

## GENERAL TERMS OF SALE - SETE

### CLAUSE 1: PREAMBLE

The Site is dedicated to the purchase by individual clients for a maximum of 9 tickets per transaction per day and per customer. Professionals wishing to realize purchases must use the <https://www.pro.tou Eiffel.paris> website. The General Sales Conditions dedicated for professionals are available by selecting the following link: [GENERAL TERMS OF SALE AND VISIT REGULATIONS.pdf \(tou Eiffel.paris\)](#)

The General Terms of Sale that apply are those in force on the Website when you purchase your ticket(s) and/or service(s). SETE may change or amend the General Terms of Sale at any time and in any way permitted by the law.

Advanced purchase of tickets and/or services with a reservation of date and time of visit is advised to organize the visit of the Eiffel Tower.

### CLAUSE 2: DEFINITIONS

When the following terms (used either in the singular or in the plural) commence with a capital letter, they will have the following meanings:

**"Ticket(s)":** the ticket to ascend the Eiffel Tower, however issued and on whatever medium, that the Client purchased on the Website. Tickets prices are shown on the Website.

**"Client(s)":** any individual acting as a consumer within the meaning of the preliminary article of the Consumer Code who purchases a Ticket on the Website and accepts the General Terms of Sale as set out in clause 3.2 below.

**"General Terms of Sale":** the present General Terms, which set out the terms of Ticket purchase and use by the Client, and include the Rules for Visiting the Eiffel Tower.

**"Rules for Visiting the Eiffel Tower":** the rules for visiting the Eiffel Tower that are annexed to the General Terms of Sale and with which the Client undertakes to comply.

**"Service(s)":** service sold in addition to a Ticket (for example: guided tour, the provision of a glass of champagne service by SETE or any designated partner or the provision of a service that includes a Ticket). This regardless of the method of delivery and the medium, purchased by the Customer on the Site. The prices of the services are available on the Site.

### CLAUSE 3: CONDITIONS OF PURCHASE

#### 3.1 – PURCHASE METHOD

The Client chooses the date, the number of Tickets required, the floor he/she wishes to visit, the means of ascent and the time of the visit as well as the optional Service according to the availability, being specified that the purchase is dedicated for individuals with a maximum of 9 tickets per day and per transaction.

Available times are shown on the Website. Certain times may be fully booked and therefore not available. A summary of the order will be displayed after validation of the choice of ticket(s) and/or service(s).

Clients must then provide his surname and first name, e-mail address, mobile phone number, and surnames and first names of all ticket holders before confirming the order.

Clients must not make false declarations, particularly concerning their capacity and details, when placing orders. Clients may each make just one (1) transaction for up to nine (9) tickets per day. Any purchase realized by a professional on this ticketing website may be cancelled without notice and without financial compensation. Purchases from professionals need to be realized on the ticketing website <https://ticketpro.tou Eiffel.paris> with a request to open a professional account beforehand.

#### 3.2 – ACCEPTANCE OF THE GENERAL TERMS OF SALE

By clicking "Confirm" at the end of the order procedure and clicking on "I accept the General Terms of Sale", the Client declares he has read and accepts without reservation all the General Terms of Sale.

### 3.3 – METHOD OF PAYMENT

Online payments must be made by bank card only : Visa, MasterCard, American Express, Discover, Diners Club cards, Maestro.

After checking the order and accepting the General Terms of Sale as above, the Client will be redirected to a secure payment server where he can pay for his order online by entering his card details, including the card number and expiry date and the code on the back of the card.

The order, which is a firm order placed by the Client, will be recorded when the Client has accepted the General Terms of Sale and has confirmed his payment.

The Client's bank account will be debited with the cost of his order when the transaction is finally confirmed. The Client will be sent printable proof of payment at the end of the transaction. If the payment is rejected by the payment centre, SETE will not accept the order and there will be no contract.

Orders are firm and final and cannot be cancelled or amended by the Client once payment has been confirmed.

Once the order has been placed and payment confirmed, the Client will receive an e-mail confirming the purchase with all the tickets / services (in one PDF files) enclosed. The e-mail is not a ticket. It can be used as proof of ticket purchase and the ticket itself is enclosed in the mail as set out in clause 4.3 (Ticket Issue) below.

### 3.4 – VOUCHERS

The Customer may use a voucher that he/she has previously purchased from a SETE-approved operator, enabling him/her to obtain a Ticket online.

The voucher is not subject to reimbursement or exchange, as SETE has no responsibility between the Customer and the operator in question.

