

## RULES FOR VISITING THE EIFFEL TOWER

These Rules, which have been produced by Société d'Exploitation de la Tour Eiffel, société publique locale with € 8 965 623 euro share capital, registered office 6, avenue Gustave Eiffel, 75007 Paris, number 482 622 529 in the Paris Commercial and Companies Register (hereafter "SETE"), the operator of the Eiffel Tower for the Municipality of Paris, the owner of the monument, applies to visitors to the Eiffel Tower and to the clients of its restaurants, to persons and bodies authorised to use certain premises for meetings, receptions and other ceremonies and to non-SETE persons on the monument for professional reasons.

THE EIFFEL TOWER IS A NON-SMOKING MONUMENT.

### I/ ACCESS TO THE MONUMENT

**Clause 1:** The Eiffel Tower is open every day of the year from 09:30 to 23:45 (from 09:00 to 00:45 in summer). The sale of tickets ends 45 minutes before the monument closes. The last ascent to the summit is at 22:30 (23:00 in summer), unless the summit is closed early in very busy periods. Floor evacuation will begin 45-30 30 minutes before closure. SETE may change these times without notice for extraordinary events, bad weather, crowding or force majeure.

**Clause 2:** Entry to and circulation in the monument when it is open to the public is by valid ticket only (e- Ticket, M-Ticket, paper ticket or badge issued by SETE).

**Clause 3:** The type of ticket purchase determines whether access to the monument is by lift or stairs. Each ticket allows one single visit and must be kept until the end of the visit. Visitors may not re-enter the monument once they have left it.

**Clause 4:** Direction of visit: if a number of floors are to be visited, the visit will start at the highest floor. Visitors with tickets for the summit must change lift on the 2nd floor. When descending, visitors may visit the other floors.

**Clause 5:** If force majeure causes SETE to restrict access to all or part of the monument for over two (2) consecutive hours, reimbursement will be strictly in proportion to the duration of that restriction. If access is restricted because of a decision made by the public authorities, no refund will be payable.

### II/ TICKET PURCHASE, ISSUE AND VALIDITY

**Clause 6:** The tickets sold at the Eiffel Tower ticket booths are for immediate access. The date and time of issue are printed on the ticket and are the reference used to allow access to the monument.

**Clause 7:** Prices are stated in euro inc. tax and are payable in euro alone.

**Clause 8:** Ticket prices are those applying at the purchase date and are shown on the Website. They are displayed at the Eiffel Tower ticket booths and its website at (<http://www.toureffel.paris/> or <https://ticket.toureffel.fr>). The ticket booth may request presentation of proof before issuing particular benefits or selling reduced-price tickets.

**Clause 9:** Tickets may be purchased at the monument ticket booths in cash, by bank or credit card, by bank or postal cheque, by Eurocheque or Chèque Vacances. The ticket desk will issue a receipt if requested when making payment.

**Clause 10:** Tickets are valid only for the period or hour printed on them. They cannot be returned, refunded or exchanged. Tickets cannot be resold to third parties. However, if the person purchasing the tickets at Group rates is a professional tourism operator, the Tickets may be resold to his own clients for visits. In

addition, Clients reselling Tickets must inform the sub-purchaser that they are resellers and that all complaints must be addressed to them SETE may refuse access to the monument to any holder of a Ticket purchased unlawfully (from a third party not authorised to resell Tickets). These tickets must be returned to SETE without compensation

**Clause 11:** Lost or stolen tickets will not be refunded and no copies will be issued.

**Clause 12:** SETE accepts no liability for force majeure events that disrupt monument visits or lead to it being entirely or partially closed to the public, such as bad weather (frost, wind, snow, etc.) or decisions by the public authorities.

### III/ RESTRICTIONS ON ACCESS AND VISITOR BEHAVIOUR

**Clause 13:** According to the regulations in effect, and in particular during a pandemic or epidemic observed by a national or international authority, the size of the groups may be limited. Group : refers to a group of at least seven (7) persons supervised by a guide or escort going to the same floor at the same time.

**Clause 14:** Visitors with reservations for the 1st floor restaurant or for events organised in the Gustave Eiffel Room should take the lift using the restaurant and Gustave Eiffel Room line. Visits to the upper floors of the Eiffel Tower should be made before the meal or cocktail party and to the 1st floor on the way down.

**Clause 15:** Access to and circulation in all areas of the Eiffel Tower that are open to the public are also subject to clauses 18 to 23 below. SETE may without liability prohibit access to, or remove, any visitor who does not comply with these regulations.

