

# ÉTABLISSEMENT PUBLIC DU MUSEE DU LOUVRE TERMS AND CONDITIONS

## Tickets for individual visitors Online sales

- Article 1: Purpose**
- Article 2: Scope**
- Article 3: Presentation of tickets**
- Article 4: Conditions of use**
- Article 5: Terms of ordering**
- Article 6: Ticket prices**
- Article 7: Terms of payment**
- Article 8: Payment security**
- Article 9: Processing of personal data**
- Article 10: Cookie policy**
- Article 11: Refunds**
- Article 12: Contesting a bank debit**
- Article 13: Responsibility**
- Article 14: Applicable law and settlement of disputes**

These conditions are applicable as of their publication.

### 1 – Purpose

**1.1** The purpose of these terms and conditions is to define the contractual relationship between the Établissement Public du Musée du Louvre (Public Establishment of the Musée du Louvre, hereinafter referred to as EPML),

an administrative public establishment encompassing the Musée National du Louvre and the Musée National Eugène-Delacroix, in accordance with the provisions of 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.

Merchant agreements:

- 2333280 EPML DE INTERNET
- 805 028 113 8 EPML BILLETTERIE INTERNET

and any natural or legal person (hereinafter referred to as the 'Buyer') buying individual tickets on the online ticket sales website [www.ticketlouvre.fr](http://www.ticketlouvre.fr).

**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.

## 2 – Scope

2.1 Tickets for the following services can be purchased on the online sales website ([www.ticketlouvre.fr](http://www.ticketlouvre.fr)):

→ **Musée du Louvre**: tickets granting access to the permanent collections and temporary exhibitions of the Musée du Louvre, as well as to the permanent collections and temporary exhibitions of the Musée National Eugène-Delacroix and the Musée du Quai Branly branch at the Louvre.

Musée Delacroix: tickets granting access to the permanent collections and temporary exhibitions of the Musée National Eugène-Delacroix,

→ **Audio Guide**: reservation 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 at the counter when collecting the Audio Guide.

→ **Guided tours**: organized tour of the museum with a guide following a particular theme in art history, period, genre, artist, collection or temporary exhibition.

→ **Workshops**: focusing on various artistic approaches to allow participants to discover the museum collections under the guidance of a professional artist. The workshops provide an opportunity to combine theory, art practice and observation in the exhibition rooms.

→ **Concerts, theatre and dancing performances, cinema sessions, exhibition presentations, meetings, conferences** and any other event held at the Louvre Auditorium. Please note that, in some cases, these events may take place outside the Auditorium premises, which are mainly dedicated to live performance.

2.2 The website will inform the Buyer of the availability of the services at the time of ordering.

2.3 The number of tickets sold online per order and per person is limited to 6.

Any more than 6 participants on a given time slot for the permanent collections and temporary exhibitions will be considered as a group and will thus be charged a reservation fee for a group time slot.

For events held in the Auditorium, the number of tickets sold online per performance, per time slot and per person is limited to 4.

## 3 – Presentation of tickets

3.1 The ticket is printable upon validation of the payment in the form of an e-ticket or downloadable in the form of an m-ticket. It is accessible via a link and can be printed from the confirmation email.

3.2 Tickets may be presented at the ticket check point 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.

3.3 The ticket provided by the EPML will include:

- the ticket holder's name
- the description of the service sold
- the price in euros
- the dates and times of the service
- a QR code to allow museum staff to check tickets
- conditions of use of the e-ticket and access to the service ordered
- the legal notices: 'Tickets are nominative and valid for single entry only. ANY EXIT IS FINAL'

## 4 – Conditions of use

### 4.1 Tickets

**4.1.1** Tickets purchased online are time-stamped and valid only for the chosen service, date and time.

**4.1.2** Tickets for the Musée du Louvre (permanent collections and temporary exhibitions) purchased online grant access to the Louvre Pyramid within half an hour of the time shown on the ticket. If holders of the tickets do not arrive within the allocated time slot, they will be subject to the same admission and waiting conditions as other visitors.

Tickets for the Musée du Louvre grant free access to the Musée Delacroix on the day of the reservation for the Musée du Louvre or the next day of operation. The reservation of a free ticket thus guarantees access to the Musée Delacroix.

**4.1.3** Tickets for the Musée Delacroix purchased online grant access to the Musée Delacroix within half an hour of the time shown on the ticket. If holders of the tickets do not arrive within the allocated time slot, they will be subject to the same admission and waiting conditions as other visitors.

