General Visitor Regulations

Version applicable from 12/06/2026

Article 1. General Provisions 3
Article 2. Visitor Reception 3
2.1 Opening Hours 3
2.2 Entrances 3
2.3 Access 4
2.4 Ticket Office 4
2.5 Pricing Policy 4
2.6 Closure Procedure 4
2.7 Accessibility for Persons with Reduced Mobility 5
Article 3. Security Measures 5
3.1 Vigipirate Plan 5
3.2 Prohibited Items 5
3.3 Video Surveillance System 6
3.4 Evacuation Order 6
3.5 Lost Child 7
3.6 Personal Safety 7
3.7 Protection of Artworks 7
3.8 Measures 7
Article 4. Lockers and Public Toilets 7
4.1 Lockers and Cloakrooms 7
4.2 Items for Deposit 8
4.3 Toilets 8
4.4 Wi-Fi 8
Article 5. Special Provisions for Groups 8
5.1 Booking 8
5.2 Cancellation 9
5.3 Visit Conditions 9
Article 6. General Visitor Conduct 9
Article 7. Photography, Video, Drawing, and Surveys 10
7.1 Photography 10
7.2 Drawing 11
7.3 Surveys 11
Article 8. Found Property / Lost Property 11
8.1 Found Items 11
8.2 Lost Items 11
Article 9. Enforcement, Infringements, and Sanctions 12
9.1 Enforcement 12
9.2 Infringement 12
Article 10. Information and Complaints 12

1 Article 1. General Provisions

These regulations apply to visitors of the Cité de l'architecture et du patrimoine, as well as, without prejudice to any specific provisions that may be communicated to them:

- persons or groups authorised to use certain premises for private events in particular;
- any person external to the institution's services, including those present for professional purposes;
- library readers and archives centre users, students of the École de Chaillot, users of the auditorium, the architectural creation platform, noting that a specific set of regulations may further define their conditions of use and occupation.

Children under the age of 13 must be accompanied by an adult to visit the Cité de l'architecture et du patrimoine.

These regulations also apply in the spaces leased to the restaurant and the bookshop-boutique.

2 Article 2. Visitor Reception

2.1 Opening Hours

The Cité de l'architecture et du patrimoine is open on Monday, Wednesday, Friday, Saturday and Sunday from 11:00 to 19:00, and on Thursday from 11:00 to 21:00.

On 24 and 31 December, the Cité closes its doors at 17:00.

An early opening is reserved for pre-booked groups from 09:00 on weekdays.

The institution is closed weekly on Tuesdays, and is also closed to the public on 1 January, 1 May, 14 July, and 25 December.

The Cité de l'architecture et du patrimoine reserves the right to close or to modify its opening hours on the occasion of exceptional events, works, or in accordance with any security requirements imposed upon it.

Any changes to opening days or hours will be communicated to the public on the website www.citedelarchitecture.fr and on social media.

2.2 Entrances

The main entrance to the Cité de l'architecture et du patrimoine is located in the public entrance hall at 1, place du Trocadéro et du 11 Novembre.

Access to the auditorium and the platform is via the administrative entrance hall, known as the 'Professionals' Entrance', located at 7, avenue Albert de Mun.

Access for persons with reduced mobility, as well as school, after-school, and social groups, is via the hall known as the 'Schools Hall', the entrance to which is located at 45, avenue du Président Wilson.

2.3 Access

Entry to and circulation within the permanent collections and temporary exhibitions are conditional upon possession of a valid admission document:

- a ticket issued at the ticket office;
- a ticket purchased in advance online;
- A free ticket will be issued upon presentation of:
  - a document entitling the holder to free admission, to be presented at the control point;
  - a membership card, pass, invitation, or badge issued by the Cité or by any organisation authorised by the Cité;
- proof of reservation for groups.

Ticket checks are in place at the entrance to each exhibition space (permanent or temporary).

Visitors must retain their admission document, which may be requested at any time. Failure to do so will result in the visitor being escorted to the exit by security personnel.

