

REGULATIONS AND CONDITIONS

These regulations, drawn up by the company entrusted with operating the Eiffel Tower (SETE) on behalf of the City of Paris, the owner of the monument, apply to visitors to the Eiffel Tower and to clients of the restaurants, to people and organisations authorised to use certain areas for meetings, receptions or various ceremonies, as well as to any person not belonging to the company who is present on the monument for professional reasons.

THE EIFFEL TOWER IS A NON-SMOKING MONUMENT

I/ ACCES TO THE MONUMENT

Article 1 :

The Eiffel Tower is open every day from 9:30 a.m. to 11:45 p.m. (from 9 a.m. to 12:45 a.m. during the summer months). The last entrance tickets are sold 1 hour before the monument closes.

The last ascent to the top of the Tower departs at 10:30 p.m. (11:00 during the summer), except when the Tower is closed early because of a large numbers of visitors.

Measures for clearing the floors begin between 30 and 45 minutes before closing.

These times may be changed without prior notice by the management, in particular because of unforeseen circumstances, unfavourable weather conditions, large numbers of visitors or causes beyond control.

Article 2 :

Entrance to and movement around the monument during opening hours is subject to the visitor holding an access pass: a valid ascent ticket or badge issued by the operator.

Article 3 :

The type of ticket purchased determines the conditions for access to the monument: either by elevator or by the stairs.

All tickets are valid for a single entrance only.

Once a visitor exits, there will be no re-admittance.

Article 4 :

When visiting several floors, visitors are expected to begin on the highest floor and make their way down.

People holding tickets for the top floor will change elevators on the 2nd floor.

Article 5 :

If for causes beyond control, the SETE management is forced to restrict full or partial access to the monument for more than two consecutive hours, only the ticket value corresponding to the restricted area will be subject to reimbursement. If access restriction is due to unfavorable weather conditions or is ordered by the public authorities, no reimbursement request will be honored.

II/ THE ISSUE AND VALIDITY OF TICKETS

Article 6:

Tickets sold at the monument's ticket counters are for immediate entrance. The date and time of issue appear on the ticket and are taken into account when accessing the monument.

A ticket is only valid when the two control vouchers are attached.

Article 7 :

The prices are given in euros including VAT, and tickets may only be purchased in euros.

Article 8 :

The ticket price corresponds to the rates in effect on the date of purchase as displayed at the monument's ticket counters.

In order to benefit from certain discounts or reduced rates, you may be asked to produce your proof of entitlement at the ticket office.

Article 9 :

Payment for one or more tickets may be made in cash, by debit/credit card, check, Euro-cheque or holiday voucher.

A receipt can be issued on request at the moment of purchase.

Article 10 :

A ticket is only valid for the time indicated. It may not be re-used, re-sold, refunded or exchanged.

That is why the operating company reserves the right to refuse access to the monument to anyone holding a ticket acquired in an illegal manner: any such tickets will be confiscated and no refund given.

Article 11 :

No refunds will be given for tickets that are lost or stolen.

Article 12 :

The ticket holder may not make a claim or demand compensation in the case of any unforeseen circumstances beyond the control of the SETE which may disrupt normal operations of the monument and result in it being completely or partially closed to the public, notably in the case of unfavorable weather conditions (ice, wind, snow...) or decree by the public authorities.

III/ REGULATIONS RELATING TO GROUPS (elevator access)

A group is deemed to be a party of at least 20 people (or 10 pupils coming on a school visit) accompanied by a guide or a group leader (who is responsible for the group) visiting the same floor at the same time.

Article 13 :

The "group rate" is only granted on purchase with reservation.

A written confirmation of the visit on headed paper signed by the Head of the school will be asked in order to benefit from the "school group rate".

Article 14 :

Information concerning reservations, payment and ticket pick-up, as well as priority access to the monument is fully detailed in Regulations & Conditions found in the online reservations.

Article 15 :

When visiting several floors, groups are expected to begin on the highest floor and make their way down.

Groups holding tickets for the 3rd floor will change elevators on the 2nd floor by proceeding to the upper platform on the 2nd floor to access the elevators to the top floor (a single line for all visitors).

Groups will be able to visit the other floors as they descend the Tower.

***Please be aware** that given the high level of visitors on the weekends and during the high season, or at certain times of day, the entire group may not be able to take the same elevator (there is no line reserved for groups when descending).*

Use of the stairs between the 2nd and 1st floors or 1st and ground level is strongly recommended in order to avoid waiting for elevators (depending on stairway opening hours as they appear on the information notices and documents).

