

# ÉTABLISSEMENT PUBLIC DU MUSÉE DU LOUVRE

## TERMS AND CONDITIONS OF RESERVATION, SALE AND USE OF TICKETING

### SERVICES FOR GROUPS

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.

The present terms and conditions are applicable upon their publication.

#### **Article 1: Purpose**

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## Article 1 – Purpose

The purpose of these Terms and Conditions (hereinafter ‘Sales T&Cs’) is to define the terms of reservation, purchase and use of tickets for group visits on the online ticket sales website [ticketlouvre.fr](https://ticketlouvre.fr) or remotely (by telephone or by mail) by any natural or legal person (hereinafter the ‘Buyer’).

The Buyer acknowledges that they have read these Sales T&Cs prior to confirming their order.

The act of placing an order constitutes acceptance of these Sales T&Cs by the Buyer.

The EPML reserves the right to adapt or modify these Sales T&Cs at any time. In the event of such modification, the applicable Sales T&Cs are those in effect on the date of the order.

## Article 2 – Group activities with a Louvre guide

### 2.1 General terms

Activities facilitated by a guide are available for groups of 1 to 25 persons (up to 35 persons – including group leader – for school and extracurricular groups).

### 2.2 Service types

- Guided tours are intended for school and extracurricular groups, specific types of visitor groups and adults.
- Workshops are intended for school and extracurricular groups and specific types of visitor groups.
- Group training sessions are intended for teachers and social, disability and health workers.

### 2.3 Terms of reservation

Reservations are mandatory and must be made by filling out the online request form on the Musée du Louvre website: <https://contact.louvre.fr/hc/en-gb/requests/new>.

Only requests submitted via this form will be considered.

When a reservation request is received and depending on the availability of the desired time slot, the EPML will send an email to the Buyer:

- A reservation confirmation for groups eligible for concession rates together with a ticket for the activity
- A reservation confirmation for paying groups detailing the reservation number and reiterating the payment terms described in article 2.4 below
- A refusal if the requested time slot is unavailable

### 2.4 Terms of payment

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.

The following payment methods are accepted:

- Cheque: Cheque 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.
- Wire transfer: Payment by wire transfer should be addressed to M. l'Agent comptable de l'Etablissement Public du musée du Louvre, account IBAN FR76 1007 1750 0000 0010 0035 291.  
The Buyer must include the reference of the type of service purchased (AM for mediated activities, GA for self-guided group visits) followed by the purchase order number. In the absence of the purchase order number in the wire transfer instructions, the EPML cannot process the request and the payment will not be accepted.
- Credit/debit card: Carte Bleue, Visa, MasterCard and American Express.

Payment for an activity facilitated by a Louvre guide must be made no later than fifteen (15) days before the activity date. If payment is not received by the EPML within that limit of fifteen (15) days, the reservation is automatically cancelled.

When the wire transfer is received, the credit/debit card accepted or the cheque deposited, the Buyer will receive a payment confirmation and the ticket for the activity by email.

## 2.5 Modification/cancellation of order

Modifying the order (date, time, subject/type of visit) is not possible after payment confirmation and tickets are sent. All purchases are final. Tickets may not be refunded or exchanged, except in the cases described in article 2.6 below.

If the group is unable to attend, it is strongly suggested that the Buyer cancel the reservation as soon as possible in order to release the time slot. The reservation may be cancelled via the online form (<https://contact.louvre.fr/hc/en-gb/requests/new>) by choosing *Group reservations and information* then *Reservation tracking*, or by telephone at +33 (0)1 40 20 51 77.

## 2.6 Refund policy

**2.6.1** 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.

**2.6.2** By purchasing a ticket, the Buyer relinquishes the right to any reduction or concession that might have been claimed for that visit.

**2.6.3** 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, provided the ticket has not been scanned. The right to this refund shall apply after the original scheduled date and time of the service.

