

# VISITING RULES

**Updated on March 14, 2022**

## **Article 1: Application of these rules**

These rules (hereinafter referred to as the "Rules") apply to visitors to Palais de Tokyo's building, located at 13 avenue du Président Wilson, 75116 Paris, as well as to individuals and groups authorized to temporarily occupy the premises.

The Rules take into account occasional modifications and rules. They are in effect in Palais de Tokyo's building spaces as of March 14, 2022 and until further notice.

The Rules must be respected by visitors when visiting the exhibitions and more generally when they are present in Palais de Tokyo's building and its surroundings. Failure to comply with the Rules may result in expulsion from the building and, if necessary, in legal action.

The Rules are made known to the public by posting them in Palais de Tokyo's building and by publishing them on Palais de Tokyo's website.

## **ACCESS TO PALAIS DE TOKYO'S BUILDING**

### **Article 2: Opening period and hours**

Palais de Tokyo's building is open to the public every day of the week from noon to midnight, except on Tuesdays, which is the weekly closing day. Palais de Tokyo's building is open to the public on all holidays except January 1, May 1 and December 25. Unless otherwise noted, it closes at 6:00 p.m. on December 24 and December 31.

Each evening, evacuation of the premises begins approximately 15 minutes before closing time. The ticket offices and machines will stop issuing tickets thirty minutes before closing time.

Some events may extend beyond the above-mentioned hours. In this case, special arrangements are made for the evacuation of visitors.

### **Article 3: Pricing**

Access to exhibitions and events held in Palais de Tokyo's building and organized by Palais de Tokyo is subject to the following pricing, except for specific art projects or those held in the lobby of the building or in certain areas around it.

The current prices are as follows: Full price: 12 €; Reduced price: 9 €.

The reduced price applies to people under 26 years old, students, teachers, specialized educators, members of the Maison des Artistes and members of partner institutions.

Free admission is granted to visitors under 18 years of age, job seekers, recipients of minimum social benefits, staff of the Ministry of Culture, holders of the ICOM or IKT card, journalists, guide-lecturers, holders of the teacher's pass, and recipients of the minimum old age pension, C-E-A / Associate curators, disabled persons and their accompanying person, residents of the city of Ermont, educators and social workers, beneficiaries of the minimum old age pension, active solidarity income (RSA), assistance to asylum seekers (ADA), state medical assistance (AME), Universal health coverage (CMU) or transport solidarity card ("Carte Solidarité Transport").

The presentation of a proof of entitlement dating less than three months is necessary to benefit from the reduced price or free admission.

A subscription formula ("Tokyopass" or "Season Pass") or invitations and "Laissez-passer" tickets issued by Palais de Tokyo also allow access to exhibitions and events.

Groups of visitors who have booked their visit, according to the terms and conditions indicated by Palais de Tokyo, notably in article 23 of the Rules, may also benefit from special rates.

Depending on the capacity of the spaces, queues may be organized at the discretion of the security services of Palais de Tokyo and in accordance with the provisions relating to groups below.

#### **Article 4: Access**

Access to the exhibition areas of Palais de Tokyo's building is subject to possession of a valid admission document:

- Palais de Tokyo's admission ticket issued by a ticket office or machine or purchased online;
- Tokyopass or Season Pass;
- Reservation certificate for groups;
- Invitation or "Laissez-passer".

Visitors must retain this document for the duration of their visit. The presentation of a valid admission document can be requested at any time. All tickets issued may not be returned or exchanged.

Visitors are not allowed to enter the areas not accessible to the public or the entire Palais de Tokyo's building outside of the days and hours when it is open to the public, unless expressly authorized by Palais de Tokyo's Direction. A badge issued by Palais de Tokyo's Direction is therefore necessary to circulate in these premises inaccessible to the public and in the building outside of these days and hours of opening.

Due to the health context, the number of groups may be limited, in accordance with Article 24 of the Rules, and groups and groupings of people exceeding this limit may be prohibited.

#### **Article 5: Mobility**

Wheelchairs of sick or disabled persons are allowed in Palais de Tokyo's building.

Strollers are allowed. In the event of large crowds, strollers may be asked to be deposited in Palais de Tokyo's locker rooms, subject to availability of lockers.

## **VISITORS' GENERAL BEHAVIOUR**

### **Article 6: Rules related to the health situation**

Due to the health context and the covid-19 epidemic, it is imperative that visitors to Palais de Tokyo:

- Respect the queue outside the building (at the entrance) and the floor markings, if any, that have been put in place in order to respect a physical distance between people;
- Respect the entrances, exits and circulation path defined and posted on the ground or indicated by any signage if applicable;
- Respect the authorized number of people admissible in the spaces set up by Palais de Tokyo and the regulation lines (in particular while waiting to be able to access the spaces considered, according to the information communicated by the agents in charge of enforcing this authorized number of people);
- Wash hands upon entering Palais de Tokyo's building, using the hydroalcoholic gel provided;
- If possible and without obligation, book your ticket on the Internet ("e-ticket") rather than buying it at the cash desk, provided that e-ticket holders can go directly to the exhibition spaces access control;
- Respect physical distancing measures, including a minimum physical distance of one meter from other people;
- Do not give identification at the security checkpoint but present it visually to the agent;
- Avoid physical contact (shaking hands, hugging, etc.) whenever possible;

-Adhere to the sanitary guidelines posted in the building spaces. It is understood that Palais de Tokyo implements specific protective measures (presence of protective Plexiglas windows, provision of hydroalcoholic gel, respect for physical distance, circulation path, information for people, signage, contact person(s) regarding the health situation and the aforementioned measures, etc.) with the objective of ensuring the safety of people.