Article 16 :

Should you have a reservation for the restaurant on the 1st floor or are attending an event being held in the Gustave Eiffel Room, please use the specific elevators reserved for the restaurant and Gustave Eiffel Room.

Possible visits to the upper floors of the Eiffel Tower should in principle be made before your meal or cocktail party, in order to stop at the 1st floor when descending.

IV / ACCESS RESTRICTIONS AND THE CONDUCT OF VISITORS

Article 17 :

Access to and movement throughout the area of the Eiffel Tower open to the public is also governed by the regulations of articles 18 to 23 below. Personnel employed by the company entrusted with operating the Eiffel Tower are authorised to refuse access or to remove any visitor who fails to adhere to these regulations, without compensation.

Article 18 :

Visitors are prohibited from carrying in public areas items with the intended use or presenting characteristics of danger to the safety or security of people, systems or the monument, and in particular:

- Weapons and munitions
- Explosive, flammable or volatile substances
- Offensive weapons likely to represent a dangerous threat to the safety and security of the public and personnel
- Tools (in particular cutters, screwdrivers, pliers, etc.)
- All objects that are excessively heavy, bulky or noxious
- Over-sized packages or bags (at the discretion of officials at the entrances)
- All climbing or jumping equipment (notably bungee jumping cords or parachutes), neither any documents of propaganda of any sort
- Children's strollers that cannot be folded up
- Animals, with the exception of those accompanying people who are certified as handicapped.
- Glass cups and bottles, beverage drinks in a can
- An excessive quantity of food or drink (at the discretion of officials at the entrances)

At four points on the ground level and at security entrances before entering the monument visitors are able to check the size of all bags to make sure they are not oversized and will not be refused as "carry on".

The Eiffel Tower does not offer lockers or checkroom services for visitor baggage.

All baggage not accepted to be carried by the visitor on their visit and left in a garbage will be considered lost.

Article 19 :

Visitors are expected to behave appropriately, both towards Eiffel Tower personnel and other visitors.

They are prohibited from:

- walking barefoot
- wearing clothing likely to cause a public disorder
- lying down on benches
- demonstrating and carrying banners

Article 20 :

Within the grounds and on the monument, visitors are prohibited from doing anything that may be deemed a threat to safety, security and normal visiting conditions, in particular:

- Crossing barriers and other equipment designed to contain the public
- Entering areas that are not open to the public (personnel areas, technical areas, closed staircases, as well as all areas marked "passage interdit")

- To climb anywhere or by any means, unless otherwise advised written by the SETE
- To display banners of any kind
- To jump from the Eiffel Tower by any means
- To shoot off Bengal lights or other fireworks
- To organize group picnics on the Tower
- Writing, drawing or marking graffiti in any form
- Taking part in races, sliding, scuffles or climbing
- Using roller skates or scooters
- Impeding public circulation and blocking passages and entrances, in particular by sitting on the stairs
- Smoking, eating or drinking outside designated areas
- Dropping paper and rubbish, sticking chewing gum to the monument
- Spitting on the floor or over the railings
- Throwing any object over the railings, either intentionally or not
- Abandoning personnel effects, even for a moment
- Leaving children unsupervised
- Carrying a child on their shoulders
- Activating a fire alarm or safety equipment for no reason (fire extinguishers, standpipes, etc.)
- To ask for charity
- Exercising any business, publicity, propaganda or recruitment activities

Article 21 :

For safety reasons, the top floor cannot be accessed by people in wheelchairs and people with reduced mobility.

In addition, access to the top floor may result in feelings of vertigo and perceptual processing deficiencies; those who suffer from these problems are recommended not to ascend to the top floor.

Article 22 :

People who need assistance and children below the age of 12 must be accompanied by an adult.

Article 23 :

The operating company may refuse access to the monument to anyone whose attitude, conduct or clothing would be deemed likely to cause a problem within the monument or to hinder the visit.

V/ THE SAFETY AND SECURITY OF PEOPLE AND POSSESSIONS

Article 24 :

The Eiffel Tower being classified as a “public establishment” (ERP), the act of purchasing a ticket represents an acceptance by the holder of the safety and security regulations governing the edifice and the obligation to comply with any check that the monument’s authorised personnel may find it necessary to carry out for the purposes of safety and security.

Article 25 :

Visitors must refrain from any action that is likely to threaten the safety and security of both people and their possessions.

