



HELP / FAQ

FREQUENTLY ASKED QUESTIONS

- FREQUENTLY ASKED QUESTIONS ABOUT OUR ONLINE TICKET SALES SERVICE..... 1
 - WHAT KIND OF TICKETS/SERVICES CAN I BOOK ONLINE? 1
 - WHAT ARE THE MUSEUM’S OPENING DAYS AND TIMES? 1
- BUYING ONLINE TICKETS..... 1
 - HOW DO I BUY A TICKET ONLINE? 1
 - HOW DO I CHANGE MY ORDER? 2
- ONLINE PAYMENT 2
 - IS MY PAYMENT SECURE? 2
 - HOW DO I PAY? 2
 - HOW DO I KNOW IF MY PAYMENT WENT THROUGH? 2
 - WHY HAS MY PAYMENT BEEN REJECTED? 3
 - HAS MY ORDERED BEEN REGISTERED? 3
- QUESTIONS ABOUT THE TICKETS 3
 - HOW DO I GET MY TICKET? 3
 - I WOULD LIKE TO CHANGE THE TICKET HOLDER’S NAME OR POSTPONE MY VISIT 3
 - I AM ENTITLED TO FREE ADMISSION AND WOULD LIKE TO CANCEL MY RESERVATION 4
- HOW DO I PRESENT MY TICKET? 4
 - PRINTED TICKETS: 4
 - E-TICKETS: 4
- USING MY TICKET 4
 - WHAT ARE THE CONDITIONS OF USE OF MY TICKET? 4
 - HOW DO I GET INTO THE MUSEUM? 5
 - HOW WILL MY TICKET BE CHECKED? 5
- HOW CAN I GET MY PURCHASE RECEIPT? 5
- I WOULD LIKE TO GET A REFUND)..... 5

FREQUENTLY ASKED QUESTIONS ABOUT OUR ONLINE TICKET SALES SERVICE

WHAT KIND OF TICKETS/SERVICES CAN I BOOK ONLINE?

You can book the following services through our website.

- **Museum admission tickets for individual visitors:** to visit the Louvre's permanent collections and temporary exhibitions (except exhibitions in the Hall Napoléon) and the Musée National Eugène-Delacroix.
- **Exhibition admission tickets for individual visitors:** for temporary exhibitions in the Hall Napoléon. This ticket also gives you access to the museum's permanent collections.
- **If you have a Paris Museum Pass:** book a time slot (free of charge) with your Paris Museum Pass.
- **Audio guides:** rent an audio guide for the permanent collections or temporary exhibitions in the Hall Napoléon.
- **Guided tours and workshops:** take a themed guided tour of the permanent collections or temporary exhibitions and take part in the workshops on offer at the museum.
- **Group admission tickets:** for groups (over six people) with a group leader, to visit the Louvre's permanent collections and temporary exhibitions.
- **Musée National Eugène-Delacroix:** visit the Musée National Eugène-Delacroix and its temporary exhibitions.

For more information: <https://www.louvre.fr/en/visit> and <http://www.musee-delacroix.fr/en/>

A ticket to the Louvre costs €17.

A ticket to the Musée Eugène-Delacroix costs €7.

Ticket prices: <https://www.louvre.fr/en/visit/hours-admission#ticket-prices>

Admission is free for certain visitors to the Louvre and the Musée Eugène-Delacroix, on presentation of valid proof of entitlement and a time slot booking (made on our site).

See full list of visitors entitled to free admission: <https://www.louvre.fr/en/visit/hours-admission#visitors-eligible-for-free-admission>

An audio guide is €5. Collect your guide from one of the distribution counters.

For more information: <https://www.louvre.fr/en/visit/visitor-amenities>

WHAT ARE THE MUSEUM'S OPENING DAYS AND TIMES?

All our opening hours: <https://www.louvre.fr/en/visit/hours-admission>

BUYING ONLINE TICKETS

HOW DO I BUY A TICKET ONLINE?