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

**2.6.5** 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 (<https://contact.louvre.fr/hc/fr/requests/new>) 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 3 – Self-guided group visits to the Musée du Louvre

### 3.1 General terms

Self-guided group visits are intended for groups under the guidance and responsibility of a tour guide, teacher, social worker or similar.

Any group without such a group leader present will be refused access with no possibility of reimbursement for its reservation.

A self-guided group visit comprises access to the permanent collection rooms or temporary exhibitions of the Hall Napoléon of the Musée du Louvre for a period of three (3) hours maximum.

## Definitions:

- 'group', a group of 7 to 25 participants, with paid or free access, accompanied by a group leader.
- 'school/extracurricular group', a group of 7 to 35 participants maximum (including group leaders) led by a teacher or extracurricular supervisor.

## 3.2 Terms for adult or mixed groups

### 3.2.1 Terms of purchase

Reservation is required and must be made online on the official ticketing service of the Musée du Louvre ([www.ticketlouvre.fr](http://www.ticketlouvre.fr)) after creating and validating a customer account.

Any group without a reservation will be refused access to the museum.

The group must present:

- A 'group reservation fee' ticket for the date and time requested;
- A 'participant' ticket for the number of visitors included in the group (paid and free access).

Any group failing to respect these terms and/or presenting individual tickets rather than a 'group reservation fee' ticket and a 'participants' ticket will be refused access to the Musée du Louvre.

Penalties may be applicable for a group failing to present a 'group reservation fee' ticket and a 'participants' ticket when requested to do so in the museum's exhibition spaces.

### 3.2.2 Terms of payment

Tickets are paid for by the Buyer by credit or debit card. Only the following cards are accepted on the ticketlouvre.fr website: Carte Bleue, Visa, MasterCard, e-Carte Bleue and American Express.

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

3D-Secure increases the security of remote payments by using reinforced authentication 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.

The SafeKey protocol is applicable to American Express cards.

### 3.2.3 Modification/cancellation of order

The group leader may add one or more participants to the group online after paying for the reservation and printing tickets, but the group must not exceed 25 people in total.

This modification may be made online until midnight Paris time (UTC+01:00) the night before the visit.

After payment is made, it is not possible:

- To remove participants from a group ticket;
- To change the date and hour of the visit.

All purchases are final. Tickets may not be refunded or exchanged, except in the cases described in article 3.4 below.

### 3.3 Terms for self-guided groups in the fields of education, social service and accessibility

#### 3.3.1 Terms of reservation

Reservations are required and must be made by filling out the online request form on the Musée du Louvre website: <https://contact.louvre.fr/hc/en-gb/requests/new>.

Only requests submitted via this form will be considered.

When a reservation request is received and depending on the availability of the desired time slot, the EPML sends an email to the Buyer:

- A reservation confirmation for groups eligible for concession rates together with a 'group reservation fee' ticket and a 'participants' ticket
- A reservation confirmation for paying groups giving the Buyer the reservation number and reiterating the payment terms described in paragraph 3.3.2
- A refusal if the requested time slot is unavailable

#### 3.3.2 Terms of payment

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.

The following payment methods are accepted:

- Cheque: Cheque 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.
- Wire transfer: Payment by wire transfer should be addressed to M. l'Agent comptable de l'Etablissement Public du musée du Louvre, account IBAN FR76 1007 1750 0000 0010 0035 291. The Buyer must include the reference of the type of service purchased (AM for mediated activities, GA for self-guided group visits) followed by the purchase order number. In the absence of the purchase order number in the wire transfer instructions, the EPML cannot process the request and the payment will not be accepted.
- Credit/debit card: Carte Bleue, Visa, MasterCard and American Express.

Payment for a self-guided group visit must be made no later than fifteen (15) days before the visit date. If payment is not received by the EPML within that limit of fifteen (15) days, the reservation is automatically cancelled.