### CLAUSE 4 – TICKETS

#### 4.1 – RESTRICTIONS ON TICKET USE

Ticket(s) and/or service(s) are valid only for the floor, date and time stated on the Ticket concerned.

Ticket(s) and/or service(s) cannot be returned, exchanged or refunded, subject to clause 5 of these General Terms of Sale. Ticket(s) and/or service(s) are personal and not transferrable and cannot be resold to any third party. SETE may therefore require production of valid ID from, and refuse access to the Eiffel Tower to, any ticket(s) and/or service(s) holder who may have acquired his ticket(s) and/or service(s) unlawfully (in particular, acquired from a third party not authorized to resell the ticket(s) and/or service(s) or purchased by a Client who made false declarations when placing an order).

SETE reserves the right to take any legal action against any behavior contrary to these General Terms and Conditions of Sale.

#### 4.2 – TICKET PRICES

The ticket(s) and/or service(s) price is indicated in euros. The prices are indicated inclusive of all taxes, excluding contribution to processing and shipping costs, where applicable.

The applicable rate is the one in effect on the date of the visit. This is available on the Website.

However, it is specified that certain promotional Ticket offers may be subject to specific cancellation conditions that derogate from the provisions of this Article. The Customer should consult the conditions of the promotional offer as well as the conditions of modification and cancellation.

#### 4.3 – TICKET ISSUE

The printout of the confirmation page or the email sent by SETE to the Customer does not constitute as a Ticket. This document may under no circumstances be used as a Ticket and allow access to the Eiffel Tower.

The Customer receives in the purchase confirmation email the ticket(s) and/or service(s) for each purchase (as an attachment in

PDF format). These s can be printed at home or downloaded to a cell phone.

Any manual (change of date, price, time, category, etc.) or digital modifications of a Ticket renders it null and void and constitutes a misappropriation. The Customer will thus be refused access to the monument without any reimbursement or possible claim.

#### **4.3.1: TICKET PRINTOUT:**

To be valid, the Ticket printout must be printed in one (1) copy on A4 white paper, one side only, from an inkjet or laser printer. Each Ticket has a barcode allowing access to the Eiffel Tower. Good printing quality is required. Tickets that are partially printed, soiled, damaged or illegible will not be accepted and will be considered invalid. In the event of an incident or poor printing quality, the Customer must reprint their Ticket. To check the correct printing quality, the Customer must ensure that the information on the Ticket and the barcode are clearly legible. In the event of loss or theft of an E-Ticket or duplication of an E-Ticket, only the first person presenting said Ticket shall be considered the legitimate holder of the Ticket and shall have access to the Eiffel Tower and/or Services. Valid ID may be requested by SETE when checking the Tickets.

#### **4.3.2: TICKETS DOWNLOADABLE ONTO A MOBILE PHONE**

Clients may choose to download and display the tickets on his/her mobile phone's screen. Each bar-code must be displayed to access control.

#### **4.3.3 TICKET RECOVERY**

If the customer has lost their order confirmation email, he/she can at any time download his/her Ticket again on the website <https://ticket.toureffel.paris>, by clicking on the "My tickets" button at the top of the homepage. The customer simply has to enter the email address he/she used during the order and validate it. A new email will be sent to him/her containing the Ticket in PDF format as well as proof of payment.

### **CLAUSE 5 – CANCELLATION - REFUND**

The sale of tickets for entry to a monument is a sale of a leisure activity. Under article L. 221-28 12° of the French Consumer Code, Tickets cannot be cancelled. Ticket(s) or Service(s) purchases are therefore final and cannot be cancelled by the Client.

Purchased Ticket(s) and/ or Service(s) cannot be returned or refunded, even if they are lost or stolen or if forgotten during the visit. Duplicates cannot be issued to the Client. SETE may restrict or cancel visits to the Eiffel Tower and/ or any associated Service(s).

If for a reason of force majeure, the SETE management is obliged to restrict access to the monument or to part of it for a period of more than two (2) consecutive hours, only the amount corresponding to the restriction of access resulting from this restriction may give rise to a refund. If the restriction of access is linked to a decision by the public authorities, no request for reimbursement will be considered. If the restriction of access prevents the proper performance of the Service, an equivalent service may be offered by SETE. In the event that an equivalent service cannot be offered, the amount of the Service will be refunded.

For example, if access to the summit of the Eiffel Tower is closed, only the difference between the cost of a ticket for the summit and a ticket for the second floor may be refunded since the 1st and 2nd floors will remain open to the public.