An admission ticket allows the visitor to leave and re-enter the exhibition spaces once on the same day; any further exit is final.

2.4 Ticket Office

The ticket office issues tickets on site from 11:00.

No tickets or counterfoils will be issued within 40 minutes of the Cité's closing time — that is, after 18:20 on Monday, Wednesday, Friday, Saturday and Sunday, and after 20:20 on Thursdays. No access is possible after the closure of the ticket office for visitors without a ticket.

Depending on the public capacity approved for each space by the Security Commission of the Paris Police Prefecture, queuing systems or access restrictions may be introduced at the discretion of the Security and Safety management.

Tickets (whether free or paid) may not be resold at any price.

2.5 Pricing Policy

The pricing policy is approved by the Cité's Board of Directors. Detailed pricing is displayed publicly and is available on the institution's website.

2.6 Closure Procedure

Evacuation of the spaces begins 20 minutes before the institution's closing time: visitors are then invited to make their way towards the exits so that the last visitor has left the premises by closing time, i.e. 19:00 (21:00 on Thursdays). An audible evacuation announcement is also broadcast via loudspeakers throughout the galleries.

2.7 Accessibility for Persons with Reduced Mobility

Wheelchairs used by persons with reduced mobility are permitted within the institution, with the exception of those powered by flammable fuel.

To facilitate access for as many people as possible, wheelchairs and folding seats are made available to the public free of charge in exchange for proof of identity (subject to availability). Visitors are responsible for returning the wheelchair or seat.

Magnetic induction neck loops (individual hearing loops) may also be lent to visitors.

The management accepts no liability for any damage that may be caused by such equipment to third parties or to the occupants themselves.

Pushchairs are not permitted in the cloakroom; they are, however, permitted in the permanent collections and temporary exhibitions, provided their owners ensure that their use does not endanger the safety of the artworks, equipment, or other visitors.

Animals are not permitted within the institution, with the exception of guide dogs or assistance animals accompanying persons with a motor or mental disability.

All other means of transport or locomotion are prohibited within the institution (skateboards, roller skates, scooters, rollerblades, trainers with built-in wheels, etc.). These items are also not permitted in the cloakroom.

3 Article 3. Security Measures

3.1 Vigipirate Plan

In application of the Vigipirate plan, a systematic check of all visitors is carried out at the institution's entrances.

Visitors are requested to:

- submit to visual inspections of their personal belongings;
- not leave their bags or other belongings unattended;
- report to security officers any object that appears unusual and whose owner cannot be identified;
- report to security officers any manifestly abnormal behaviour or conduct that might suggest a malicious act is about to be committed.

Any person refusing to comply with checks and inspections will be denied entry to the institution.

Visitors are informed that, should the situation require it, law enforcement officers are authorised to intervene within the building.

3.2 Prohibited Items

The following are strictly prohibited within the institution:

- weapons and ammunition; bladed weapons as defined in the 6th category of paragraph I of Article 2B of the Decree of 6 May 1995 (including daggers, knives, batons, brass knuckles, etc.) and 'straight' razors (folding or otherwise), and baseball bats;
- incapacitating or neutralising agent dispensers, and electrical stun weapons;
- explosive, flammable or volatile substances, and aerosol generators (e.g. dyes, paints, and lacquers) containing substances liable to damage the artworks, buildings, or safety equipment;
- illicit substances;
- suitcases, rucksacks, shopping bags, and other large items of luggage exceeding 40cm x 35cm x 45cm in size, and more generally any heavy, bulky, or dangerous object;
- malodorous objects;
- works of art and antiques;
- scooters, rollerblades, skateboards, and unicycles;
- removable bicycle or scooter batteries presenting a risk of leakage, overheating, or that are damaged.

