

# ACCESS TO THE MUSEUM



## ARTICLE 3

The opening and closing hours of the museum are set by decision of the President of the EPV, and displayed at the entrances.

## ARTICLE 4

Either the Board of Directors or the President of the Public Establishment of the Palace, Museum and National Estate of Versailles shall set the entrance prices and determine the conditions subject to which certain visitors may be eligible for free or discounted admission. These prices shall be displayed at the ticket booths.

## ARTICLE 5

Entrance to the museum is restricted to visitors with valid passes: tickets, cards or entrance passes issued by accredited sources. Visitors must keep their tickets with them throughout their visit, as they may be asked to present them at any time. Closure of certain rooms or sections of the Palace does not entitle visitors to reductions or refunds.

## ARTICLE 6

Metal-framed prams and buggies are not permitted inside those areas of the Palace open to visitors, with the exception of the Gallery of Sculptures and Casts in the Small Stables and the Gallery of Coaches in the Great Stables. Fabric baby carriers without metal frames are permitted within the Palace. Wheelchairs are permitted in all areas of the museum where access is possible. The Establishment cannot accept any responsibility for damage caused by wheelchairs or suffered by their users.

# LEFT LUGGAGE

## ARTICLE 9

Left luggage facilities are at the disposal of visitors to the museum, free of charge, allowing them to leave bags and other objects subject to the conditions and exceptions listed hereunder.

## ARTICLE 10

In order to access the exhibition spaces, visitors must deposit:

1. all canes, umbrellas and other sharp and pointed objects or blunt instruments; nonetheless, elderly or disabled visitors are permitted to use canes fitted with an appropriate end piece,
2. suitcases, towels, backpacks, food bags and other bags, with the exception of standard size handbags and pouches,
3. reproductions and casts.

## ARTICLE 11

The Establishment's visitor relations and security personnel will store such objects in so far as space allows. For security reasons, visitors leaving bags or packages in the left luggage facilities may be asked to open them up for inspection. The Establishment's visitor relations and security personnel are entitled to refuse objects which they judge to be unsafe. Visitors carrying such objects will not be able to access the museum, as per Article 7 of these regulations, and as such EPV personnel are entitled to refuse entrance.

## ARTICLE 12

In addition to the items listed in Article 7, the following items will not be accepted in the left luggage facilities:

1. cash,
2. cheque books and credit cards,
3. objects of value, particularly jewels,
4. photographic, video and audio-visual equipment, with the exception of stands and tripods,
5. computer equipment and mobile telephones,
6. clothes.

Items deposited in left luggage in contravention of the terms of this Article are left at the visitor's own risk.

## ARTICLE 13

In the event of loss, damage or non-return of objects deposited in left luggage in return for a numbered ticket, visitors will be entitled to compensation. The management of the Establishment can accept no responsibility for theft of items not deposited in left luggage.

## ARTICLE 14

All items deposited in left luggage must be collected on the same day, before closing time. Objects not collected at closing time will be treated as lost property.

## ARTICLE 15

Lost property found within the Establishment is taken to the museum's security centre at Entrance H. Visitors may retrieve lost property at Entrance H. After 10 days, all lost property is transferred to the municipal police station of Versailles, located at 3 bis passage Pilâtre de Rozier, 78000 Versailles. Perishable goods will be kept in left luggage until the museum's stated closing time, then thrown away if not collected.

# GENERAL VISITOR BEHAVIOUR



## ARTICLE 16

Visitors are expected to behave courteously at all times towards the museum staff and all other persons present within the Establishment. Visitors must dress appropriately, and not in a manner liable to represent a disturbance of public order. It is expressly forbidden to remove shoes and shirts within the museum.

## ARTICLE 17

In the interests of protecting this historical heritage, of which we are all owners, visitors are asked to refrain from:

1. touching works and decorative items,
2. crossing barriers and ropes delimiting the areas open to visitors,
3. examining works with a magnifying glass,
4. leaning on cases, pedestals and other display items,
5. leaving graffiti, inscriptions, marks or other traces anywhere in the museum,
6. running, shoving, sliding and climbing,
7. impeding the circulation of visitors and blocking passageways or exits, particularly by sitting on the stairs,
8. stepping out onto balconies,
9. lying down on the benches,
10. leaving unattended, even for a few moments, their personal effects,
11. falsely setting off fire alarms or interfering with safety equipment (extinguishers, sprinklers, standpipes etc.),
12. smoking and spitting inside the museum,
13. eating and drinking outside of the designated areas reserved for this purpose,
14. dropping paper or other litter, particularly chewing gum,
15. disturbing other visitors with excessive noise, in particular through the use of loudspeakers (portable music players, radios etc.) or the use of mobile telephones to make voice calls. Mobile telephones are permitted for purposes other than calls.
16. asking for money on the premises of the Establishment,
17. engaging in any commercial activities, advertising, propaganda or soliciting,
18. changing nappies,
19. carrying other visitors, including children, on their shoulders.