To buy a ticket, click on the option that interests you and use the calendar provided to select the date and time of your visit. Time slots that are full are shown as not available.

Select the number of tickets you want to buy.

Continue shopping or confirm your order.

You can review your order before you pay, and add a €2 donation to the Louvre if you wish.

If you are satisfied with your order, validate it and tick the Terms and Conditions box. Otherwise, return to the ticket selection page.

For a first booking, provide your details to create a ticketlouvre.fr account and accept the Terms and Conditions. If you already have a ticketlouvre.fr account, you can sign in directly.

Once you have signed in, complete the required information about the ticket holders. Tickets are nominative and non-transferable and ticket holders may be asked to prove their identity at the museum entrances.

Click on 'payment' to pay (by card only).

Your payment is protected by 3D Secure, which requires you to enter a One Time PIN sent by your bank.

Once your payment has been accepted, an Order Confirmation will appear on your screen. You will also receive your card payment receipt and a confirmation of your order by email.

Click on the link in the email or on the Order Summary page to download your tickets in PDF format. You can print them or use the electronic version.

HOW DO I CHANGE MY ORDER?

A summary of your order will be shown in your basket. You can add or delete tickets before completing your purchase.

In your basket, click on 'Return to the ticket selection' to change your order or the number of tickets, or on 'Confirm' to pay for your purchases.

ONLINE PAYMENT

IS MY PAYMENT SECURE?

Yes, your payment is secure. The PAYBOX payment services provider (an online payment gateway) is compatible with the 3D Secure service.

3D Secure authenticates a credit card holder when an online purchase is made: after providing your card number, expiry date and cryptogram, you have to enter a One Time PIN from your bank to complete your payment. Please consult your bank for more information about the system it uses.

HOW DO I PAY?

Only payments by debit or credit card (in Euros) are accepted through our website.

The following cards are accepted: VISA, MASTERCARD, AMERICAN EXPRESS and E-Carte Bleue.

HOW DO I KNOW IF MY PAYMENT WENT THROUGH?

Your payment is accepted or rejected by your card authorisation centre. The PAYBOX payment services provider will display the approval or rejection of the transaction on your screen.

If your payment is accepted, you will receive an email with confirmation of payment and a customer receipt for your card payment (which you must keep).

WHY HAS MY PAYMENT BEEN REJECTED?

The most common reasons for rejected payments are:

- An error when entering your credit card number, expiry date or cryptogram.
- An error when entering the 3D Secure code sent to you by your bank.
- You have exceeded your credit card limit.
- A network connection failure during the transaction.
- A problem of information transmission between the participants in the transaction (the buyer, PAYBOX, the bank and the Louvre)

HAS MY ORDER BEEN REGISTERED?

Once your payment has been accepted, your order will be confirmed. You will receive an email summarising your order, with a link to download and print your tickets.

QUESTIONS ABOUT THE TICKETS

HOW DO I GET MY TICKET?

Tickets are nominative and compulsory. They must be printed or downloaded before your visit.

Tickets purchased online cannot be collected at the museum. Your confirmation email cannot be used as an admission ticket.

Your ticket(s) can be printed or downloaded after payment and order confirmation. You will find the links to download your tickets on the Order Confirmation page and in the email confirming your booking.

Please make sure your computer has Adobe Acrobat Reader (free to install and use) for opening PDF files.

I WOULD LIKE TO CHANGE THE TICKET HOLDER'S NAME OR POSTPONE MY VISIT

To change the ticket holder's name or the date or time of your visit, visit our website and sign in to your account. Then hover the mouse over your name and click on the My Orders tab.

On the Search your Order page, use the calendar to indicate the date of purchase of your tickets, then click on Search. Your orders will appear in order of purchase.

Select the order you wish to change. For each ticket, you can change the date and time of your visit or the ticket holder's name by clicking on the appropriate buttons.

Use the calendar to select a new date and time for your visit.

