EIFFEL TOWER REGULATIONS

The present regulations have been drawn up by the company in charge of operating the Eiffel Tower (SETE) on behalf of the City of Paris, owner of the monument. They are applicable to visitors to the Eiffel Tower and customers of the restaurants, to people and organisations authorised to use certain premises for various meetings, receptions or ceremonies, and also to any person not connected to the company who is present on the monument for professional reasons.

THE EIFFEL TOWER IS A NON-SMOKING AREA

I/ ACCES TO THE MONUMENT

Article 1:
The Eiffel Tower is open every day of the year from 9:30 AM to 11:45 PM (9:00 AM to 0:45 AM during the summer). Last tickets are sold 45 minutes before the monument closes. The last ascent to the summit is at 10:30 PM (11 PM in summer), except in the event of early closing because of the large number of visitors. Measures to evacuate the floors start between 45 minutes and 30 minutes before the monument closes. These times may be modified without notice by the management, in particular due to exceptional events, unfavourable weather conditions, large numbers of visitors, or a Force Majeure event.

Article 2:
Enter to and circulation in the monument during the times it is open to the public are subject to possession of an access ticket: a valid ascent ticket, M-Ticket, or badge issued by the operating company.

Article 3:
Access to the monument depends on the type of ticket purchased: either taking the elevator or stairs. Each ticket only confers the right to a single entry and must be kept until the end of the visit. Any exit is final.

Article 4:
Sequence of the visit: if several floors are visited, the visit begins with the highest floor. People with “summit tickets” change lifts on the 2nd floor. Visitors have the option of visiting the other floors on their downward journey.

Article 5:
If, due to a Force Majeure event, SETE’s management has to restrict access to the Monument or part of it for more than two consecutive hours, only the amount corresponding to the access limitation resulting from this restriction may be refunded. No refunds will be made if access is restricted due to poor weather conditions or a decision by the Public Authorities.

II/ DELIVERY AND VALIDITY OF TICKETS

Article 6:
Tickets sold at the monument ticket office are for immediate entry. The date and time the ticket was issued are marked on the ticket: this is used as a reference for authorising admission to the monument.

Article 7:
The price is stipulated in euros, including tax, to be paid in this currency only.

Article 8:
The valid rate is the price applicable on the date of purchase. It is posted at the ticket office of the monument. To benefit from reduced rates or special offers, visitors may be asked at the ticket office for proof of eligibility.

Article 9:
Payment for one or more tickets may be made by cash, credit card, cheque or postal money order, Eurocheque or vacation coupons. A receipt is issued at the ticket office upon request at the time of payment.

Article 10:
The ticket is only valid for the period or possibly the time indicated on it. It may not be returned, resold, reimbursed or exchanged. In this respect, the operating company has the right to refuse entrance to anyone who has illegally purchased a ticket: these tickets will be confiscated without the possibility of reimbursement.

Article 11:
In case of loss or theft, the tickets cannot be reimbursed.

Article 12:
SETE may not be declared liable if there is a Force Majeure event, such as unfavourable weather conditions (frost, wind, snow, etc) or a decision by the Public Authorities, disrupting the proper operation of the monument visit and leading, if necessary, to the monument’s total or partial closure.
III/ PROVISIONS RELATING TO GROUPS (access by lift)

A group is considered to be a set of at least 20 people or 10 young students supervised by a guide or an accompanying adult (herein called the Group Leader) who are visiting the same floor at the same time.

**Article 13:**
In order to benefit from priority access, prior booking is mandatory.

**Article 14:**
The procedures for reserving, paying for and collecting tickets, and for admission to the monument, are described in the terms and conditions of sale specific to on-line reservations.

**Article 15:**
Sequence of the visit: if several floors are visited, the visit begins with the highest floor. Groups with “Summit Tickets” change lifts on the 2nd floor and go to the 2nd floor’s upper platform for the lifts that take them to the summit (single queue for all visitors). Groups have the option of visiting the other floors on their downward journey.

**Warning:** given the crowds on weekends and in high season, or at certain times of the day, it may not always be possible for the entire group to take the same lift (there are no specific queues for groups going down). Using the stairs for the descent between the 2nd, 1st floors and the ground is highly recommended in order to avoid waiting for lifts (depending on the opening times for the stairs, as indicated on notice boards and information documents).

**Article 16:**
In the case of bookings for the restaurant on the 1st floor or if you are taking part in an organised event in the Gustave Eiffel room, access to the lifts is via a specific queue for the restaurant and the Gustave Eiffel room.