When the wire transfer is received, the credit/debit card accepted or the cheque deposited, the Buyer receives a payment confirmation and the activity ticket by email.

#### 3.3.3 Modification/cancellation of order

Modifying the order (date, time, number of participants) is not possible after payment confirmation and tickets are sent.

If the group is unable to attend, it is strongly suggested that the Buyer cancel the reservation as soon as possible in order to release the time slot. The reservation may be cancelled via the online form (<https://contact.louvre.fr/hc/en-gb/requests/new>) by choosing *Group reservations and information* then *Reservation tracking*, or by telephone at +33 (0)1 40 20 53 56.

### 3.4 – Refund policy

**3.4.1** 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.

**3.4.2** By purchasing a ticket, the Buyer relinquishes the right to any reduction or concession that might have been claimed for that visit.

**3.4.3** 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.

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

**3.4.5** 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 (<https://contact.louvre.fr/hc/en-gb/requests/new>). These requests must include the reason for reimbursement and either the ticket number, order number or the unscanned ticket itself.

### 3.5 The right to speak publicly for self-guided groups in the Musée du Louvre

By virtue of article 15 of the Musée du Louvre's visit regulations, the right to speak publicly is granted to holders of the *carte de guide-conférencier* conferred according to the applicable regulatory conditions of article L221-1 of the French Code of Tourism; guides from French national museums; curators of French or foreign museums with professional ID; CMN lecturers; teaching staff and TDO leaders from the École du Louvre and French or foreign teachers leading their students; and Carte Clef holders for an audience classed as 'priority' by the EPML, provided they have been trained by the museum's Education Democratization and Accessibility Department.

Before and throughout the visit, the above-mentioned persons must be prepared to show the original copies of their credentials if required.

The right to speak publicly and use of a tour guide do not exempt the group from the reservation requirement.

## Article 4 – Official visits to the Musée du Louvre

### 4.1 General terms

The Official Visit service includes a ninety (90) minute guided tour of the permanent collections and temporary exhibitions with a personal welcome and access for a group of a maximum of six (6) people.

## 4.2 Terms of visit

The Official Visit service includes a personal welcome in front of the Pyramid entrance of the Musée du Louvre. It also includes no-queue access to exhibition spaces, Musée du Louvre staff assistance through the ticket checkpoint and a guided tour in a predefined language as requested. The Events and Filming subdirection of the External Relations Department will be on hand throughout the visit.

## 4.3 Terms of reservation and purchase

The visit date must be that defined previously with the Events and Filming subdirection of the External Relations Department ([Visites.Protocolaires@louvre.fr](mailto:Visites.Protocolaires@louvre.fr)).

The Buyer accesses the [ticketlouvre.fr](http://ticketlouvre.fr) webpage through a dedicated URL sent by email. To make a purchase, the Buyer must create an online account with an email address. Once connected, the Buyer may select desired purchases. The order is completed after the credit/debit card payment is validated, if necessary, by 3D-Secure Standard authentication (entering the code sent by the Buyer's bank).

If the payment is accepted by the Card Authorization Centre (CAC), the order confirmation appears. The Buyer will receive an order confirmation email and a payment receipt email.

Using the link in the confirmation email, the Buyer will be able to generate their ticket(s) in PDF form, stating the first and last name(s) of the ticket holder(s) or of the group leader(s), and print them out.

## 4.4 Lateness or cancellation

Lateness in excess of 30 minutes will incur the fee specified in the museum's current rate table, to be found on [louvre.fr](http://louvre.fr).

If the Buyer cancels a paid visit, there will be no refund.

# Article 5 – Services for groups at the Musée National Eugène-Delacroix

## 5.1 General terms

A group is defined as:

A group comprising 1 to 20 participants (including guides, group leader and/or tour leader).

Reservation is required for group visits. Any group without a reservation will be refused access to the museum.

