SECTION I
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 entrance.

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 passess 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 the areas of the Palace open to visitors, with the exception of the Gallery of Sculptures and Casts. Baby carriages 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.

ARTICLE 7
It is expressly forbidden to bring the following items into the Establishment:
1. arms and ammunition,
2. explosives, flammable or volatile substances,
3. dangerous, foul-smelling, excessively heavy or cumbersome objects,
4. art works and antiques,
5. animal,
6. food and drink, with the exception of the Gallery of Sculptures and Casts inside the Small Stables, on the condition that this food and drink is consumed during visitor visit. Transparent water bottles no larger than 500 ml are permitted.

In exception to Point 1, the following persons are permitted to bring firearms and ammunition into the Establishment in execution of their duties:
- agents of public law enforcement bodies, on the condition that the Management of the Establishment be informed of their presence;
- persons providing private security services subject to the conditions set out in Article 10-1 of Law No. 83-629 of 12th July 1983.

In application of Article 88 of Law No. 87-588 of 30th July 1987, guide dogs accompanying persons with disabilities are permitted subject to the conditions set out in Article L 241-5-1 of the Social Action and Family Code. The visit is free of charge for visitors with a valid disability card as defined in Article L 241-5-1 of the Social Action and Family Code, or visitors with a disabled persons’ priority card as defined in Article L 241-5-1 of the aforementioned code, or professionals responsible for the training of guide dogs, who will be admitted to the Museum, and considered exempt from Point 3 of this Article.

SECTION II
LEFT LUGGAGE

ARTICLE 8
Final admission to the museum is 30 minutes before the advertised closing time. Closure of the museum and evacuation of remaining visitors will be overseen by the security personnel, and conducted based on the number of visitors and their distance from the exit. Visitor relations and security personnel will invite all visitors to begin making their way towards the exit in sufficient time to ensure that the last visitor leaves the premises at the stated closing time.

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, disabled or double visitors are permitted to use canes fitted with an appropriate end piece,
2. suitcases, rucksacks, 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 allowed 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-equipment, with the exception of snad 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 loss of or 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 8. Visitors may retrieve lost property at Entrance 8. After 30 days, all lost property is transferred to the municipal police station of Versailles, located at 39bis passage Piétri de Roquer, 78000 Versailles. Perishable goods will be kept in left luggage until the museum’s stated closing time, then thrown away if not collected.

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. dining on stands and tripods,
5. smoking and spitting inside the museum,
6. using flashbulbs, electronic flash, or the use of mobile telephones to make voice calls. Mobile telephones are permitted for purposes other than calls,
7. asking for money on the premises of the Establishment,
8. engaging in any commercial activities, advertising, propaganda or soliciting,
9. changing maps,
10. carrying other visitors, including children, on their shoulders.

Points 3 to 9 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.

SECTION III
GENERAL VISITOR BEHAVIOUR

ARTICLE 19
Visitors should be aware that the Establishment is protected by French law, which is applicable to all visitors. French law prohibits the use of mobile telephones to make voice calls. Mobile telephones are permitted for purposes other than calls.

In the interests of protecting this historical heritage, of which we are all owners, 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.

In the interests of protecting this historical heritage, of which we are all owners, 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.

On behalf of the Public Establishment of the Palace, Museum and National Estate of Versailles, the President, Catherine PÉGARD

Versailles, 18th May 2015.
On behalf of the Public Establishment of the Palace, Museum and National Estate of Versailles,

Catherine PÉGARD
GROUP VISITS

ARTICLE 19
Group visits are admitted under the responsibility of a designated group leader, who will see 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 present, one should be assigned to each 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, staff of all other museums and curators with the appropriate professional card as issued or accredited by the Minister for Culture and Communications; 2. in a professional capacity, protect directors and lecturers attached to institutional museums, as well as visitor relations and security staff authorized to lead tours by the President of the Establishment; 3. tour guide/interpreters with the relevant professional card, and other guides with a valid profissiological 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 authorized 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 any time when the museum is overcrowded, or in the interests of visitor safety. In the event of an incident or any disturbances, 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 hired 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 of 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 for 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 breaks 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/ her first aid or administer any medicines whatsoever before the arrival of qualified medical assistance. If a visitor is taken ill, or qualified first- aider should help a fellow visitor; 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 have 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 Palace of Versailles will be taken to the Grand-Tronson security post during the opening hours of the Historic-Antique Estate, where they will be looked after by the Tronson 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
The museum’s mandated agents are qualified to issue tickets and authorisations for visits and for events. 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 38
The museum’s principal entrances.

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 authorisations for visits and for events. 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 42
These regulations apply to all visitors to the museum. They also apply, subject to special arrangements which may also be applicable, to persons or groups authorised to use certain facilities for museums, conferences, lectures, tours of the palace or other events. 2. technological employees present on the premises, even for professional reasons.

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

ARTICLE 45
A complaints and comments book is at visitors’ disposal at the museum’s principal entrances.

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.

ARTICLE 47
In light of Law No. 87-508 of 30th July 1987 introducing various social measures, in light of the Highway Code, in light of the Criminal Code, in light of Decision No. 2010-757 of 31st May 2010 regarding the Public Establishment of the Palace, Museum and National Estate of Versailles (PEV), in light of the decree of 12th 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 30th June 2010 attributing responsibility for various state-owned buildings to the Public Establishment of Museum, Palace and National Estate of Versailles, in light of the ruling of the joint technical committee for the Public Establishment of the Palace, Museum and National Estate of Versailles dated 23rd June 2014, in light of the ruling of the board of directors of the Public Establishment of the Palace, Museum and National Estate of Versailles dated 29th September 2014, hereby decrees:

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.

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

1. to persons or groups authorised to use certain facilities for museums, conferences, lectures, tours of the palace or other events.

2. technological employees present on the premises, even for professional reasons.