In this case, for Customers who have purchased a Service taking place at the summit, an equivalent service may be offered by S.E.T.E. or the service provider depending on available stocks. The refund of the amount corresponding to the difference between the price of the "summit ticket" and the price of the "2nd floor ticket" remaining. The Customer will be automatically reimbursed, without any prior action, the amount corresponding to the difference between the price of the "top floor ticket" and the price of the "second floor ticket" and the amount of the

Service insofar as the equivalent service has not been provided.

No refund will be given at the Eiffel Tower.

No refund or exchange will be possible in the event use of the lift or Service(s) is delayed or impossible because of delay on the part of the Client or delay caused by operation of the monument, or because of bad visibility from any of its floors.

SETE accepts no liability for force majeure events that disrupt the Service(s) or the monument's 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.

### **CLAUSE 6 – MONUMENT ACCESS**

#### **6.1 – RECEPTION AND VISIT OPTIONS**

Visitors, with their Ticket on paper or mobile phone in hand, should report to the visitor reception desk located in front of the operating pillar no later than the time indicated on the Ticket.

Access is in the order of arrival of visitors in possession of a Ticket for the current time slot.

Visitors holding a Ticket with a "guided tour" service must arrive at the meeting point identified on the esplanade of the Eiffel Tower no later than 15 minutes before the time indicated on the Ticket.

The date and time on the Ticket corresponds to the time the visitor passes through the security checkpoint at the foot of the monument, before the ticket check. The indicated time does not apply to the ascent to the top floor, which requires visitors to change of means of ascent to the 2nd floor. In case of high visitor traffic, there may be some wait time.

In the event of presentation past the time indicated on the Ticket, late visitors will only be granted access if the maximum number of visitors in the next time slot is not reached. Late visitors shall be granted access to the elevator depending on visitor traffic, with priority given to Customers who respect their visiting hours. Late visitors with a Ticket with Service including guided tours will be able to enter the monument for a single visit without Service, late visitors will only be able to enter on the same day if the maximum number of visitors for an ulterior time slot is not reached. Any delay will result in the cancellation of the Service including guided tours for the latecomer without refund.

It is specified that in the event of force majeure or a delay attributable to the operation of the monument, visitors with reservations will have access to the lift in the order of their reservations.

#### **6.2 –TICKET INSPECTIONS**

Only Tickets with a barcode (printed or displayed on a mobile phone's screen) can be used to access the monument.

Ticket(s) and/or service(s) are inspected at the foot of the monument by scanning the barcode on the Client's paper Ticket or mobile phone screen and checking the reduced rate card (where applicable) and/or valid ID of the Client. SETE may refuse access to the monument to any holder of a Ticket purchased by the Client that does not pass inspection.

Ticket(s) and/or service(s) cannot be resold. SETE may therefore refuse access to the monument to any holder of a ticket(s) and/or service(s) purchased unlawfully (from a third party not authorized to resell Ticket(s) and /or Service(s) or that was purchased by a Client who made false declarations when placing the order).

#### **6.3 –MATERIALS**

In the context of the Services sold by SETE, it is possible that SETE may make available certain materials required for the chosen visit. This takes the form of a loan to the visitor. The equipment remains the sole property of SETE. Any equipment loaned must therefore be returned immediately at the end of the visit concerned in good working order.

### **CLAUSE 7 – LIABILITY**

Visits to the Eiffel Tower are made at the Client's own liability and at the liability of any accompanying third parties if the Client purchased between two (2) and nine (9) Tickets for the same time

slot.

SETE accepts no liability for unforeseeable and/or consequential damage suffered by the Client and/or third parties accompanying him during the visit of the monument for e.g. loss of earnings, loss of opportunity, loss of income, clientele or data, financial or commercial loss, business disruption or consequential loss.

SETE accepts no liability for failure to fulfil or incorrect fulfilment of its obligations under the General Terms of Sale if this is imputable to: (i) the Client; or (ii) unpredictable action by anyone not party to the contract (e.g. third parties accompanying the Client during the visit of the monument or the responsibility of the service provider appointed by SETE); or (iii) force majeure. SETE accepts no liability for bad visibility from the summit of the monument.

SETE cannot assure the Client that the Website will meet all his expectations or that no errors will occur while the Client is using the Website.

The Website is available 24/7 unless closed for maintenance, repair, force majeure or events that are beyond SETE's control. SETE accepts no liability for loss or damage suffered by the Client or third parties as a result of: (i) inability to access the Website; (ii) internet failure; (iii) telecoms failure; or more generally failure (iv) caused by force majeure as defined by the French courts, while they are accessing the Website or placing an order.

