

TERMS AND CONDITIONS OF RESERVATION, SALE AND USE OF TICKETING SERVICES FOR INDIVIDUAL VISITORS

Established by the Établissement Public du Musée du Louvre (hereinafter the EPML),

An administrative public establishment encompassing the Musée du Louvre and the Musée National Eugène-Delacroix, in accordance with the provisions of the amended decree no. 92-1338 of 22 December 1992 pertaining to the creation of the public establishment of the Musée du Louvre. SIRET no. 180 046 237 000 12 – APE no. 9103Z.

Domiciled at Musée du Louvre – 75058 Paris Cedex 01 – France.

These conditions are applicable as of their publication.

Article 1: Purpose

Article 2: Scope

Article 3: Ticket purchase online

Article 4: Ticket purchase remotely

Article 5: Ticket purchase on site

Article 6: Presentation of tickets

Article 7: Conditions of use

Article 8: Rates

Article 9: Terms of payment

Article 10: Payment security

Article 11: Refund policy

Article 12: Disputing a bank charge

Article 13: Personal data

Article 14: Cookie policy

Article 15: Responsibility

Article 16: Applicable law and settlement of disputes

Article 1: Purpose

1.1 The purpose of these Terms and Conditions (hereinafter 'Sales T&Cs') for the reservation, sale and use of ticketing services is to define the terms of reservation and purchase of individual tickets on the online ticket sales website ticket.louvre.fr, on site (at the till or the automatic ticket machines) or remotely (by telephone) by any natural or legal person (hereinafter the 'Buyer').

1.2 The Buyer acknowledges that they have read these terms and conditions prior to validating their order.

The act of placing an order implies acceptance of these terms and conditions by the Buyer.

1.3 The EPML reserves the right to adapt or modify these terms and conditions at any time. If modified, the applicable conditions are those in effect on the date of the order.

Article 2: Scope

These terms and conditions apply to the purchase of the following tickets:

2.1 For the Musée du Louvre:

→ Ticket to the Musée du Louvre, granting admission to the permanent collections and temporary exhibitions of the Musée du Louvre and the Musée du Quai Branly branch at the Musée du Louvre, as well as to the permanent collections and temporary exhibitions of the Musée National Eugène-Delacroix, on the day of the visit to the Musée du Louvre or on the next day the Musée Eugène-Delacroix is open. Reserving a free ticket for the Musée National Eugène-Delacroix ensures admission thereto.

→ Audio guide: reservation and rental of a Musée du Louvre audio guide, to be collected from the dedicated counters located at the entrance to the collections. The Buyer shall be asked to leave valid proof of ID on deposit at the counter when collecting the audio guide.

→ Ticket for a workshop visit, granting admission to a Musée du Louvre workshop, including a hands-on session in a dedicated location and an observation session in the museum with a museum guide. This ticket does not include admission to the Musée du Louvre.

→ Combined ticket: workshop visit + admission to the Musée du Louvre. This ticket includes admission to the Musée du Louvre.

→ Ticket for a guided tour: organised tour of the museum or the gardens with a guide exploring a specific theme in art history, period, genre, artist, collection or temporary exhibition. This ticket does not include admission to the Musée du Louvre.

→ Combined ticket: guided tour + admission to the Musée du Louvre. This ticket includes admission to the Musée du Louvre.

→ Master Class ticket: class led by specialists from outside the museum. This activity explores the collections and introduces an artistic technique or practice through a discussion with an artist or professional. This ticket does not include admission to the Musée du Louvre.

→ Combined ticket: Master Class + admission to the Musée du Louvre. This ticket includes admission to the Musée du Louvre.

→ Ticket for an event at the Auditorium du Louvre, granting admission to the cultural programming of the Louvre Auditorium: Concert, theatre, dance, film, exhibition presentation, talk, lecture, discussion and any other event scheduled at the Louvre Auditorium. Some events may take place in a venue other than the Auditorium.

Ticketholders for an Auditorium event of which the price is greater than or equal to the price of admission to the Musée du Louvre, or event series subscribers, are entitled to free admission to the Musée du Louvre.