The following items must be deposited in the designated lockers:

- luggage with dimensions below 40cm x 35cm x 45cm;
- removable bicycle or scooter batteries compliant with applicable safety standards;
- sharp and blunt objects and tools such as penknives, craft knives, secateurs, screwdrivers, hammers, pliers, etc.;
- food;
- water bottles must be accessible for a visual inspection of their contents; must have a maximum capacity of 50cl to 1 litre; and may only contain water. Any water bottle failing to meet these three criteria shall be deemed non-compliant.
- motorcycle helmets;
- umbrellas;
- walking sticks (sticks and crutches fitted with a rubber tip are, however, permitted for elderly or disabled persons).

3.3 Video Surveillance System

A video surveillance system films all spaces open to the public, in compliance with applicable regulations. All footage recorded by the cameras of the Cité de l'architecture et du patrimoine is stored.

You may contact us at dpo@citedelarchitecture.fr to exercise your data protection rights and to access footage relating to you. Such footage is retained in accordance with the Data Protection Act and may be viewed by authorised personnel in the event of an incident.

For any queries regarding this system, visitors are invited to contact the Security and Safety management directly.

3.4 Evacuation Order

If an evacuation order (or a shelter-in-place order) is issued via the audible evacuation signal and/or by institution staff, visitors must comply calmly and in an orderly manner, under the guidance of security personnel and evacuation marshals, in accordance with the instructions they have received.

3.5 Lost Child

Any lost child will be accompanied to the institution's reception desk at the public entrance in the Trocadéro Hall (cf. Article 2.2) so that a search may be conducted. The child remains under the responsibility of the Security and Safety management. Any person searching for a lost child may contact the security surveillance staff, who will relay the search to their colleagues, in particular via walkie-talkie announcements.

In the event of an unsuccessful search, the lost child will be handed over by the Security and Safety management to the police station of the 16th arrondissement.

3.6 Personal Safety

Any accident, person taken ill, or abnormal event must be reported immediately to the institution's reception and/or Security and Safety staff.

To prevent any risk of complications, visitors must under no circumstances give food or drink to an injured or unwell person, move them, or administer any medication before the arrival of the emergency services.

3.7 Protection of Artworks

Any visitor who witnesses the damage or removal of an artwork is authorised to raise the alarm. In the event of an attempted theft within the institution, alert procedures may be activated, including notably the closure of access points and the monitoring of exits.

3.8 Measures

In any situation liable to compromise the safety of persons or property, the management shall take all measures required by the circumstances and may, in particular, proceed to a full or partial closure of the institution or modify its opening hours.

4 Article 4. Lockers and Public Toilets

4.1 Lockers and Cloakrooms

Lockers are available to the public.

The institution cannot under any circumstances be considered the depositary of items stored in lockers and cloakrooms, as these constitute solely a temporary, free-of-charge provision of storage space. No claims will be entertained in the event of theft.

Dedicated cloakrooms are provided for groups. Groups are asked to deposit and collect their belongings simultaneously with the group leader.

The Cité provides the public with lockers and cloakrooms for groups, free of charge, for the storage of personal belongings, subject to available capacity.

4.2 Items for Deposit

The list of personal items that must be deposited in automatic lockers or the cloakroom is set out in Article 3.2.

For security reasons, security officers reserve the right to refuse to accept any item that appears suspicious, dangerous, or incompatible with the proper running of the institution. They also reserve the right to make acceptance of a bag or parcel conditional upon its prior opening and visual inspection of its contents by security personnel.

In the event of loss of the deposit token, visitors may not reclaim their stored items before the cloakroom closes (the onus being on them to provide proof of ownership).

4.3 Toilets

Use of the institution's toilets is reserved for its visitors and is therefore conditional upon being able to present a valid admission document.

The toilets located on the temporary exhibition floors are equipped with a baby-changing table.

4.4 Wi-Fi

The Wi-Fi network is accessible throughout the institution in its various public spaces, including notably the entrance halls, the galleries, and the library. Access is via a captive portal and requires acceptance of the general terms and conditions of use of the service.

