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Visitor guidelines and policies

Article 1 – Access to spaces:

Main entrance:

Porte Palais Royal. 2, place du Palais Royal, 75001 Paris.

Group entrance and entrance to the educational studio (la Manufacture):

Porte des Bons Enfants. 153 bis, rue Saint Honoré, 75001 Paris.

Ticket office entrance:

Porte Valois. 153 bis, rue Saint Honoré, 75001 Paris.

Auditorium entrance (the Studio Marie-Claude Beaud):

Porte Saint-Honoré. 149 bis, rue Saint Honoré, 75001 Paris.

Bookstore entrance (during certain periods):

Porte Rivoli. 168, rue de Rivoli, 75001 Paris.

Restaurant and Creative bar:

164, rue de Rivoli, 75001 Paris.

1, rue de Marengo, 75001 Paris.

Terms of access:

Entry tickets for the current exhibition provide access to all exhibition and service areas for a single visit. All exits from the establishment are final.

As part of the Vigipirate Plan, access to the building is subject to a security check of visitors and their personal belongings. In case a prohibited item is detected, entry may be refused. Entry is prohibited for children under 16 years old who are not accompanied by an adult.

Opening hours:

- Tuesdays from 11 am to 10 pm
- Wednesdays to Sundays from 11 am to 8 pm (excluding cultural events at the Studio).
- Exceptionally closed on December 25, January 1, and May 1.
- Early closure at 6 pm on December 24 and January 31.

Exceptional evening openings may be organized by the Fondation. Evacuation begins approximately fifteen minutes before closing. The latest purchases can be made up to 1 hour before closing.

The Fondation Cartier reserves the right to modify its opening hours and access. Any modification will be indicated in advance on the Fondation's website.

The Studio Marie-Claude Beaud (performance space, conferences, cinema) has its own programming schedule.

Admission fee:

Outside of free admission periods, entry and circulation within the Fondation Cartier exhibitions require the presentation of a valid ticket, which may be:

- an entry ticket (free or paid) ;
- a membership pass ;
- a pre-paid group visit ticket.

Visitors eligible for free or reduced-price admission can only purchase tickets and gain access upon presentation of valid proof.

In case of reservation through a reseller, the pricing schedule available on the Fondation Cartier website will apply.

Exchanges and refunds:

Tickets are non-exchangeable and non-refundable, in accordance with the general terms and conditions of sale of the Fondation Cartier.

The visit date and price of exhibition tickets reserved on the Fondation Cartier's online ticketing system can be modified free of charge by ticket holders themselves, up to the day before their visit.

For any request or complaint, customer service is available at contact@mail.fondation.cartier.com.

Spaces temporarily inaccessible due to private events:

The Fondation Cartier reserves the right to temporarily close all or part of its spaces accessible to the public. These closures are announced online and by display. In case of total closure, affected visitors will be contacted and a refund or compensation will be offered.

Article 2 - Rules of conduct for a shared visit: prohibited items and behaviors:

Every visitor is required to respect the staff and other visitors, and to ensure they do not endanger artworks or individuals, disrupt others' visits, or introduce prohibited items into the Fondation Cartier premises.

Any violation of these rules authorizes the security team to refuse access to the building, alert law enforcement, or proceed with immediate expulsion from the establishment.

Prohibited behaviors:

Regarding artworks, it is prohibited :

- to touch the artworks;
- to cross barriers or designated distancing lines;
- to point at artworks with objects likely to damage them;
- to write or make graffiti;
- to move furniture;
- to tamper with a fire alarm device or emergency equipment;
- to touch anti-theft alarm systems.

To ensure a smooth visit, it is also prohibited:

- to run, slide, push, or climb;
- to drink and eat in areas where artworks are displayed;
- to be intoxicated or under the influence of illicit substances;
- to conduct solicitations or petitions;
- to carry someone on shoulders;
- to behave in a boisterous, violent, aggressive, or indecent manner;
- to organize demonstrations, provoke gatherings or assemblies;
- to block circulation;
- to engage in commercial activities, advertising, propaganda, or soliciting;
- to wear inappropriate attire;
- to use sound devices;
- to broadcast audiovisual content;
- to conduct religious activities or proselytize;
- to spit or stick chewing gum;
- to smoke and vape throughout the establishment;
- to leave personal belongings unattended;

- to leave children under 16 years old unaccompanied.