2.2 For the Musée National Eugène-Delacroix:

→ Ticket to the Musée National Eugène-Delacroix, granting admission to the permanent collections and temporary exhibitions of the Musée National Eugène-Delacroix.

→ Workshop ticket, granting admission to a workshop at the Musée National Eugène-Delacroix with mediated activity and including admission to the museum.

→ Ticket for a guided tour of the annual exhibition, or lecture-tour through the collections of the Musée National Eugène-Delacroix. This ticket includes admission to the Musée National Eugène-Delacroix.

→ Ticket for an event at the Musée National Eugène-Delacroix, granting admission to the museum's cultural programming: lectures, film, live performance and concerts. This ticket includes admission to the Musée National Eugène-Delacroix.

2.3 Number of tickets available for purchase

The Buyer is informed of the availability of each service at the time of purchase.

The maximum number of tickets to be sold is six (6) per product and per order. The maximum number of orders per day is three (3).

→ For shows and talks in the Auditorium or exhibition spaces of the Louvre, the EPML reserves the right to reduce the maximum number of tickets in case of high demand.

Article 3: Ticket purchase online

3.1 Tickets purchasable online

3.1.1 For the Musée du Louvre:

- Ticket for admission to the Musée du Louvre
- Audio guide rental
- Louvre workshop visit
- Combined ticket: workshop visit + admission to the Musée du Louvre
- Guided tour
- Combined ticket: guided tour + admission to the Musée du Louvre
- Master Class
- Combined ticket: Master Class + admission to the Musée du Louvre
- Shows and talks in the Auditorium or exhibition spaces of the Louvre

3.1.2 For the Musée National Eugène-Delacroix:

- Admission to the Musée National Eugène-Delacroix
- Workshop, Musée National Eugène-Delacroix
- Guided tour of the annual exhibition of the Musée National Eugène-Delacroix
- Event at the Musée National Eugène-Delacroix

3.2 Terms of purchase

The instructions for purchasing a ticket online are as follows:

The Buyer goes to the official website ticket.louvre.fr. To make an online purchase, an online account must be created with an email address. The Buyer selects services, dates and time slots as available.

The order is finalised after the bank card payment is validated. The Buyer receives a payment confirmation and ticket for the service.

Article 4: Ticket purchase remotely

4.1 Tickets purchasable remotely

4.1.1 For the Musée du Louvre: Shows and talks in the Auditorium or exhibition spaces of the Louvre.

4.1.2 For the Musée National Eugène-Delacroix: Events at the Musée National Eugène-Delacroix.

4.2 Ticket purchase by telephone:

The Buyer makes a pre-reservation and/or purchase by telephone as follows:

1) For the Musée du Louvre Auditorium: call **+33 (0)1 40 20 55 00** to order admission tickets for shows and talks in the Auditorium or exhibition spaces of the Louvre; choose an event and a date. Once the reservation is made, an email is sent to the Buyer with a link allowing payment to be made by bank card. After the payment is made, a confirmation email is sent to the Buyer, including a link to download and print tickets.

2) For the Musée National Eugène-Delacroix: call **+33 (0)1 44 41 86 50** to make a reservation for events at the Musée National Eugène-Delacroix; choose an event and a date. Once the reservation is made, a confirmation email is sent to the Buyer. Order payment will be made and tickets issued on site the day of the event.

Article 5: Ticket purchase on site

5.1 Tickets purchasable on site

5.1.1 For the Musée du Louvre:

- Admission ticket to the Musée du Louvre
- Audio guide rental
- Louvre workshop visit
- Combined ticket: workshop visit + admission to the Musée du Louvre
- Guided tour
- Combined ticket: guided tour + admission to the Musée du Louvre
- Shows and talks in the Auditorium or exhibition spaces of the Louvre

5.1.2 For the Musée National Eugène-Delacroix:

- Admission to the Musée National Eugène-Delacroix
- Workshop, Musée National Eugène-Delacroix
- Guided tour of the annual exhibition of the Musée National Eugène-Delacroix
- Event at the Musée National Eugène-Delacroix

5.2 Services available from the automatic ticket machines at the Musée du Louvre

- Admission ticket to the Musée du Louvre
- Audio guide rental

5.3 Terms of purchase

Purchase is made at the ticket desk or the automatic ticket machines. Ticket availability cannot be guaranteed without advance booking.