**Clause 16:** No objects that by their purpose or characteristics present a risk to the safety of persons, facilities or the monument may be brought into areas open to the public. Such objects include: weapons and munitions, explosive, inflammable and volatile substances, blade and club-like weapons that could pose a danger to the public and personnel, tools (especially cutters, screwdrivers, pliers, etc.), excessively heavy, cumbersome or nauseating objects, excessively large parcels or cases, climbing equipment (especially for bungee jumping or parachuting) or any publicity material of any kind, non-foldable children's push-chairs, animals, with the exception of assistance dogs for persons certified as handicapped, glasses and glass bottles, drinks cans, excessive quantities of drink or food (at the discretion of the security officers). Measuring devices are available in four areas of the forecourt and at security check before entry to the monument. Please note that the Eiffel Tower does not have left luggage or cloakroom facilities. Items not allowed into the monument and thrown into a bin cannot be recovered.

**Clause 17:** Visitors must behave correctly towards Eiffel Tower personnel and other visitors. The following are prohibited: walking barefoot, wearing anything that might disrupt public order, lying on benches, demonstrating and displaying banners.

**Clause 18:** Pursuant to the municipal order of 15 February 2010 published in the Bulletin municipal officiel de la Ville de Paris on 26 February 2010, it is prohibited to:

- \* climb the Eiffel Tower in any place and using any means,
- \* jump from the Eiffel Tower from any place and using any means,
- \* thrown anything from the monument.

On the ground, as on the monument, it is prohibited, unless previously agreed by SETE in writing, to do anything that might endanger persons or property or disrupt the proper conditions for visits, including:

- \* climbing over barriers and systems for containing the public,

- \* entering areas not open to the public (personnel areas, machine rooms, closed staircases or anywhere marked «passage interdit» [no entry]),
- \* displaying banners of any kind, demonstrating, throwing flares and similar items,
- \* holding group picnics,
- \* making inscriptions or graffiti of any kind,
- \* running, sliding, jostling or climbing, using rollerblades, scooters, skateboards, overboards, or any other rolling object (except foldable pushchairs, medical or assistance vehicles for persons with reduced mobility),
- \* interrupting public circulation and blocking passages and exits, particularly by sitting on the stairs, smoking, eating or drinking outside dedicated areas,
- \* throwing paper or rubbish on the floor, sticking chewing gum, spitting on the ground or over the balustrades,
- \* leaving, even for just a few moments, any personal item unattended,
- \* leaving children unattended, carrying children on the shoulders, handling without good reason fire alarms or safety equipment (fire extinguishers, standpipes, etc.),
- \* begging, engaging in any commercial activity: publicity, propaganda or solicitation.

**Clause 19:** For safety reasons, the summit is not open to persons in wheelchairs or with reduced mobility. Since access to the summit can lead to vertigo and sensory problems, persons suffering from these conditions are advised not to climb to the summit.

**Clause 20:** Persons needing assistance and children under 12 must be accompanied by an independent adult.

**Clause 21:** SETE may refuse access to the monument to anyone whose attitude, behaviour or clothing is considered likely to create problems inside the monument or with the visit.

#### **IV/ SAFETY AND SECURITY OF PERSONS AND PROPERTY**

**Clause 22:** During a period of epidemic or pandemic duly noted by the health authorities, personal protective equipment may be required according to certified or approved standards.

**Clause 23:** Since the Eiffel Tower is an establishment open to the public (ERP), the purchase of a ticket constitutes acceptance by the ticket holder of the Tower's safety regulations and of the duty to accept any safety and/or security checks by its accredited personnel.

**Clause 24:** Visitors shall do nothing to threaten the safety of persons and property.

**Clause 25:** Security checks are carried out before entry to the Eiffel Tower. Ticket holders must congregate outside the waiting area for their booked entry time for security checks. For security and safety reasons, visitors will be asked to open their bags and packages and to show or allow inspection of their contents at entry to or exit from the monument and in any other place on the site when required by personnel and security officers.

**Clause 26:** Refusal to comply with security checks, disturbing and upsetting other visitors or damaging the monument or its facilities shall lead to access being denied or immediate removal from the monument without compensation.

**Clause 27:** Abandoned objects that appear to present a danger to the monument may be destroyed immediately without notice by the competent units.

**Clause 28:** The entire Eiffel Tower site is under CCTV surveillance and all images are recorded and kept for thirty (30) days. Pursuant to law 95-73 of 21 January 1995, interested persons may, in accordance with the law, access recordings that concern them.

**Clause 29:** Security officers should be informed of all accidents, illness, unusual events and unattended objects and bags. If a doctor, nurse or first-aid specialist among the visitors should provide assistance, he must show his professional ID to the security officer and remain with the person who has become ill/had an accident until that person is removed. He should leave his name and address with Tower personnel.