Any visit to the upper floors of the Eiffel Tower should, in principle, take place before the meal or cocktail so that the stop at the 1st floor occurs on the downward journey.

IV/ ACCESS RESTRICTIONS AND BEHAVIOUR BY VISITORS

**Article 17:**
Access to and circulation in any area of the Eiffel Tower open to the public is subject to the provisions of articles 18 to 23 of the Visit Regulations hereunder. The personnel of the Eiffel Tower operating company are authorised to forbid admission to or evict any visitor who does not comply with these provisions, without compensation.

**Article 18:**
Visitors are not allowed to bring certain objects into spaces open to the public, i.e. items that, due to their destination or characteristics, present security risks to other people, equipment or the monument, and in particular:
- weapons and munitions,
- explosive, flammable or volatile substances,
- bladed weapons likely to be a danger to the safety of the public and employees,
- tools (cutters, screw drivers, pliers etc.),
- items that are too heavy, bulky or repulsive,
- oversized luggage or bags,
- climbing or jumping gear (especially bungee jumping and parachutes), as well as publicity materials of any kind,
- child buggies/strollers that are not foldable,
- animals, excluding those required by disabled visitors,
- glass bottles, drink cans,
- an excessive amount of food or drink (determined by the agents).

A gauge is provided for visitors at the four corners of the esplanade and at the security check before entry to the monument.

**Warning:** the Eiffel Tower does not have left-luggage or coat-check facilities.

Any object not accepted on the monument and placed in a waste bin will be considered to be lost.

**Article 19:**
Visitors must behave correctly to both Eiffel Tower personnel and other visitors. The following are prohibited:
- bare feet,
- clothing that poses a threat to the smooth functioning of the Tower,
- lying down on the benches,
- demonstrating or unfolding banners.

**Article 20:**
In application of the municipal by-law dated February 15, 2010, published in the “Bulletin Municipal Officiel” (the Official Municipal Gazette) of the City of Paris on February 26, 2010, the following are prohibited:
- climbing any part of the Eiffel Tower by any means whatsoever,
- jumping from any part of the Eiffel Tower by any means whatsoever,
- throwing any object whatsoever from the monument.
Without prior written agreement from the Société d’Exploitation de la Tour Eiffel (the Eiffel Tower operating company) any action likely to endanger the safety of people or goods or interfere with proper visiting conditions, either on the ground or on the monument, is prohibited, and in particular:
- crossing barriers or devices designed to restrict access by the public,
- entering areas not open to the public (staff areas, service areas, closed stairwells, or any area bearing the notice “passage interdit” (no entry)),
- unfolding banners of any kind whatsoever,
- demonstrating,
- setting off Bengal lights or similar items,
- organising group picnics,
- making inscriptions or graffiti of any kind,
- racing, gliding, brawling or climbing,
- using roller skates or scooters,
- disrupting circulation by the public or blocking passageways and exits, in particular by sitting on the stairs,
- smoking, eating or drinking outside of designated areas,
- throwing paper or rubbish on the ground, sticking chewing gum anywhere,
- spitting on the ground or over the railings,
- leaving personal items unattended, even for a few moments,
- leaving children unsupervised,
- carrying a child on the shoulders,
- operating fire-alarm units or emergency equipment (extinguisher, wet standpipe, etc) for no reason,
- collecting for charity,
- engaging in any sales, advertising, propaganda or soliciting activities.

Article 21:
For security reasons, the top floor is not accessible to visitors in wheelchairs and reduced mobility persons. In addition, since access to the top floor may cause sensations of dizziness and abnormal perception in some visitors, people who may be affected in this way are advised not to visit this floor.

Article 22:
Visitors who require assistance and children under 12 must be accompanied by an adult.

Article 23:
The operating company can refuse access to the monument to any person with a suspicious attitude, behaviour or clothing capable of creating a disturbance.

V/ SAFETY AND SECURITY OF PEOPLE AND PROPERTY

Article 24:
The Eiffel Tower is classified as a “public-access building”. Visitors who purchase a ticket automatically accept the security regulations of the monument and the obligation to comply with any checks that the Tower personnel may have to carry out in relation to security and safety.

Article 25:
Visitors must refrain from any act likely to pose a threat to the safety of people or goods.