**4.1.4** Each ticket purchased online is personal, nominative and non-transferable. It includes the name of the ticket holder provided by the Buyer when making the online purchase. Ticket holders may be asked to present valid photographic ID. Access to the service may be denied if the visitor is unable to present this proof of ID.

**4.1.5** Individual tickets cannot be exchanged or resold. They can only be bought by private individuals, who are the final users of the service.

**4.1.6** Tickets cannot be modified once they have been purchased.

**4.1.7** Access to the service is subject to the ticket undergoing a validity check. The ticket contains a QR code and is checked and registered using QR code readers by museum staff at the entrances to the collections.

**4.1.8** 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.

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

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

**4.1.11** Any person found to be illegally reproducing a ticket and/or using a counterfeit ticket may be prosecuted.

**4.1.12** 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 museum's premises.

**4.1.13** In the case of the breach of a condition provided for in this article, the EPML reserves the right to deny access to the service in question.

### 4.2 Security measures

**4.2.1** To ensure the security of all visitors, the Musée du Louvre applies the preventative measures decided on by the French government for all public services. All persons must undergo the security checks.

**4.2.2** Suitcases and large bags are prohibited. Only items that do not exceed the maximum size of 55 x 35 x 20 cm shall be permitted in the reception areas. They shall not be permitted in the museum rooms and must be deposited in one of the lockers after they have been checked.

## 5 – Terms of payment

5.1 The instructions for purchasing a ticket online are as follows:

1. Go to the page: [www.ticketlouvre.fr](http://www.ticketlouvre.fr)
2. Choose the service(s).
3. Select the date and time of the visit from the vacant slots displayed on the calendar. When a slot is no longer available, it is shown as full.
4. Choose the number of tickets desired and continue shopping or finalize the order.
5. Create your user account and enter the identity details of the ticket holders.
6. An order summary appears before the validation of purchase. You will be given the option to donate €2 to the Louvre.
7. If the order is correct, validate it. If the order is incorrect, go back to the ticket selection page.
8. Enter your contact details
9. Accept the terms and conditions.
10. Click 'Payment'.
11. Pay for the order by credit or debit card, if necessary identifying yourself using the 3D-Secure standard by entering the code provided by your bank.

5.2 The 'Your basket' page allows the Buyer to check the content of the order in process. So long as no payment has been made, the basket content can be modified.

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

5.4 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), and print them out.

5.5 The EPML reserves the right to refuse any order made by a client who does not adhere to the terms and conditions.

## 6 – Rates

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

6.2 Any visitors eligible for a concession admission must make a free online reservation on [www.ticketlouvre.fr](http://www.ticketlouvre.fr), and then present the relevant proof of status (valid, nominative and including a photograph) at the ticket checkpoint for the services. If proof of status is not presented or does not meet the requirements of the establishment, access to the service shall be denied. Information on rates and concessions can be found on the [www.louvre.fr](http://www.louvre.fr) website.

## 7 – Terms of payment

7.1 Tickets are paid for by the Buyer by credit or debit card. Only the following cards are accepted on the [www.ticketlouvre.fr](http://www.ticketlouvre.fr) website: Carte Bleue, Visa, MasterCard, e-Carte Bleue and American Express

7.2 Upon acceptance of the payment, the Buyer receives two emails; one containing a summary of their order, the other constituting the customer credit card receipt (to be retained and presented in the event of a dispute).

## 8 – Payment security

All payment transactions must be authorized by the Buyer (Article L133-6 of the French Monetary and Financial Code).

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

**8.2** 3D-Secure is a security protocol offered by VISA, MasterCard and GIE Cartes Bancaires in order to increase the security of remote payments by adding an authentication stage carried out by the cardholder's bank. The Buyer will be asked to enter an authentication code to validate the payment. In most cases, this is a single-use security code sent by SMS to your mobile telephone. You should never enter your four-digit PIN when making an online transaction.

**8.3** The SafeKey protocol is applied for American Express cards and refers to 'a fraud prevention tool specifically designed to reduce fraudulent Internet Charges using 3-D Secure™ specifications to ensure industry consistent functionality' (see Terms and Conditions for American Express® Card Acceptance).

## 9 – Processing of personal data

**9.1** The Buyer is informed that the EPML, 75058 Paris CEDEX 01, – the data controller, as defined in Regulation (EU) 016/679 of April 27, 2016 on data protection and privacy (hereinafter referred to as GDPR) – may collect and use the Buyer's personal data. The legal basis of this processing is contractual.