5 Article 5. Special Provisions for Groups

5.1 Booking

A group visit is defined as a visit comprising more than 10 and up to 30 participants. In the case of school groups, groups of persons with disabilities, or groups from a social care context, capacity limits may be adjusted.

Bookings for self-guided visits are made directly on the Cité's website: www.groupes.citedelarchitecture.fr.

Bookings for guided visits are made by completing a pre-booking form available on the website (full contact details, billing address, choice of service, date, time, and number of participants, SIRET number). Group bookings must be made at least 30 days in advance of the visit. Any incomplete or improperly submitted booking request cannot be accommodated.

The Cité does not guarantee the availability of all its activities across all sales or booking channels.

5.2 Cancellation

No refund requests can be considered once a booking has been settled.

Cancellations must be made in writing and may be accepted up to a maximum of 10 working days before the date of the visit. Beyond this deadline, no refund will be issued.

In the event of a timetable change or closure at the Cité's initiative, the bookings department will process any resulting cancellation and rescheduling requests in accordance with its general terms and conditions of sale.

5.3 Visit Conditions

Group visits take place during the Cité's opening hours unless otherwise indicated.

Guided visits for school groups may, by prior booking only, take place in the morning from 09:00 on weekdays. Visits are conducted in the constant presence of a Cité guide. A minimum ratio of one accompanying adult per 10 children is required.

Group visits taking place during opening hours must not cause any inconvenience to other visitors. Audio guides may be made available to Cité guides.

The Cité provides dedicated cloakrooms for groups.

Specific general terms and conditions of sale apply to groups. These are available on the Cité's website: www.citedelarchitecture.fr.

6 Article 6. General Visitor Conduct

In general, visitors are required to comply with all safety instructions and to avoid causing, by their behaviour, dress, or speech, any disturbance whatsoever to those around them or to the smooth running of events and visits. In particular, they may not:

- behave in a noisy, insulting, violent, aggressive, indecent, or disrespectful manner towards staff or other visitors;
- wear improper, inappropriate, or indecent clothing, and in particular enter the institution barefoot or shirtless;
- "wear any attire that, whatever its form, has the effect of concealing the face and making identification of the person impossible" (cf. Circular implementing Law No. 2010-1192 of 11 October 2010);
- enter the institution whilst under the influence of alcohol or an illicit substance;
- smoke within the institution;
- eat or drink anywhere other than the public entrance hall or the professionals' entrance;
- affix posters, graffiti, inscriptions, marks, or dirt anywhere within the institution or on its facade.

Visitors must respect other visitors and must not impair their enjoyment of their visit. In this regard, visitors are in particular prohibited from:

- running, jostling, sliding, or climbing;
- obstructing the circulation of visitors and blocking passageways and exits, including by sitting on staircases or in doorways;

- engaging in exercises or games liable to disturb the tranquillity of the premises, to cause accidents, or to damage the works and/or collections;
- leaving personal items unattended, even briefly, as these may be deemed suspicious;
- handling safety equipment (fire alarm panels, fire extinguishers, etc.) without valid reason;
- spitting on the floor, walls, or artworks;
- dropping litter on the floor, including chewing gum;
- disturbing other visitors through noise, including the use of transistor radios, personal stereos, radios, and mobile telephones;
- soliciting donations within the institution;
- changing young children outside the toilet facilities;
- carrying another person, even a child, on one's shoulders;
- using emergency staircases and exits for circulation within the institution, except in the event of an alarm or audible evacuation announcement;
- leaving children under the age of 12 unattended;
- moving seats or furniture without the authorisation of security personnel;
- using facilities reserved exclusively for persons with reduced mobility without valid reason;
- engaging in any form of commerce, advertising, propaganda, solicitation, religious or political demonstration, or religious rite.

The artworks on display are of great value and therefore require special precautions. Visitors are accordingly prohibited from:

- touching the artworks or décors;
- damaging the artworks or décors;
- examining artworks and décors with a magnifying glass or pointing at them with objects that could cause damage (e.g. rulers, pencils, or styluses);
- leaning on display cases, plinths, or other display elements;
- handling multimedia equipment roughly or attempting to modify its content, settings, or proper functioning.