Points 1-3 above may be the subject of certain exceptions granted on an individual, case-by-case basis by the President of the Establishment, particularly in favour of visually-impaired visitors.

## ARTICLE 18

If circumstances should require, the museum's designated security staff may ask visitors to open up bags and packages for inspection in any places in the museum. Visitors must comply with such requests from museum staff, in the interests of enforcing these regulations.

# NON TRIANON MUSEUM OF VERSAILLES VISITOR RULES

## CHÂTEAU DE VERSAILLES



Versailles, 1<sup>st</sup> September 2016.  
On behalf of the Public Establishment of the Palace,  
Museum and National Estate of Versailles.

The President,  
Catherine Pégard

## GROUP VISITS

### ARTICLE 19

Group visits are admitted under the responsibility of a designated group leader, who will ensure that these regulations are respected and maintain order and discipline in the group.

### ARTICLE 20

Under no circumstances should group visits constitute a nuisance to other visitors. All members of the group must remain within immediate proximity of the group leader.

### ARTICLE 21

The maximum permitted group size is 30. If there are several group leaders, one should be assigned to keeping the group in order. For school groups, there should be at least one accompanying adult per ten children for primary school pupils, and one per fifteen pupils for middle school upwards.

### ARTICLE 22

Guided tours must be led by one of the professionals designated hereunder, the only persons entitled to give such educational tours:

1. qualified national museum curators, and all other museum curators with the appropriate professional card as issued or accredited by the Minister for Culture and Communication,
2. in a professional capacity, project directors and lecturers attached to national museums, as well as visitor relations and security staff authorised to lead tours by the President of the Establishment,
3. tour guides/interpreters with the relevant professional card, and other guides with a valid prefectural authorisation; the latter must be equipped with a badge specifying the date and time at which their group is scheduled to enter the museum (with a margin of fifteen minutes), and should present their visitor permit at the entrance or whenever requested to do so by museum staff,
4. teachers leading school groups,
5. persons individually authorised to lead tours by order of the President of the Establishment.

### ARTICLE 23

Exercise of this right to lead tours is subject to advance reservation or an authorisation from the President of the Establishment. The museum's security staff will ensure that these conditions are respected. Where necessary, staff are entitled to halt guided tours at times when the museum is particularly crowded, in the interests of visitor safety. In the event of an incident on site, all guides/interpreters and group leaders authorised to lead tours must, if asked to do so by an EPV employee, present their official tour guide card or professional authorisation entitling them to lead tours, along with their reservation documents. If a guide or group leader should fail to produce such documents upon request, they will be escorted to the exit by EPV staff and asked to leave. Guides found to be in breach of these requirements on more than one occasion may be banned from entering the museum.

### ARTICLE 24

The President of the Establishment reserves the right to modify the standard access rules and group visit conditions as and when necessary, particularly if the museum should near its maximum visitor capacity.

## PHOTOGRAPHS, RECORDINGS, COPIES AND SURVEYS



### ARTICLE 25

Works on display in the permanent exhibition spaces may be photographed or filmed for private, personal purposes, thus excluding all collective or commercial uses. Photography is not permitted in the temporary exhibition spaces, unless there are signs at the entrance explicitly authorising photos. With the exception of the partial exemptions from copyright restrictions set out in Article L.122-5 of the Intellectual Property Code, it is forbidden to take photographs or videos of those works displayed in the museum which are still protected by copyright in application of the Intellectual Property Code, without the prior written permission of the President of the Establishment.

### ARTICLE 26

In the interests of protecting the works on display, and ensuring the best possible visitor experience, flash photography is not permitted anywhere in the museum. The use of lamps and other lighting apparatus is also forbidden.

### ARTICLE 27

The use of tripods, stands and other such equipment is permitted subject to the prior written authorisation of the President of the Establishment.

### ARTICLE 28

Professional photography, film shoots and the recording of radio or television programmes all require specific advance authorisation from the President of the Establishment.

### ARTICLE 29

Visitors are not permitted to take photographs of technical facilities and equipment. All recordings, photographs or sound recordings which may feature museum staff and visitors require the prior written authorisation of the President of the Establishment, as well as the prior written consent of those involved. The museum cannot accept any responsibility towards third parties in the event that these rules should be breached.

### ARTICLE 30

Taking copies of works on show in the museum requires the prior written authorisation of the President of the Public Establishment. Holders of such authorisations are requested to abide by the applicable regulations and the specific instructions issued to them, particularly with regard to the protection of the works in question, the maintenance of order within the museum and any copyright issues.

### ARTICLE 31

All studies and opinion surveys focusing on visitors or members of staff must be submitted in advance in order to obtain the explicit written authorisation of the President of the Public Establishment.