**9.2** 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.

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

- managing the order
- finalizing the transaction
- allowing access to the Musée du Louvre; solely for this purpose, if the ticketholder is not the Buyer, the EPML may collect and process the name of the ticketholder. The Buyer informs the ticketholder that their first name and last 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.

**9.4** 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 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 36 months from the date of the last purchase.

**9.5** The data collected shall only be used by the relevant services of the Musée du Louvre, i.e. the Ticketing Operations Division (Visitor Reception and Security Department), the Visitor Development and Loyalty Division and head of official visits (External Relations Department), the Ticketing Systems and Visitor Management Division (Financial, Legal and Resources Department), and the Accounting Agency. Data may also be communicated to EPML subcontractors involved in the development and maintenance of the ticketing and electronic payment system.

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

**9.7** In accordance with the amended French data privacy law of January 6, 1978, and the GDPR on data protection and privacy, you have the right to access, amend, correct or remove data concerning you. You may also exercise your right to object to or limit the processing of your data and your right to receive the data concerning you. You have the right to provide instructions related to the storage, deletion and communication of your personal data following your death.

**9.8** To exercise your rights, you 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. You must provide your personal information and proof of your identity. Should there be any doubt regarding your identity, the EPML may ask for further evidence, such as the photocopy of a piece of identification bearing your signature.

**9.9** You also have 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.

**9.10** 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.

**9.11** For more information on the EPML commitment to personal data protection, you can consult the EPML Personal Data Protection Policy, available online at [www.louvre.fr](http://www.louvre.fr).

## 10 – Cookie policy

**10.1** A cookie is a text file that may be stored in a dedicated space on the hard disk of your device when you access an online service using your browser. A device is the hardware you use (computer, tablet, smartphone, etc.) to consult or view a website, an application, advertising content, etc.

**10.2** 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 concerned during the lifetime of the cookie. Only the issuer of the cookie concerned can read or modify the information contained in the cookie.

**10.3** While you are browsing the website, cookies may be installed on your device by the Musée du Louvre or by third parties.

**10.4** The [www.ticketlouvre.fr](http://www.ticketlouvre.fr) website uses cookies: 'session' cookies necessary for online ordering and destroyed as soon as the Buyer leaves the site; 'persistent' cookies, to collect anonymous data for statistical purposes.

**10.5** For details about the cookies used on the [www.ticketlouvre.fr](http://www.ticketlouvre.fr) website, to understand what cookies are, know more about how they are used and how to manage them, you can consult the EPML Cookie Policy, available online at [www.louvre.fr](http://www.louvre.fr).

## 11 – Refunds

**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 121-21-8-12° of the French Consumer Code, confers no right to a withdrawal period.

**11.2** If a visitor eligible for a concession rate has made an honest mistake purchasing a ticket, they shall be entitled to a refund, providing the ticket has not been scanned.

**11.3** In the event of a cancellation or modification of the relevant service by the EPML, an operating incident, an opening delay of over 30 minutes, or an error in processing the order by the EPML, a refund shall be entitled after the original scheduled date and time of the service, providing the ticket has not been scanned.

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

**11.5** Refunds can be made on the initiative of the Musée du Louvre or in response to a request for reimbursement. Requests must be sent, within one (1) month of the date of the visit, by email to [assistance-billetterie@louvre.fr](mailto:assistance-billetterie@louvre.fr) or by mail to: Musée du Louvre – Assistance Billetterie – 75058 Paris Cedex 01 (France). They must contain the relevant order number. These requests must include the reason for reimbursement and the ticket number or the order number or present the unscanned ticket.

## 12 – Contesting a bank debit

**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. 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 make a complaint to the issuing bank as soon as possible and within the time fixed 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 is ordered to issue a refund by crediting the account of the Buyer.

## 13 – Responsibility

**13.1** Neither the EPML nor the Buyer may be held responsible for any breach of contract caused by a case of force majeure. The following circumstances are considered as force majeure: wars, riots, insurrections, governmental or legal restrictions, fires, earthquakes, storms and floods.

**13.2** Except in the event of a malfunction of the '[www.ticketlouvre.fr](http://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.

**13.3** The EPML may not be held responsible for the use of tickets purchased, as the Buyer is solely responsible for their use by themselves or by a third party. It is the Buyer's responsibility to check the ticket(s) and online purchase confirmation as soon as they are received by email.

## **14 – Applicable law and settlement of disputes**

These terms and conditions are governed by French law.

In the event of a dispute, the courts of Paris shall have sole jurisdiction, after all amicable remedies have been exhausted.

Paris,

Laurence des Cars  
President-Director of the  
Établissement Public Musée du Louvre

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