

## **VISITOR ADMISSIONS POLICY**

**Updated on March 3, 2026**

### **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 starting the update date above 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 hours**

Palais de Tokyo's building is open to the public the Mondays, Wednesdays, Fridays, Saturdays and Sundays from midday to 10 p.m. The Thursdays Palais de Tokyo's building is open to the public from midday to midnight.

Tuesdays is the weekly closing day. Palais de Tokyo's building is open to the public on all holidays except January 1st, May 1<sup>st</sup> and December 25<sup>th</sup>. Unless otherwise noted, it closes at 6:00 p.m. on December 24<sup>th</sup> and December 31<sup>st</sup>.

Each evening, evacuation of the premises begins approximately 15 minutes before closing time. The ticket offices and machines will stop issuing tickets forty-five 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 current pricing specified outside Palais de Tokyo's building, at the ticket office located in the Palais de Tokyo building and on the Palais de Tokyo tickets website.

The reduced price applies to people between 18 and 25 years old, over 60 years old, students, members of the Maison des Artistes/or Agessa, teachers without a Pass Education card, member card's holders of partner institutions (Centre National de la Danse, Musée du quai Branly – Jacques Chirac, Centre Pompidou-Metz, Bourse de Commerce – Pinault Collection, Pass Culture XVle, Chaillot – Théâtre national de la Danse) Cité internationale des arts residents and MAM Paris visitors's with a ticket valid the same day.

Free admission is granted to visitors under 18 years of age, French unemployed with France Travail proof, recipients of French minimum social benefits, minimum old-age pension, holders of a Pass Education card, educators and social workers, disabled persons and their accompanying person (CMI card) , holders of the French *ministère de la Culture* card (with one accompanying person), holders of the ICOM or IKT card, journalists, guide-lecturers, C-E-A / Associate curators and residents of Corbeil-Essonnes.

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 invitations and "Laissez-passer" tickets issued by Palais de Tokyo also allow access to exhibitions and events. They must booked free admission tickets for guided tours, mediation activities, concerts, performances, conferences and all activities with mandatory reservation.

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 specific 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 purchased online;
- Tokyopass;
- 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.

#### **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 lockers.

### **VISITORS' GENERAL BEHAVIOUR**

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

Visitors must 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;

-Animals, except for assistance or guide animals, on presentation of a disability card, priority card, mobility and inclusion card, medical prescription or an equivalent foreign document;

-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 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.

## **CLOAKROOMS AND LOCKERS**

### **Article 11: General**

Palais de Tokyo provides its visitors with self-service lockers and punctually a locker room with agents. Any items left in lockers or at the locker room must be collected on the same day, before the Palais de Tokyo building closes, after which the procedure for found items described in Article 14 may be applied.

### **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. The maximum capacity of these lockers is 45 x 45 x 87cm. They can be left in the cloakroom with agents when it is open.

### **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**

Found items 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 5 (five) days and they can be claimed at Palais de Tokyo's security desk or information and reception desk. After this time, they are turned in to the Central Lost and Found Office of the Police Prefecture (36 rue des Morillons, 75015 Paris).

## **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: Children**

Children remain the responsibility of their parents or accompanying adults. 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 of 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.

#### **Article 27: Speak publicly**

The right to speak publicly in front of a group in the exhibition areas of the Palais de Tokyo is regulated.

To speak publicly in front of a group (30 people max) you must ask to the reception desk (booking is not mandatory) and paid 30€ per group. Each participant and group manager must have an individual entrance tickets.

Leaders of school groups, leisure centres, social workers, as well as leaders of groups of people with disabilities can speak publicly in the exhibitions for free but still need to ask to the reception desk.

Checks may be carried out at any time during the visit by Palais de Tokyo staff. Failure to comply with these rules will result in the offender being banned from speaking aloud in front of a group in the exhibition areas of the Palais de Tokyo.

## **SHOOTING, RECORDING AND COPYING**

### **Article 28: 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 29: 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.