Article 6: Presentation of tickets

6.1 Upon validation of payment, ticket may be printed as an e-ticket or downloaded as an m-ticket. It is accessible via a link and may be printed from the confirmation email. It also appears as an attachment to the confirmation email. A ticket purchased on site is delivered at the ticket counter or automatic ticket machines.

6.2 Tickets may be presented at the ticket checkpoint on a telephone screen or printed. They must not be changed or tampered with in any way, and must be presented as they were printed or downloaded.

6.3 A ticket provided by the EPML will include:

- the ticket holder's name
- the description of the service sold
- the price in euros
- the date and time of the service
- a QR code allowing museum staff to check tickets
- conditions of use of the e-ticket and access to the service ordered
- legal notice: tickets are nominative, non-transferable and valid one time only for the relevant service. Tickets cannot be resold. Any exit is final.

Article 7: Conditions of use for tickets

7.1 Tickets are time-stamped and valid only for the chosen service, date and time. If holders of the tickets do not arrive within the allocated entry time, they will be subject to the same admission and waiting conditions as other visitors.

7.2 Individual tickets may not be modified or cancelled after payment. However, individual tickets for free services or for visitors entitled to free admission may be cancelled by the Buyer.

7.3 Individual tickets are nominative, non-transferable and non-exchangeable. Individual tickets may be purchased by private individuals only.

7.4 Access to the service is subject to verification of ticket validity upon entering the museum and upon entering exhibition spaces and the Auditorium. The ticket's QR code allows it to be pre-scanned at the external entrances to the museum, then scanned and recorded with barcode readers by museum agents at the entrances to collections, the Musée du Louvre Auditorium and the Musée National Eugène-Delacroix. Ticket holders may be asked to present valid photographic ID upon entering exterior waiting lines and at the entrance to museum spaces. Access to the service may be denied if the visitor is unable to present this proof of ID.

7.5 The first person to present the ticket is presumed to be the rightful ticket holder. Any other person arriving subsequently and presenting a copy of the ticket shall be denied access to the service.

7.6 Visitors must keep their ticket about their person throughout their use of the service.

7.7 One ticket grants single access to the relevant service and any exit is final.

7.8 Any person found to be illegally reproducing a ticket and/or using a counterfeit ticket may be prosecuted and have the ticket blocked by the EPML.

7.9 The EPML shall not be held responsible in the event of loss, theft or the use of copies without the Buyer's knowledge, including on the premises of the Musée du Louvre or the Musée National Eugène-Delacroix.

Article 8: Rates

8.1 The applicable rates are those in effect at the time of order or on-site purchase. The EPML reserves the right to modify rates at any time.

8.2 Information on rates and free admissions can be found on the [louvre.fr](https://www.louvre.fr) website as well as at the information desks of the Musée du Louvre and the Musée National Eugène-Delacroix.

8.3 By purchasing a ticket, the Buyer relinquishes the right to any reduction or free admission that might have been claimed for that visit.

8.4 A visitor eligible for a reduced rate must present the relevant proof of status (valid, nominative and including a photograph) at the ticket checkpoint. If proof of status is not presented or does not meet requirements, access to the service shall be denied.

8.5 A visitor eligible for a free admission must make a free reservation on site or online, then present the relevant proof of status (valid, nominative and including a photograph) at the ticket checkpoint. If proof of status is not presented or does not meet requirements, access to the service shall be denied.

Article 9: Terms of payment

9.1 The only payment currency accepted by the EPML is the euro (art. L 111.1 of the French Monetary and Financial Code) to the exclusion of any other currency.

9.2 The payment methods for the Musée du Louvre and the Musée National Eugène-Delacroix, as well as the terms of their acceptance, are established by the decision of the President-Director, accessible on the Musée du Louvre website <https://www.louvre.fr/actes-administratifs> (available in French only), in the 'Rèlements' (Payments) section.