## 5.2 Service types

### 5.2.1 Activities with museum guide

- Guided tours are intended for school and extracurricular groups, specific types of visitor groups and adults.
- Workshops are intended for school and extracurricular groups and specific types of visitor groups. School groups larger than 20 (including guides or leaders) will be split in two between museum spaces.

- Group training sessions are intended for teachers and social and disability workers.

### 5.2.2 Self-guided group visit

Self-guided group visits are intended for groups of one (1) visitor or more accompanied by a tour guide, or students and their teacher.

A group visit allows the group leader access to the exhibition spaces and garden of the Musée National Eugène-Delacroix. Depending on the time of year, the group will visit either a thematic presentation of the permanent collection or temporary exhibitions of the Musée National Eugène-Delacroix.

The reservation is valid for a one-time entry.

The group must present:

- A 'group reservation fee' ticket for the date and time requested.
- A 'participant' ticket for the number of visitors included in the group (paid and free access).

### 5.3 Terms of reservation at the Musée National Eugène-Delacroix

Reservations are required and must be made by filling out the online request form on the Musée du Louvre website: <https://contact.louvre.fr/hc/en-gb/requests/new>.

Only requests submitted via this form will be considered.

When a reservation request is received and depending on the availability of the desired time slot, the EPML sends an email to the Buyer:

- A reservation confirmation for groups eligible for concession rates together with a 'group reservation fee' ticket and a 'participants' ticket
- A reservation confirmation for paying groups giving the Buyer the reservation number and reiterating the payment terms described in paragraph 5.4
- A refusal if the requested time slot is unavailable

### 5.4 Terms of payment for services of the Musée National Eugène-Delacroix

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.

The following payment methods are accepted:

- Cheque: Cheque must be in euros, dated, signed, issued and payable in France (art. L 131-4 of the French Monetary and Financial Code). Otherwise, the service will not be delivered.
- Wire transfer: Payment by wire transfer should be addressed to M. l'Agent comptable de l'Etablissement Public du musée du Louvre, account IBAN FR76 1007 1750 0000 0010 0035 291.  
The Buyer must include the reference of the type of service purchased (AM for mediated activities, GA for self-guided group visits) followed by the purchase order number. In the absence of the purchase order number in the wire transfer instructions, the EPML cannot process the request and the payment will not be accepted.
- Credit/debit card: Carte Bleue, Visa, MasterCard and American Express.



Payment for an independent group visit must be made no later than fifteen (15) days before the visit date. If payment is not received by the EPML within that limit of fifteen (15) days, the reservation is automatically cancelled.

When the wire transfer is received, the credit/debit card accepted or the cheque deposited, the Buyer receives a payment confirmation and the activity ticket by email.

All purchases are final. Tickets may not be refunded or exchanged, except in the cases described in article 5.6 below.

## 5.5 Cancellation/modification

No order modification (date, time, number of participants) is possible after payment confirmation and tickets are sent.

If the group is unable to attend, it is strongly suggested that the Buyer cancel the reservation as soon as possible in order to release the time slot. The reservation may be cancelled via the online form (<https://contact.louvre.fr/hc/en-gb/requests/new>) by choosing *Group reservations and information* then *Reservation tracking*, or by telephone at +33 (0)1 40 20 53 56.

## 5.6 Refund policy

**5.6.1** 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.

**5.6.2** By purchasing a ticket at full price, the Buyer relinquishes the right to any reduction or concession that might have been claimed for that visit.

**5.6.3** 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.

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

**5.6.5** Refunds may 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: <https://contact.louvre.fr/hc/en-gb/requests/new>. These requests must include the reason for reimbursement and either the ticket number, order number or the unscanned ticket itself.

## 5.7 The right to speak publicly for self-guided groups in the Musée National Eugène-Delacroix

The right to speak publicly is granted to holders of the *carte de guide-conférencier* conferred according to the applicable regulatory conditions of article L221-1 of the French Code of Tourism; guides from French national museums; curators of French or foreign museums with professional ID; CMN lecturers; teaching staff and TDO leaders from the École du Louvre and French or foreign teachers leading their students; persons authorised by the EPML President-Director; and Carte Clef holders for an audience classed as 'priority' by the EPML, provided they have been trained by the museum's Education Democratization and Accessibility Department.