SETE accepts no liability for harm suffered from internet use, e.g. loss of data, intrusion, virus or service breakdown.

SETE accepts no liability for incorrect use of the Website and/or the on-line ticketing service by the Client or third parties. Should compensation action be brought against SETE for failure by the Client to comply with the General Terms of Sale, SETE may join the Client to the action as third-party guarantor.

The Client has full liability for its decision to order a Ticket and for the method of Ticket issue he selects. SETE accepts no liability for malfunction caused by e-Ticket incompatibility with the Client's system or mobile phone.

#### **CLAUSE 8 – INTELLECTUAL PROPERTY RIGHTS**

SETE holds title or user rights to the Website and all its components (e.g. logos, trademarks, domain names, titles, images and other content provided by SETE).

#### **CLAUSE 9 – PERSONAL DATA PROTECTION**

The Customer is informed that SETE, 1 quai de Grenelle, 75015 Paris, acting as a data controller within the meaning of Regulation (EU) 2016/679 of 27 April 2016 known as the "General Data Protection Regulation" (hereinafter referred to as the "GDPR"), is required to collect and process personal data concerning the Customer. The legal basis for this processing is contractual. This data is necessary for SETE to process the Customer's order. If this data is not provided, the order cannot be taken into account.

The data provided by the Customer is processed by SETE for the following purposes:

- to manage of the order
- to finalize the transaction
- to allow access to the Eiffel Tower; for this purpose alone, if the bearer of the Ticket is not the Customer, SETE is required to collect and process the name of the bearer of the Ticket. The Customer informs the bearer that he is transmitting his first and last names to SETE;
- to manage the relations with the customer;
- to send information and requests to the Customer; the Customer may at any time indicate his/her wish to no longer receive this information and requests by clicking on an unsubscribe link in the communications received
- to carry out statistical studies.

The personal data collected is kept for the following periods:  
-data relating to payments made by the Customer, in particular bank details, are kept, due to the legal time limit mentioned in Article 12 below and in accordance with CNIL deliberation no. 2018-303 of 6 September 2018, for a period of thirteen (13) months from the date of full payment of the said purchase, or fifteen (15) months in the case of deferred debit cards, in order to enable the management of any complaints.

-The other personal data collected is kept for a period of 36 months from the last purchase.

The data collected is for the use of authorized SETE departments, i.e. the reception and information point department of the Operations and Customer Experience Department, the customer relations and digital marketing department of the Digital Marketing and Customer Relations Department, the IT and accounting department of the Administrative and Financial Department. It may also be communicated to SETE's subcontractors in charge of the development and maintenance of the ticketing system and its electronic payment system, and the call centre.

The data collected is not subject to any cross-border flows. In accordance with the amended law of 6 January 1978 known as "Informatique et Libertés" and the GDPR, the Customer has the right to access, to rectify personal data as well as the right to portability and erasure. They also have the right to limit and oppose the processing of their data. Finally, the Customer has the right to define directives relating to the conservation, deletion and communication of his personal data after his death.

To exercise his rights, the Customer may send a request by post to the Data Protection Officer, Société d'Exploitation de la Tour Eiffel, 1 quai de Grenelle 75015 Paris, or by e-mail to the following address: [dpo@toureiffel.paris](mailto:dpo@toureiffel.paris)

This request must include the Customer's contact details and prove, by any means, his identity. If there is any doubt as to the Customer's identity, SETE may request any additional information that appears necessary, including a photocopy of an identity document bearing the Customer's signature.

The Customer also has the right to appeal, if necessary, to the "Commission Nationale de l'Informatique et des Libertés" (CNIL), 3 Place de Fontenoy-TSA 80715 - 75334 PARIS CEDEX 07, supervisory authority in charge of compliance with obligations relating to personal data.

The Customer is informed that the Data Protection Officer (DPO) of SETE is, since 25 May 2018, Stéphanie Renault, Société d'Exploitation de la Tour Eiffel, 1 quai de Grenelle 75015 Paris. To find out more about SETE's commitments in terms of personal data protection, the Customer may consult SETE's personal data protection policy, which is available online at: "[www.toureiffel.paris](http://www.toureiffel.paris)".

SETE informs you of the existence of the Bloctel list for opting out of unsolicited telephone calls, which you can sign up to via the following website: <https://www.bloctel.gouv.fr/>. This system is only valid for telephone numbers in France.