9.3 Cheques must be in euros, dated, signed, issued and payable in France (art. L 131-4 of the French Monetary and Financial Code). If these conditions are not met, the payment will not be accepted.

9.4 Upon acceptance of the payment, the Buyer receives two email messages; one containing a summary of the order, the other constituting the customer bank card receipt (to be saved and presented in the event of a dispute).

Article 10: Payment security

10.1 The EPML payment site uses the PAYBOX collection platform, which meets the 3D-Secure standard.

10.2 3D-Secure is a security protocol implemented by Visa, MasterCard and the CB Bank Card Group in order to increase the security of remote payments through reinforced authentication and to protect the cardholder. Reinforced authentication is provided in the manner defined by the card's issuing bank. If authentication fails or is not supplied, the payment is refused.

10.3 The SafeKey protocol is applicable to American Express cards.

Article 11: Refund policy

11.1 The sale of tickets for a museum or related service is considered a sale of leisure services and, in accordance with Article L 221-28 of the French Consumer Code, confers no right to a withdrawal period.

11.2 In the event of a cancellation or modification of the relevant service by the EPML, an operating incident or an error in processing the order by the EPML, the Buyer shall be entitled to a refund, providing the ticket has not been scanned. The right to this refund shall apply after the original scheduled date and time of the service.

11.3 In exceptional cases temporarily involving a particular audience as a whole, a managerial decision by the President-Director may be added to this list.

11.4 Refunds can be made on the initiative of the Musée du Louvre or in response to a request for reimbursement. Requests for reimbursement must be made by the Buyer, within one (1) month from the date of the visit, by filling out the form available on the Musée du Louvre website (louvre.fr) or by postal mail addressed to: Musée du Louvre-Assistance Billetterie-75058 Paris cedex 01. These requests must include the reason for reimbursement and either the ticket number, order number or the unscanned ticket itself.

Article 12: Disputing a bank charge

12.1 In the event of a dispute caused by theft or loss of the payment card, the Buyer must immediately challenge the transaction by calling the number provided by the issuing bank or +33 0 892 705 705 (24/7 service). In the event of theft, they must report the incident to the competent authorities.

12.2 In the event of a dispute caused by anomalies noticed by the Buyer in their account statement while still in possession of their payment card, the Buyer must file a complaint with the issuing bank as soon as possible and within the timeframe defined by the law, thirteen (13) months following the date of debit of the disputed transaction. Once that time has elapsed, the dispute will no longer be admissible (Article L133-24 of the French Monetary and Financial Code).

The complaint is transmitted through the banking network to the EPML. If the complaint is upheld, the EPML account holder will be ordered to issue a refund by crediting the Buyer's account.

Article 13: Processing of personal data

13.1 The Buyer is informed that the EPML, 75058 Paris CEDEX 01, – the data controller, as defined in Regulation (EU) 2016/679 of April 27, 2016, known as the General Data Protection Regulation (hereinafter referred to as GDPR) – may collect and use the Buyer's personal data. The legal basis of this processing is contractual.

13.2 These data are required for the EPML to process the Buyer's order. Should the Buyer fail to provide such information, the order will not be taken into account.

13.3 The data provided by the Buyer are processed by the Musée du Louvre for the following purposes:

- Managing the order
- Finalising the transaction
- Allowing access to the Musée du Louvre: if the ticketholder is not the Buyer, the EPML may collect and process the name of the ticketholder solely for this purpose. The Buyer informs the ticketholder that their first and last name have been given to EPML
- Managing relations with the Buyer
- Sending information and requests to the Buyer: the Buyer can, at any time, opt out of receiving such information and requests by clicking on an unsubscribe link included in the messages received
- Conducting studies and compiling statistics

13.4 The personal data collected are stored for the following time periods:

- Data provided for payments made by the Buyer, particularly banking data, are stored, in view of the legal time period mentioned in Article 12 above and in accordance with CNIL deliberation no. 2018-303 of September 6, 2018, for a duration of thirteen (13) months from the full payment of the said purchase, or fifteen (15) months in the event of deferred debit cards, to allow for the management of any complaints.
- Other personal data collected shall be stored for a period of thirty-six (36) months from the date of the last purchase.