Article 26:
Security checks will be carried out before entry to the Eiffel Tower. Visitors, with their Tickets, should go to the area in front of the waiting area corresponding to their reservation time so that the security checks can be carried out. For reasons of security and safety, visitors are required to open their bags and packages and present or disclose the contents at the entrance to or exit from the monument, or in any other part of the monument upon request from personnel or security guards.

Article 27:
Should a visitor refuse to comply with rules during security checks, cause disturbances or problems to other visitors or partake in actions capable of harming the monument or its facilities, he or she may be immediately evicted from the monument without reimbursement and may be forbidden further entry.

Article 28:
Any object abandoned while visitors are present on the Eiffel Tower site may be destroyed. If police intervention is necessary under the anti-terrorism measures (Vigipirate plan), persons leaving such an object may be held liable, in particular with regard to the costs incurred by the police intervention and/or the consequences of temporarily closing access to the monument.

Article 29:
The entire Eiffel Tower site is under video surveillance; images are recorded and kept for 30 days. In accordance with law 95-73 of January 21, 1995, any interested person may, under the terms and conditions defined by law, have access to recordings that concern them.

Article 30:
Visitors are required to notify an agent of any accidents, unusual occurrences or people who are unwell, or if objects or bags have been left unattended. If one of the visitors is a doctor, nurse or first-aider and looks after the person who is feeling unwell or has had an accident, he/she must show his/her professional card to the agent and remain by the patient until the patient is evacuated. He/she is requested to leave his/her name and address with the personnel present on the spot.

Article 31:
If a fire breaks out, people must remain calm. The incident must be notified immediately:
- verbally to an agent of any member of staff on the spot,
- by using fire-alarm units distributed throughout the monument and linked to the central fire-control station.
Should it be necessary to evacuate the monument completely or partially, this shall take place in an orderly and disciplined way under the control
of the personnel, in accordance with instructions received.

Article 32:
In accordance with article 223-6 of the French Penal Code (failure to assist a person in danger), everyone is expected to help the personnel when assistance from visitors is required.

Article 33:
The monument may be completely or partially closed at any time during the day, or opening times may be modified, if there an extremely large number of visitors, or disturbances, strikes or any situation likely to jeopardise the safety of people and property.

Article 34:
The company may not be held liable for:
- theft (pickpockets), loss or damages of any kind, during the visit,
- operational failures or shutdowns of the lifts or technical equipment,
- limited access to certain areas or partial closure of the monument, by decision of the Management of the monument’s operating company or by decision of any authorised administrative or public authority, for reasons of security, maintenance, overcrowding or poor weather conditions.

Article 35:
Lost children are entrusted to an agent, who shall take them to the company’s reception area, located in the north pillar, or to the police station at the foot of the south pillar of the Eiffel Tower.

VI/ PHOTOS, RECORDINGS, SURVEYS, FOR PROFESSIONAL PURPOSES

Article 36:
All professional audio and/or visual recordings that may include the personnel or public require the formal accord of the operating company and the authorization of the subjects in question. The Eiffel Tower declines all responsibility with respect to third parties if these provisions are breached.

Article 37:
Without prejudice to the provisions of the previous article, professional photography, film shoots and the recording of radio and television shows are subject to specific rules.
They must be preceded by a written request to the operating company.
Written authorization must be presented during any inspections on the monument.

Article 38:
All surveys and opinion polls involving the visitors must be subject to prior written authorisation from the management.

VII/ LOST PROPERTY

Article 39:
Visitors should check that no personal effects have been forgotten on the monument. Declarations of lost or forgotten objects must be made at the operating company’s reception area located in the north pillar of the Eiffel Tower.

Objects found on the Eiffel Tower are kept for a period of 15 days at the company’s reception area (north pillar). They may be claimed and picked up by their owners during this period. After this period, unclaimed lost property is sent to the Service des Objets Trouvés (Lost Property Department) at the Police Headquarters, 36 rue des Morillons, 75015 PARIS

The operating company declines all responsibility for objects lost on the monument. Perishable goods, objects of no value or in a very bad condition (wet, dirty or foul-smelling) are destroyed each evening after the monument has closed.

VIII/ COMPLAINTS AND LITIGATION

Article 40:
Any complaint concerning visiting conditions must be made on the spot to the monument’s management so that a solution might be sought. Otherwise, by express agreement, the visit shall be deemed to have taken place under satisfactory conditions.

Article 41:
Any dispute or litigation is solely under the jurisdiction of the Paris courts.
Only French law is applicable.