**Clause 30:** If a fire breaks out, visitors should remain perfectly calm. They should report it immediately: verbally to a security officer or any other member of staff on site, by using the alarm buttons located around the Tower, which are all connected to the main fire office. If all or part of the Tower needs to be evacuated, this will be done in an orderly fashion under instructions from Tower personnel.

**Clause 31:** Pursuant to article 223-6 Criminal Code (failure to give assistance to anyone in danger), all visitors must assist personnel if required.

**Clause 32:** In the event of severe crowding, unrest, strike or anything that might compromise the safety of persons or property, all or part of the monument may be closed at any time during the day or opening hours may be changed.

**Clause 33:** The Company accepts no liability for: theft (pickpockets) or any loss or damage suffered during visits, breakdown or shut-down of means of ascent or technical equipment, restricted access to particular areas or partial closure of the monument by SETE or any authorised administrative or public authority for reasons of safety, maintenance, severe crowding or bad weather.

**Clause 34:** Lost children shall be handed to a security officer who shall take them to SETE reception in the north pillar or to the police station at the foot of the south pillar of the Eiffel Tower.

#### **V/ PROFESSIONAL PHOTOGRAPHY, RECORDING AND SURVEYS**

**Clause 35:** Professional audio and/or visual recordings of personnel and the public shall require the formal agreement of both SETE and the persons concerned. SETE accepts no liability in the event of violation of these requirements.

**Clause 36:** Without prejudice to the previous clause, professional photography, filming and the recording of radio and television programmes are subject to special rules. Permission to do the above must be requested from SETE in advance and in writing. Written permits must be produced at all Tower controls.

**Clause 37:** Visitor surveys and opinion polls must be authorised in advance by SETE in writing.

#### **VI/ LOST AND FOUND**

**Clause 38:** Visitors should check they have left no personal effects behind on the Tower. Lost and forgotten objects must be registered with SETE reception in the north pillar of the Eiffel Tower. Objects found in the Eiffel Tower will be kept for fifteen (15) days from their receipt by SETE reception (north pillar), during which time they may be claimed and recovered by their owners. Objects found but not reclaimed by the end of that period will be sent to Lost and Found at the police station at 36 rue des Morillons, 75015 PARIS. SETE accepts no liability for objects lost in the Eiffel Tower. Perishables, items of no value or in very bad conditions (wet, dirty or ill smelling) will be destroyed each evening after closure.

#### **VII/ COMPLAINTS AND DISPUTES**

**Clause 39:** Complaints concerning terms of visits must be made on the spot so that a solution can be found. Complaints concerning Ticket purchase, issue or validity - SETE will consider only claims concerning Tickets that have been sold at Eiffel Tower

ticket booths or from on-line ticketing at:  
<http://www.tou Eiffel.paris/>, <http://ticket.tou Eiffel.fr/>.

Complaints concerning the purchase, issue and validity of Tickets must be first made on the spot or by contacting SETE Customer Service: by phone: Individuals: on 09 69 36 27 07 (cost of a local call to a landline in mainland France) Monday to Saturday, 09:00 to 19:00 except holidays; Professionals: on 09 69 36 72 48 (cost of a local call to a landline in mainland France) Monday to Friday, 09:00 to 18:00 except holidays; by e-mail: Individuals: [serviceclients@tou Eiffel.paris](mailto:serviceclients@tou Eiffel.paris) ; Professionals: [professionnels@tou Eiffel.paris](mailto:professionnels@tou Eiffel.paris).

Consumer Clients resident in France or in any other Member State of the European Union at the time of purchase may apply free of charge to a consumer ombudsman to settle amicably any contract dispute with SETE over this Agreement in accordance with articles L. 151-1 ff and R. 152-1 Consumer Code. For this purpose, SETE therefore grants the Client a right of recourse to consumer mediation. The consumer ombudsman with responsibility for SETE is:

MTV Médiation Tourisme Voyage BP 80 303 75  
823 Paris Cedex 17 [www.mtv.travel](http://www.mtv.travel)

Consumer Clients resident in France or in any other Member State of the European Union at the time of purchase may also use the European platform for resolution of disputes (<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>) to settle amicably any contract dispute with SETE over this Agreement. Consumer Clients resident in a different Member State of the European Union at the time of purchase may also go to the website of the Committee for the Assessment and Control of Consumer Mediation (<http://www.mediation-conso.fr/>) to obtain assistance and information on the extrajudicial body responsible for settling consumer disputes in any other Member State. Jurisdiction over legal proceedings shall lie with the relevant courts under ordinary rules.

**Clause 40:** These Rules for Visiting the Eiffel Tower are subject to French law. The general law courts alone shall have jurisdiction in the event of legal actions.

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