13.5 The data collected are for the use of the relevant services of the Musée du Louvre. Data may also be communicated to EPML subcontractors involved in the development and maintenance of the ticketing and electronic payment system.

13.6 The collected data are not transferred across borders.

13.7 In accordance with the amended French data privacy law of January 6, 1978 and the GDPR, the Buyer has the right to access, amend, correct or remove data concerning them. The Buyer may also exercise their right to object to or limit the processing of their data. The Buyer has the right to provide instructions related to the storage, deletion and communication of their personal data following their death.

13.8 To exercise their rights, the Buyer can send a request via email to donneespersonnelles@louvre.fr or in writing to Musée du Louvre – 75058 Paris Cedex 01.

The Buyer must provide their personal information and proof of their identity. Should there be any doubt regarding their identity, the EPML may ask for further evidence, such as the photocopy of a piece of identification bearing their signature.

13.9 The Buyer also has the right of recourse to a national supervisory authority, such as the French Data Protection Authority (CNIL), 3 Place de Fontenoy – TSA 80715 – 75334 PARIS CEDEX 07, in the event of a breach of the applicable regulations on data protection.

13.10 The Data Protection Officer (DPO) for the EPML, appointed since March 13, 2019, is the Alain Bensoussan Selas law firm, 58 boulevard Gouvion-Saint-Cyr, 75017 Paris.

13.11 For more information on the EPML's commitment to personal data protection, see the EPML Personal Data Protection Policy, available online at www.louvre.fr.

Article 14: Cookie policy

14.1 A cookie is a text file that may be stored in a dedicated space on the hard disk of the Buyer's device when they access an online service using their browser. A device is the hardware the Buyer uses (computer, tablet, smartphone, etc.) to access or view a website, an application, advertising content, etc.

14.2 A cookie file allows the issuer to identify the device on which it is stored and to send information, such as a session identifier or choice of language, to the website during the validity or retention period of the cookie. Only the issuer of the cookie can read or modify the information contained in said cookie.

14.3 While the Buyer is browsing the website, cookies may be installed on their device by the Musée du Louvre or by third parties.

14.4 The ticket.louvre.fr website uses only technical cookies, which are necessary for the site to function, and analytics cookies intended to produce anonymous statistics. As a result, they are essential and cannot be disabled.

14.5 For more information about the cookies used on the ticket.louvre.fr website, and about what cookies are, how they are used and how to manage them, see the EPML Cookie Policy, available online at louvre.fr.

Article 15: Responsibility

15.1 Neither the EPML nor the Buyer may be held responsible for any breach of Terms and Conditions caused by a case of force majeure.

15.2 Except in the event of a malfunction of the ticket.louvre.fr website attributable to the EPML, the EPML may not be held responsible for any anomalies that may arise in the course of ordering, processing, downloading or printing the ticket, where these are attributable to the actions of the Buyer; to the unforeseeable and insurmountable actions of a third party unconnected with the service; to computer or server breakdowns, or to obstruction of telecommunications including networks and especially the Internet. It is the Buyer's responsibility to check the ticket(s) and the purchase confirmation at the end of the order process.

15.3 The Buyer alone is responsible for the use of the tickets by the Buyer or a third party.

15.4 If the Buyer does not respect these Sales Terms and Conditions, the EPML reserves the right to refuse access to the service. The Buyer may also be liable to prosecution and/or financial penalties if, during a ticket check, a group is found to be in violation of the requirements of the establishment, as specified in the museum's current rate table, to be found on louvre.fr.

Article 16: Applicable law and settlement of disputes

These Sales Terms and Conditions are subject to French law.

In case of dispute, the competent jurisdictions may be addressed, if no negotiated settlement is possible.

NB: In case of any discrepancy between the original document in French and the translation in English, the original version shall prevail.