To change the ticket holder's name, fill in the appropriate fields on the form.

For each change you make, you will receive a confirmation email. You can then download your new ticket.

I AM ENTITLED TO FREE ADMISSION AND WOULD LIKE TO CANCEL MY RESERVATION

To cancel your reservation, visit our website and sign in to your account. Then hover the mouse over your name and click on the My Orders tab.

On the Search your Order page, use the calendar to indicate the date of purchase of your tickets then click on Search. Your orders will appear in order of purchase.

Select the reservation you wish to cancel and click on the appropriate button. Once you have cancelled your ticket, it will be shown as 'cancelled' in your order summary.

HOW DO I PRESENT MY TICKET?

PRINTED TICKETS:

Each ticket must be printed full page on white A4 paper (8 1/2" x 11"), blank front and back, without changing the print size.

Partially printed, dirty, damaged or illegible tickets will be considered invalid.

The ticket holder's first name and surname, details of the chosen activity, the QR code and the booking number must all be legible.

You must check the details and condition of the tickets you print. Poorly printed tickets may be refused at the museum entrances.

If you have a problem when printing your ticket, you can reprint it using the download link in the confirmation email.

E-TICKETS:

You can show your digital ticket(s) on your phone.

You can download your tickets from the link on the Order Summary page or in your booking confirmation email.

Make sure your phone can open and display PDF files.

You will find your downloaded tickets in your Downloads folder.

Your tickets must be in PDF format. Photographs or screenshots of your tickets and your order confirmation will not be accepted at the museum entrances.

If you have a problem downloading your ticket, you can try again using the ticket download link in your confirmation email.

USING MY TICKET

WHAT ARE THE CONDITIONS OF USE OF MY TICKET?

Tickets are nominative and non-transferable. They must include the holder's first name and surname. ID may be requested at the ticket checks, and proof of entitlement is compulsory for free admission.

Tickets are stamped with the chosen date and time and are only valid for the selected service or activity. Outside that time slot, ticket holders must queue with other visitors.

HOW DO I GET INTO THE MUSEUM?

The museum entrances: <https://www.louvre.fr/en/visit/map-entrances-directions#museum-map>

HOW WILL MY TICKET BE CHECKED?

You will only be admitted into the museum if you have a valid ticket.

Your ticket has a unique QR Code containing the information about your booking.

You must validate your ticket by scanning its QR Code on a reader at the ticket checks at the museum entrances.

The first person who presents the ticket is presumed to be the legitimate ticket holder. You may be refused admission if several prints or copies of the same ticket are in circulation.

The name on your ticket may also be checked. You may be refused admission if you cannot provide a valid ID (with a photograph).

This check is compulsory for visitors entitled to free admission. Your ID must be accompanied by a document proving your entitlement to free admission.

You must keep your ticket with you for the duration of your visit; you may be asked to show it in the event of a random check.

HOW CAN I GET MY PURCHASE RECEIPT?

To get your purchase receipt, visit our website and sign in to your account. Then click on the My Orders tab.

Use the calendar to set a date range, then click on Search. All the orders placed within the date range selected will appear in order of purchase.

Select an order and click on the appropriate button to download your receipt. A PDF file will be generated automatically. By default, the details of the receipt will be those indicated into your account, but you will be able to change them if you wish.

Please note that, for legal reasons, the Musée du Louvre cannot modify these details for you.

I WOULD LIKE TO GET A REFUND)

Tickets cannot be refunded or resold. The circumstances in which a refund can be claimed are specified in the museum's [Terms and Conditions](#).

Any refund claims must be sent within one month of the date of the booked service or activity, by email to Remboursement-Billetterie@louvre.fr, or by post to Musée du Louvre – Assistance Billetterie – 75058 PARIS CEDEX 01.

For more information about your visit: <https://www.louvre.fr/en/visit/faq>

Contact us: <https://www.louvre.fr/en/contact-us>