Article 26 :

For reasons of safety and security, visitors may be requested to open their bags and packages and to reveal or make known their content at the entrance or exit of the monument, or at any place on the site upon request of Eiffel Tower personnel or safety & security officials.

Article 27 :

A refusal to adhere to the regulations imposed in terms of safety and security checks, nuisance and disruption to other visitors or damage to the monument and its facilities will result in the visitor being refused access to the monument or being removed immediately without compensation.

Article 28 :

Abandoned objects that appear to present a danger to the safety or security of the monument may be destroyed immediately without warning, by the appropriate personnel.

Article 29 :

The entire Eiffel Tower site is monitored by closed-circuit video cameras and the images are recorded and kept for 30 days. Pursuant to law 95-73 of 21st January 1995, anyone who wishes to may obtain access to recordings involving them, under the conditions set out by law.

Article 30 :

Visitors are required to inform Eiffel Tower personnel of any accident or illness as well as any abnormal occurrence, or the presence of an object or bag left unattended.

Should a doctor, nurse or first-aider provide assistance to a visitor, he/she must show his/her professional identity to Eiffel Tower personnel and remain with the ill or injured person until the latter has been evacuated; he/she is requested to leave his/her name and address with site personnel.

Article 31 :

Should a fire occur, visitors should remain calm. They are requested to report the incident immediately:

- verbally to a guide or member of Eiffel Tower personnel on the site.
- by activating one of the alarm system boxes that are located around the monument and which are connected to the central fire station.

If complete or partial evacuation of the structure is necessary, this should be carried out in an orderly and disciplined manner under the

leadership of Eiffel Tower personnel, in accordance with the instructions given.

Article 32 :

Pursuant to article 223-6 of penal code (a failure to assist a person in danger), everyone is obliged to provide assistance to Eiffel Tower personnel where the support of visitors is required.

Article 33 :

In the event of an excessive number of visitors, problems, strikes and any other situation that may compromise the safety or security of people and their possessions, the monument may be completely or partially closed at any time of the day, or the opening hours changed.

Article 34 :

The company may not be held liable for:

- Theft (from pickpockets), loss or damage of any kind, during a visit
- A breakdown or discontinuation of elevator services or technical equipment
- Access restrictions for certain areas or partial closure of the monument, as a result of a decision by the management of the company operating the monument, or administrative or public authority decision for reasons of safety, security, maintenance, large numbers of visitors or unfavourable weather conditions.

Article 35 :

Any lost child should be taken to a member of Eiffel Tower personnel, who will take the child to the company's reception area located in the North pillar, or to the police station located in the South pillar of the Eiffel Tower.

VII/ PHOTOGRAPHY, RECORDING, SURVEYS FOR PROFESSIONAL USE

Article 36 :

In addition to the formal approval of the operating company, any professional audio and/or visual recording of the personnel and public requires the agreement of those involved. The Eiffel Tower may not be held liable with regard to third parties in the event that these regulations are breached.

Article 37 :

Without prejudice to the stipulations of the previous article, professional photography, filmmaking and the recording of radio and television broadcasts are subject to special regulations.

They must form the subject of a prior request submitted in writing to the operating company.

Written authorisation must be shown during checks on the monument.

Article 38 :

Any survey or any opinion poll with the visitors must be subjected to the written authorization of the SETE

VII/ LOST AND FOUND ITEMS

Article 39 :

Visitors are requested to check that no personal effects are left on the site.

Any loss or item left behind must be reported to the operating company's reception located in the North pillar of the Eiffel Tower.

Items found on the Eiffel Tower are kept for a period of 15 days by the company's reception (North pillar), during which time they may be claimed and collected by their owners.

After this period, found items that have not been claimed will be sent to the Lost and Found Department of the Préfecture de Police at 36 rue des Morillons, 75015 PARIS.

The operating company may not be held liable for items lost on the monument.

Perishable foodstuffs, items of no value or in a very poor condition (water damaged, dirty or smelly) are destroyed every evening after the Eiffel Tower has closed.

VIII/ COMPLAINTS AND DISPUTES

Article 40 :

All complaints relating to the conditions of a visit must be made on site to the management of the monument, in order for a solution to be found. Should a complaint not be made, the visit will, by express agreement, be deemed to have taken place in satisfactory conditions.

Article 41 :

Any protest or dispute will be heard solely by the Paris courts.

Only French law is applicable.

*The SETE management,
Pilier Nord, Champ de Mars,
5 avenue Anatole France
75007 Paris
Téléphone : 01 44 11 23 23
www.tour-eiffel.fr*

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