Before and throughout the visit, the above-mentioned persons must be prepared to show the original copies of their credentials if required.

The right to speak publicly and use of a tour guide do not exempt the group from the reservation requirement.

## Article 6 – Terms of group ticket rates and purchase

### 6.1 Terms of group ticket rates

The applicable rates are those in effect at the time of ordering.  
The EPML reserves the right to modify prices at any time.

Information on rates and concessions can be found on the [louvre.fr](http://louvre.fr) website as well as at the information desks of the two museums.

Any visitors eligible for a concession admission 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 the requirements of the establishment, access to the service shall be denied.

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

### 6.2 Ticket acquisition

The ticket is printable upon validation of the payment in the form of a downloadable e-ticket.

They must not be changed or tampered with in any way, and must be presented as they were printed or downloaded. Any person found to be illegally reproducing a ticket and/or using a counterfeit ticket may be prosecuted.

Group tickets must bear the name of the group leader and the amount of the order or be denied access.

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 and the Musée National Eugène-Delacroix.

### 6.3 Ticket validity

Tickets purchased online are time-stamped and valid only for the chosen service, date and time. Groups must enter the collections at the reservation time. After a delay of more than thirty minutes past the time reserved, the group ticket is no longer valid and is not refundable.

Access to the service is subject to verification of group ticket validity upon entering the exterior museum queues. The ticket's barcode or QR code will be checked and recorded with barcode readers by museum agents at the entrance to the collections.

The EPML shall check proof of entitlement to free admission prior to the service.

Any exit is final.

## Article 7 – Disputing a bank charge

**7.1** 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.

**7.2** 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 8 – Processing of personal data and cookies

### 8.1 – Processing of personal data

**8.1.1** 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.

**8.1.2** 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.

**8.1.3** 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

**8.1.4** 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 7.2 below 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.

**8.1.5** 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.

**8.1.6** The collected data are not transferred across borders.

**8.1.7** 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.

**8.1.8** To exercise their rights, the Buyer can send a request via email to [donneespersonnelles@louvre.fr](mailto: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.

**8.1.9** 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.

**8.1.10** 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.

**8.1.11** 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](http://www.louvre.fr).

## 8.2 – Cookie policy

**8.2.1** 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.

**8.2.2** 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 lifetime of the cookie. Only the issuer of the cookie can read or modify the information contained in said cookie.

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

**8.2.4** The [ticketlouvre.fr](http://www.ticketlouvre.fr) website uses only technical cookies, which are necessary for the site to function, and analytics cookies intended to produce anonymous statistics. They are therefore essential and thus cannot be blocked.

**8.2.5** For more information about the cookies used on the [www.ticketlouvre.fr](http://www.ticketlouvre.fr) website, and about what cookies are, how they are used and how to manage them, see the EPML Cookie Policy, available online at [www.louvre.fr](http://www.louvre.fr).

## Article 9 – Responsibility

9.1 Neither the EPML nor the Buyer may be held responsible for any breach of contract caused by a case of force majeure.

9.2 Except in the event of a malfunction of the [ticketlouvre.fr](https://www.ticketlouvre.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.

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

9.4 If the Buyer does not respect these Sales T&Cs, the EPML reserves the right to refuse access to the service. In addition to ticket checkpoints at the entrance to the museum, random ticket inspections may be performed at any time during the visit by duly appointed agents of the EPML. The Buyer may 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](https://www.louvre.fr).

9.5 Beyond the terms of the Sales T&Cs for group visits, visit regulations are fully applicable.

## Article 10 – Applicable law and settlement of disputes

These Sales T&Cs are subject to French law.

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