#### **CLAUSE 10 – MISCELLANEOUS 10.1 – ELECTRONIC FILING OF AGREEMENTS AND PROOF AGREEMENT**

SETE shall file orders with a value of over one hundred and twenty (120) euro along with receipts and invoices on a reliable, durable medium that shall constitute a true copy.

SETE shall keep said media for ten (10) years from execution of the contract or from delivery of the Ticket(s) and/or service(s) if this is not immediate. SETE shall ensure the Client has access at all times to the General Terms of Sale and shall provide him with a copy of them if he requests this by writing to SETE at the address given in clause 10.6 of this document.

SETE's electronic registers shall constitute proof of communications, orders, payments and transactions between them.

All electronic correspondence and/or communication and/or data transmission between the Client and SETE shall have the force of proof they would have had if they had been written on paper.

#### **10.2 – CUSTOMER SERVICE**

For information and questions about the order process the Client should contact SETE group Customer Service by phone on 08 92 70 12 39 (calls cost €0.35 inc. tax per minute from landlines in mainland France) between 9.00am and 5.00pm Monday-Saturday in low season or from 8.30am to 5.00pm in high season.

Customer Service may also be contacted on the same number to answer pre-purchase questions.

### 10.3 – ORDER TRACKING

For information and questions about a completed purchase or to make a complaint, the Client should contact SETE Customer Service with his order number:

- by phone on 09 69 36 27 07 (cost of a local call from landlines in mainland France) between 9.00am and 5.00pm Monday-Saturday in low season or from 8.30am to 5.00pm in high season.
- by e-mail: [serviceclients@toureiffel.fr](mailto:serviceclients@toureiffel.fr) or by clicking on "Contact us by e-mail".

### 10.4 – SEVERABILITY

Should any part of the General Terms of Sale be discovered to be invalid under the law or a final decision of the courts, it shall be deemed not written but shall not cancel the contract or affect the validity of the other provisions of the contract.

### 10.5 – APPLICABLE LAW - DISPUTES

The General Terms of Sale are subject to French law. In the event of complaint, the Client may contact Customer Services at the address shown under clause 10.3 of the General Terms of Sale. Clients resident in France or 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-I ff. and R. 152-I ff. Consumer Code. For this purpose SETE 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)

Clients resident in France or any other Member State of the European Union at the time of purchase may also use the European platform for on-line resolution of disputes and to settle amicably any contract dispute with SETE over this Agreement. Clients 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. Where amicable settlement is not possible, jurisdiction over legal proceedings shall lie with the relevant courts under ordinary rules.

### 10.6 – ADDRESS FOR SERVICE

For the purposes of these General Terms of Sale and the documents and consequences to which they give rise, the Parties give as their addresses for service:

For SETE: Société d'Exploitation de la tour Eiffel – 6, avenue Gustave Eiffel – Champ de Mars – 75007 Paris,  
For the Client: The address he has given on the order.

\* \* \*

### ANNEX - RULES FOR VISITING THE EIFFEL TOWER

These Rules, which have been produced by Société d'Exploitation de la Tour Eiffel, local public company with € 8 965 623 euro share capital, registered office 1 quai de Grenelle, 75015 Paris, number 482 622 529 in the Paris Commercial and Companies Register (hereafter "SETE"), the operator of the Eiffel Tower for the City 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 authorized 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 09:30am to 23:45pm (from 09:00am to 00:45am in summer). The sale of tickets ends 45 minutes before the monument closes. The last ascent to the summit is at 22:30pm (23:00pm in summer), unless the summit is closed early in very busy periods. Floor evacuation will begin 45 to 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.toureiffel.paris/> or <https://ticket.toureiffel.paris>). 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. Group tickets can be resold only to a Group accompanied by a Group Manager. Unless authorised by SETE, Tickets cannot be resold for more than their face value, or to an individual visitor if they were purchased at Group rates. 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 shall be seized 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,
- \* throw 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 on the esplanade 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 on the esplanade of the Eiffel Tower. Objects found in the Eiffel Tower will be kept for fifteen (15) days from their receipt by SETE reception, 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:

- <https://www.tou Eiffel.paris/>,
- <https://ticket.tou Eiffel.paris/>.

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, 9.00am to 5.00pm on low season and 8.30am to 5.00pm on high season except holidays;
  - ⊗ Professionals: on 09 69 36 72 48 (cost of a local call to a landline in mainland France) Monday to Friday, 9.30am to 12.30pm 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 action.

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