### **Article 7: Recommendations related to the health situation**

Without the provisions of this article constituting obligations under the Rules, Palais de Tokyo recommends that persons comply with the instructions and recommendations given by the French Government (available on the website [www.gouvernement.fr/info-coronavirus](http://www.gouvernement.fr/info-coronavirus)).

### **Article 8 : General**

Visitors are asked to respect safety procedures and to avoid disturbing the premises by their attitude, dress or speech.

In the public interest, visitors are required to follow recommendations or comply with orders issued by Palais de Tokyo's staff for health or safety reasons.

### **Article 9 : Specific prohibitions**

It is forbidden to bring into Palais de Tokyo's building:

- Weapons and ammunition of all categories;
- Explosive, flammable or volatile substances;
- Illegal products and substances;
- Dangerous, heavy, cumbersome or foul-smelling objects, likely to cause any nuisance to other visitors, or to present a danger to the works of art on display;
- Works of art;
- Animals, except guide dogs for the visually impaired persons;
- Suitcases and large bags;

-Any sharp, pointed or blunt object.

It is strictly forbidden:

-To enter Palais de Tokyo's building while drunk;

-To smoke inside Palais de Tokyo's building. This provision also applies to the use of electronic cigarettes;

-Except in the event of a disaster, to use the emergency exits and to take the emergency staircases;

-Touching works of art and decorations, leaning on display cases, pedestals and other elements of presentation;

-To affix graffiti, posters, marks or dirt;

-Throwing litter on the ground, especially chewing gum;

-Eating or drinking outside the designated areas;

-Eating or drinking outside of the areas provided for this purpose;

- Collecting money, engaging in any trade, advertising or propaganda, distributing tracts of any kind;

-To behave in a rowdy, insulting, violent or aggressive manner towards the staff and other visitors;

-To disturb the other visitors by any noisy demonstration, in particular by listening to music.

### **Article 10: Sanctions**

Failure to comply with this title shall subject violators to expulsion from the establishment and, if appropriate, to legal action.

## **LOCKER ROOMS AND OBJECT STORAGE**

### **Article 11: General**

Palais de Tokyo provides its visitors with self-service lockers and a locker room with agents.

## **Article 12 : Mandatory object storage**

Unless special permission is given in writing by Palais de Tokyo, it is not possible to bring into the exhibition spaces:

- Umbrellas;
- Suitcases, bags and objects larger than 55cm x 40cm x 25cm;
- Motorcycle helmets;
- Camera stands or supports;
- Works of art or facsimiles or reproductions or casts of works of art;
- Strollers in case of large crowds;
- Scooters, skates and rollerblades.

These items must be left in the locker rooms, subject to availability of lockers.

## **Article 13: Liability**

The Palais de Tokyo declines all liability for the disappearance of, or damage to, objects and personal effects in its building for which it is not responsible.

## **Article 14: Items found and returned**

Lost and found specific items (credit cards, identification papers, etc.) must be turned in to a Palais de Tokyo staff member. Palais de Tokyo will keep these items at the disposal of their owners for 48 hours. After this time, they are turned in to the nearest police station or to the Central Lost and Found Office of the Police Prefecture.

Other lost and found items will be kept at the disposal of their owners for 30 days by Palais de Tokyo and can be claimed at Palais de Tokyo's security desk. In any case, the belongings and objects which would have been given to Palais de Tokyo, with its agreement and which would not be withdrawn, are kept by Palais de Tokyo.

## **SAFETY OF PEOPLE, WORKS AND BUILDING**

### **Article 15 : Reports**

Visitors contribute to safety by reporting any accidents or abnormal events to security guards or Palais de Tokyo's staff.

#### **Article 16: Behavior in case of evacuation**

If evacuation of the building is necessary, it will be carried out in an orderly and disciplined manner under the guidance of Palais de Tokyo staff members, in accordance with the instructions received by them.

#### **Article 17: Behavior in case of accident**

In the event of an accident or illness, it is forbidden to move the patient or the injured person, to make him or her drink or to administer any medication before the arrival of the emergency services.

If a doctor, nurse or first-aid worker intervenes, he or she may remain with the ill or injured person until he or she is evacuated; he or she is asked to leave his or her name and address with a Palais de Tokyo agent present on the premises.