To prevent accidents, visitors are requested to:

- not cross safety barriers;
- not play in the lifts or on the staircases;
- not touch or climb on plinths, scale models, or casts, in particular;
- not climb on the tiered seating in the debate area of the architectural creation platform (About Hall).

Certain of the aforementioned prohibitions may be subject to individual exemptions granted by the management, in particular for persons with disabilities.

7 Article 7. Photography, Video, Drawing, and Surveys

7.1 Photography

Photography and video recording (for personal, non-commercial use only) are permitted in the entrance hall and throughout the permanent collections. However, the use of flash is prohibited in the Contemporary Architecture Gallery (GAC) and in the Gallery of Mural Paintings and Stained Glass.

Photography and video recording are, by contrast, strictly prohibited in all temporary exhibition spaces unless otherwise explicitly stated or unless prior authorisation has been obtained from the institution's management.

Visitors who repeatedly contravene this prohibition may be excluded from the institution.

7.2 Drawing

Freehand sketching on paper or light card is permitted, provided it does not obstruct the view or circulation of other visitors. It is noted that the plinths of artworks and décors must not be used as drawing supports or tables. The use of paint and water is prohibited.

7.3 Surveys

Any survey, poll, or solicitation directed at visitors requires prior authorisation from the Cité's management.

To preserve freedom of thought and respect for diverse opinions, all forms of religious or political demonstration, or any form of proselytism whatsoever, are prohibited.

8 Article 8. Found Property / Lost Property

8.1 Found Items

Visitors are requested to hand any found item that does not present a security risk to a member of the institution's staff.

In the event of a suspicious or potentially dangerous item, the visitor is requested to report it immediately to the security personnel.

With regard to abandoned items that appear to present a danger to the security of the institution, the competent services may decide to destroy them immediately and without notice.

8.2 Lost Items

Visitors who believe they have lost an item within the institution are requested to contact the reception desk.

Each valuable item not claimed by the end of the day is deposited at the institution's Security Control Room.

Perishable items are discarded on the day. Valuable items are kept and held available to their owner for a period of 6 months.

After this period, they are transferred to the Central Lost Property Office of the Police Prefecture (36, rue des Morillons, 75015 Paris).

Other items (clothing, umbrellas, etc.) are kept and held available to their owner for a period of 6 months.

After this period, they are donated to charitable organisations.

A visitor wishing to report a lost item within the institution may do so via the contact form on the website or by e-mail to publics@citedelarchitecture.fr. The description provided must be sufficiently precise to identify the lost item without ambiguity (type, colour, brand, size, etc.), as well as the circumstances, location, and time of the loss.

Before returning a found item to the claimant, proof of identity and ownership may be requested.

9 Article 9. Enforcement, Infringements, and Sanctions

9.1 Enforcement

The Cité's staff, as well as security and reception contractors, are responsible for the proper enforcement of these regulations. All persons are deemed to have tacitly agreed to comply with these regulations.

9.2 Infringement

Any breach of these regulations may result in the person's exclusion (temporary, definitive, or permanent) from the institution, and, where applicable, in legal proceedings. Exclusion takes immediate effect and does not entitle the person to any refund.

Any attempt or act of theft, destruction, damage, or deterioration of any movable or immovable property of the institution exposes the perpetrator to criminal prosecution and penalties. Independently of this, the institution will seek compensation for any loss suffered.

10 Article 10. Information and Complaints

These regulations, as well as the specific regulations for the library, the archives centre, and the Parvis des Droits de l'Homme, are available to any person who requests them at the public entrances to the relevant sites, and on the Cité's website. The visitor information and reception desk located in the Trocadéro Hall of the Cité is available to visitors to provide information and receive any suggestions. Any information request or complaint may also be submitted on the website via the contact form.