by reservation only and must take place under the supervision of a group leader. The group leader will ensure compliance with all of these regulations and proper group behaviour.

For school groups and recreational centres, the following requirements apply: 1 accompanying adult for every 5 children at nursery level; 1 accompanying adult for every 7 children at primary, middle and secondary school level.

An authorised group contains a minimum of 5 people (unless otherwise agreed by the Museum) and cannot exceed 20 participants or 25 if before 10am, except for school groups up to the end of secondary education which are limited to one class (35 people including accompanying adults).

If an unauthorised group is formed, the surveillance officers will ask visitors to disperse.

All requests for special authorisation to run guided tours for groups of fewer than 5 people should be directed to the Museum management.

Private visits are possible and can be organised on request for groups of reduced mobility visitors.

Article 25

The following are authorised to lead tour groups:

- exhibition curators;
- curators of museums classified as French National Museums, as well as any museum curator holding a professional licence issued or accredited by the French Ministry of Culture;
- representatives and guides of the French National Museums where acting in the course of their duties;
- national guides holding a professional licence;
- tour guides holding a professional tour guide licence, as well as assistant guides holding a valid prefectural authorisation;
- teaching staff leading their students;
- persons individually authorised by the Director of the Musée du Luxembourg.

Even if a tour is run by one of the persons mentioned above, a group leader must be present in accordance with Article 24.

Article 26

Groups are admitted into the exhibition galleries upon presentation for inspection of an admission ticket for each group member as well as the reservation ticket for a group visit slot. The duration of a guided tour is 75 minutes. The visit will start at the agreed time. If there is a delay for a reason not attributable to the organisation of the Musée du Luxembourg, the length of the tour will be shortened by the corresponding amount. If the tour is delayed by more than 20 minutes, it will be cancelled without any refund payable.

If the tour exceeds its duration, the group will be asked to disperse by the gallery staff.

Article 27

Group members wishing to lead a group must be equipped with an audiophone system supplied by the Musée du Luxembourg's partner at the Audioguide counter.

Article 28

Visiting arrangements:

The reservation time marked on the ticket is the time when group members should congregate in the forecourt, i.e. 15 minutes before the time of entry into the gallery. The group should congregate in the Museum forecourt as instructed by the security officer. The validity of the group reservation will be checked. The security officer will conduct a bag check.

The group leader will go alone to the group reception desk to finalise the reservation (and pay for the admission tickets if they were not purchased before the day of the visit). While waiting for the group leader to return, the group will congregate away from corridors or in the forecourt or lobby according to the instructions given by the reception and surveillance staff.

The group leader will then return to pick up the group and take the group members over to the Audioguide counter so that they can all be given audiophones. The tour guide, if one has been booked, will ask the group members to enter the exhibition galleries without impeding the circulation of other visitors.

Any items deposited in the cloakroom and any audiophone equipment supplied (mandatory requirement), shall be done so at the discretion of and with respect for staff and all visitors.

Article 29

Under no circumstances should groups disturb other visitors. Each member of the group must remain close to the group leader.

Article 30

The Director of the Musée du Luxembourg may at any time restrict the normal conditions of access for group visits, depending, inter alia, on the number of visitors to the exhibition or changes to health protection measures.

Article 31

If the provisions of this Section 4 are not observed, the offending party will be prohibited from re-booking a group visit.

Section 5 - Filming, photography, recordings, copies, surveys

Article 32

Photography and filming (excluding the use of flash and/or tripods or monopods) is permitted for private use only except for exhibits marked with the "no photography" icon.

Article 33

Filming, photography and recordings for radio and television programmes may only take place outside of the Museum's opening hours unless otherwise agreed by the Museum Director. Permission is required from the Museum Director or his or her representative and may be obtained from the press department.

Article 34

Journalists who have obtained permission to photograph or film the exhibits agree not to photograph or film any "prohibited" exhibits, a list of which will have been provided in advance.

Article 35

Photographing, filming or recording installations and technical equipment is prohibited.

Article 36

Any recording or photography involving Museum staff will require consent from the Director of the Musée du Luxembourg and from the staff members concerned.

Article 37

No copies of exhibits displayed in the exhibition galleries can be made unless otherwise agreed by the Museum Director.

Article 38

Prior permission to conduct visitor surveys and opinion polls must be obtained from the relevant departments of the Musée du Luxembourg.

Section 6 - Safety of people, exhibits and the building

Article 39

Visitors must refrain from any action that may threaten the safety of any persons or property. Any accident, illness or abnormal event must be reported immediately to a surveillance officer or any other staff member of the Musée du Luxembourg.

Article 40

In the event of an accident or illness, victims shall be treated in accordance with the current regulations of the Paris Fire Brigade; the victim of illness or accident must not be moved or given anything to drink or any medication before the emergency services arrive. If there is a doctor, nurse or first aider among the visitors to the Museum, that person will, subject to proving his or her capacity, remain with the sick or injured person until they are attended to by the emergency services. They are asked to leave their name and address with the surveillance officer on duty.

Article 41

In the event of a fire, visitors must remain calm. If it is necessary to evacuate the building, this will take place in an orderly and disciplined fashion under staff guidance and in accordance with the instructions received by the staff.

Article 42

In the event of an accident or damage to property, a report will be drawn up by the Musée du Luxembourg employees who witnessed the incident. In order to be considered, any statement or claim for damages must be submitted in writing to the Director of the Musée du Luxembourg, accompanied by any supporting documents necessary to assess the damage caused.

Article 43

Any lost children will be placed in the care of a surveillance officer, who will take them to the reception desk located in the Museum lobby. After closing of the Musée du Luxembourg, lost children will be placed in the care of the police station of Paris' 5th and 7th arrondissements.

Article 44

Except in cases of force majeure, no exhibits may be removed or moved while the public is present during the Musée du Luxembourg's opening hours. Any visitor witnessing the removal of an exhibit is authorised to raise the alarm and to intervene immediately. In accordance with Article 223-6 of the French Criminal Code (failure to provide assistance), every person is duty bound to assist Musée du Luxembourg staff where visitor assistance is required.

Article 45

In the event of attempted theft in the exhibition galleries, alert mechanisms are in place, including the closure of entrances and checks at the exits.

Article 46

A video surveillance system operated under the responsibility of the Head of Security is installed in the various public areas in order to ensure the safety of people and property. This system is governed by prefectural authorisation (Article 10.2 of the French Act of 21 January 1995).

Article 47

In the event of excessive numbers of visitors, disturbances, strikes or any situation likely to threaten the safety of persons and property, the Musée du Luxembourg may be closed at any time, or opening times modified. The Director of the Musée du Luxembourg will take any necessary measures dictated by circumstances.

Article 48

These Regulations will be made public knowledge by any appropriate means.

Article 49

Rmn-Musée du Luxembourg staff together with reception and security staff are responsible for ensuring the correct application of these Regulations.