#### **Article 18: Presence of children**

Children remain the responsibility of their parents. Any lost child will be given to a Palais de Tokyo agent who will accompany the child to the reception desk. If necessary, and in any case after the closing of Palais de Tokyo's building, the lost child will be taken to the nearest police station.

#### **Article 19 : Alert and requisition**

No work of art may be removed or moved in the presence of the public during the opening hours of Palais de Tokyo's building. Any visitor who witnesses the removal of a work of art is entitled to give the alarm.

In accordance with article R642-1 of the French Penal Code, everyone is required to assist Palais de Tokyo's staff when the assistance of visitors is required by the competent administrative authority.

In particular, in the event of an attempted theft in Palais de Tokyo's building, alarm measures may be taken, including the closing of accesses and the control of exits.

### **Article 20: Videoprotection**

A video surveillance system under the responsibility of the head of the security department of Palais de Tokyo is installed in the different areas open to the public of the building, in order to ensure the security of people and goods. This installation is governed by a prefectorial authorization (article L252-1 of the French Code of internal security).

### **Article 21: Site closure and other measures in the event of a risk to the safety of persons and property**

In the event of overcrowding, unrest, strikes or understaffing, and in any situation that may jeopardize the safety of persons or property, Palais de Tokyo's building may be closed in whole or in part or its hours of opening may be changed. The head of the establishment or his representative may take any measure imposed by the circumstances.

## **PROVISIONS FOR OUTDOOR SPACES**

### **Article 22: General**

In the outdoor areas of Palais de Tokyo's building (including the forecourts), any action that may threaten or impair the safety of persons and property is strictly prohibited, including:

- Engaging in chases, jostling, slipping ;
- Climbing;
- Obstructing the movement of visitors;
- Practicing exercises or games that may disturb the peace and quiet of the premises, cause accidents or damage the structures;

- Use wheeled vehicles (except wheelchairs for people with reduced mobility and strollers for young children);
- Putting up posters or mobile signs and making inscriptions or graffiti of any kind;
- Bathing or wading in the pools, walking or running on the coping;
- Throwing papers or garbage on the ground, especially chewing gum;
- Camping or setting up, even for a few moments, any device intended for camping.

## **GROUP PROVISIONS**

### **Article 23: General**

Groups (10 people or more) must reserve a time for their visit either in advance with Palais de Tokyo's reservation service or directly at the reception desk (subject to acceptance). Admission to Palais de Tokyo's building is subject to presentation of the reservation form/certificate sent to the group manager.

The group manager undertakes to comply with all the provisions set out in the reservation form (time, number of people, planned activities, price and method of payment) and to inform Palais de Tokyo's reservation service of any changes.

Group visits are conducted by a member of Palais de Tokyo's staff who undertakes to ensure compliance with all the Rules.

### **Article 24 : Headcount limit**

In the exhibition areas, the number of people in each group may not exceed the limits provided for by the regulations in force, particularly with regard to the health situation and the capacity of Palais de Tokyo's building. This limit can be communicated upon request, in particular by the reception and ticketing agents present in Palais de Tokyo's building.

For school groups, a minimum number of accompanying adults is required, as specified by Palais de Tokyo at the time of reservation.

### **Article 25 : Additional restrictions**

Spontaneous groups may not be accepted if the capacity of Palais de Tokyo's building is reached. A group may also be refused entry to the building if the number of people does not meet safety standards, or if the number of accompanying adults, particularly for groups of minors, is not in accordance with current regulations.

The head of the institution may, at any time, restrict the usual conditions of access and visit of groups, depending in particular on the capacity of Palais de Tokyo's building, technical or safety constraints.

### **Article 26: Interactions with other visitors**

Group visits must be carried out in compliance with the conditions of visit set out in the Rules and must not cause any inconvenience to other visitors.

## **SHOOTING, RECORDING AND COPYING**

### **Article 27 : Photographs, shoots, films**

In the exhibition spaces and more generally within Palais de Tokyo's building and its surroundings (particularly the forecourt), it is understood that any photography or reproduction of works of art presented (and their representation) may only be carried out with the corresponding prior agreement of the holders of the rights to these works of art (particularly literary and artistic property rights), the Rules not being considered as authorization.

Visitors may not use flashes, lighting devices or tripods in the areas of Palais de Tokyo's building. Photography or filming of the technical facilities and equipment and of Palais de Tokyo staff members is prohibited. Any recording, filming or sound recording of staff and the public requires the consent of the persons concerned.

Also, photography and audio or audiovisual recordings may be subject to additional restrictions posted in Palais de Tokyo's building.

## **Article 28: Professionals**

Without prejudice to the provisions of the preceding article, professional photography, filming, audiovisual recording, and the recording of radio and television broadcasts are subject to a request for authorization from the Palais de Tokyo's Communication Department.

The making of copies of works of art requires authorization from the head of the institution. The beneficiaries of such authorizations are required to comply with the legislation in force, with the Rules and with the specific prescriptions communicated to them concerning in particular the protection of the works of art to be copied and the possible reproduction rights.