## SECURITY OF VISITORS, EXHIBITS AND THE MUSEUM

### ARTICLE 32

Visitors must refrain from all behaviour likely to pose a threat to the security of other people and the integrity of exhibits and facilities.

### ARTICLE 33

Visitors are requested to immediately report all accidents or unusual behaviour to a member of the museum's security staff.

### ARTICLE 34

If a fire should break out, visitors must above all remain calm. When the fire alarm sounds, everybody must leave the building. This evacuation should be conducted in an orderly fashion, under the guidance of the visitor relations and security staff, who will act in accordance with their training.

### ARTICLE 35

In the event of an accident or illness it is imperative that you do not move the victim, give him or her water or administer any medicines whatsoever before the arrival of qualified medical assistance. If a visiting doctor, nurse or qualified first-aider should help a fellow visitor, they should remain with the victim until further help arrives; visitors intervening in this manner are invited to present proof of their qualifications to the security staff, and to leave their name and address.

### ARTICLE 36

During the opening hours of the Palace of Versailles, all lost children found in the museum or on the Estate will be taken to the Gabriel security post, where they will be looked after by the museum's visitor relations and security staff. Lost children found in the Palaces of Trianon will be taken to the Grand Trianon security post during the opening hours of Marie-Antoinette's Estate, where they will be looked after by the Trianon visitor relations and security team. The police will then be notified. At times when the Versailles and Palaces of Trianon are closed but the Estate is still open, lost children will be looked after by the Estate's visitor relations and security team. The police will be notified immediately.

### ARTICLE 37

As exhibits are never moved or removed during the museum's public opening hours, visitors who see an exhibit being moved are asked to raise the alarm immediately. In accordance with Article R.642-1 of the Criminal Code, visitors are required to assist the museum staff in such cases.

### ARTICLE 38

Emergency measures may be taken at any moment, when urgent safety and security reasons so require, including the closure of the museum and searches at the exits.

## COMPLIANCE WITH THESE REGULATIONS

### ARTICLE 39

Visitors must abide by all instructions and recommendations issued by the museum staff.

### ARTICLE 40

Visitors who fail to abide by the terms of these regulations risk being ejected from the museum and, where necessary, legal action.

### ARTICLE 41

The museum's mandated agents are qualified to issue tickets and penalties for infractions of these regulations.

### ARTICLE 42

Anybody found to have intentionally damaged, disfigured or threatened to damage the museum, its collections or any of its maintenance or display materials runs the risk of legal action in application of Articles 322-1 et seq. of the Criminal Code.

### ARTICLE 43

All verbal or physical assaults on employees of the Public Establishment will be prosecuted in application of the relevant provisions of the Criminal Code.

### ARTICLE 44

The Public Establishment cannot be held responsible for accidents resulting from a failure to abide by these regulations.

### ARTICLE 45

A register of complaints and comments is at visitors' disposal.

### ARTICLE 46

The President of the Public Establishment and the employees of the EPV are responsible for the application of these regulations, which will be displayed for public consultation.

## THE PRESIDENT OF THE PUBLIC ESTABLISHMENT OF THE PALACE, MUSEUM AND NATIONAL ESTATE OF VERSAILLES,

In light of the amended Law No. 87-588 of 30 July 1987 introducing various social measures, in light of the Heritage Code, in light of the Criminal Code, in light of the Rural Code, in light of the Intellectual Property Code, in light of the amended Decree No. 2010-1367 of 11 November 2010 concerning the Public Establishment of the Palace, Museum and National Estate of Versailles (EPV), in light of the Decree of 1<sup>st</sup> September 2011 formalising the nomination of the President of the Public Establishment of the Palace, Museum and National Estate of Versailles, in light of the amended terms of use agreement of 30 June 2011 attributing responsibility for various state-owned buildings to the Public Establishment of the Palace, Museum and National Estate of Versailles, in light of the ruling of the technical committee for the Public Establishment of the Palace, Museum and National Estate of Versailles dated 7 April 2016, in light of ruling No. 2016-III-8 of the board of directors of the Public Establishment of the Palace, Museum and National Estate of Versailles dated 30 June 2016, hereby decrees:

### ARTICLE 1

The purpose of these regulations is to inform visitors of the conditions subject to which they may visit the museum. They are designed to protect the safety of people and valuables, preserve the site and the collections and guarantee the quality of the visitor experience. Visitor relations and security agents are present throughout the museum, providing information for visitors and assistance in the event of a problem. They are responsible for ensuring that these visitor regulations are respected.

### ARTICLE 2

These regulations apply to all visitors to the museum. They also apply, subject to special arrangements which may also be applicable and of which they will be informed:

1. to persons or groups authorised to use certain facilities for meetings, receptions, conferences, concerts, shows, ceremonies or other events;
2. to all non-employees present on the premises, even for professional reasons.