In the event of proven theft or attempted theft within the Fondation Cartier spaces, retention measures may be taken in accordance with Article 73 of the Code of Criminal Procedure.

Prohibited items:

For security reasons, visitors may be asked to present the contents of their bags upon request by reception and surveillance staff.

It is prohibited to introduce:

- weapons and ammunition, including fake ones;
- knives and/or bladed tools;
- any blunt object;
- incapacitating or neutralizing devices;
- excessively heavy, bulky, or foul-smelling objects;
- explosive, flammable, or volatile substances;
- aerosol generators;
- artworks or antique objects;
- bags, suitcases, and containers exceeding 54 cm x 40 cm x 40 cm;
- excessive quantities of drinks or food;
- folding bicycles, scooters, roller skates, skateboards, balance bikes, electric unicycles, and other means of locomotion;
- musical instruments;
- animals, with the exception of guide dogs for the blind (including those in training), assistance dogs, or emotional support animals upon presentation of medical justification.

Certain items are only permitted if deposited at the cloakroom:

- protective helmets (motorcycle, bicycle, etc.);
- electric bicycle batteries;
- large or uncovered wet umbrellas;
- selfie sticks and tripods.

Strollers and wheelchairs:

All exhibition and service areas of the Fondation are wheelchair accessible. Strollers are accepted. In the case of models too large for passage through the spaces, they must be deposited at the cloakroom. Wheelchairs, baby carriers, and other visitor assistance equipment can be borrowed upon request from the reception teams.

Visitors's safety:

Any behavior endangering the safety of persons and property is prohibited. Parents or guardians of minor children are held responsible for their actions. Any lost child will be taken to the Fondation Cartier information desk located in the reception hall and then to the security control center.

Any accident, illness, or abnormal event must be reported to a security agent who will contact the security control center. If evacuation of the building becomes necessary, an audible alarm will be triggered, and visitors must proceed with evacuation without delay under the guidance of security personnel.

Total or partial closure:

In case of disturbances, strikes, or any situation compromising the safety of persons or property, the Fondation Cartier may decide to close its doors totally or partially, implement containment measures, or modify its opening hours. The establishment is under video surveillance (Law n° 95-73 of 21/01/95 and Decree n° 96-926 of 17/10/96). For any questions concerning the operation of the video surveillance system, please contact the security department of the Fondation Cartier.

Article 3 – Use of provided equipment:

The use of equipment made available to visitors is governed by the following rules:

- Appropriate use;
- Careful handling: any damage or malfunction must be immediately reported to a staff member;
- Return: temporarily loaned equipment (audio guides, audio phones, headphones, etc.) must be returned at the end of the visit, in good condition, at the designated points;
- Respect for queues and instructions;
- Respect for comfort furniture: this furniture may under no circumstances be moved and/or used for inappropriate purposes.

Article 4 – Cloakrooms:

The Fondation Cartier disclaims all responsibility in case of theft, loss, or damage to personal belongings deposited in lockers or cloakrooms, and reserves the right to refuse any deposit deemed incompatible with safety, hygiene, or proper operation of the service.

Self-service lockers:

Self-service lockers, accessible independently, are available on level -1. Their use is intended for depositing items not exceeding 54 cm x 40 cm x 40 cm.

- Access to lockers is free, subject to availability;
- The use of this equipment is free and unsupervised;
- Each locker is secured by a personal digital code chosen by the visitor when securing the locker.

Staffed cloakroom:

A cloakroom staffed by reception agents may be put into service during specific periods or events.

- Only personal belongings compatible with safety and security instructions may be accepted;
- Items must be collected on the same day, no later than 45 minutes before the Fondation Cartier's closing time. No items can be retrieved beyond this limit.
The provision of this service is at the sole discretion of the Fondation Cartier. It cannot be demanded or guaranteed.

Group cloakroom:

As part of their supervised visit, school groups may benefit from access to a dedicated cloakroom. This cloakroom is only accessible in the presence of:

- The adult accompanying person(s) responsible for the group;
- The art ambassador of the Fondation Cartier, responsible for supervising the reception and smooth running of the visit.

Accompanying persons remain responsible for the collective management of personal belongings, including their deposit and retrieval. No individual deposit will be accepted.

Lost property and retention:

Found items must be handed over to staff to be deposited at the Security Control Center. All items deposited in lockers or cloakrooms must be collected on the same day. Failing this:

- Forgotten items are kept for a maximum period of 15 calendar days.
- After this period, they will be considered abandoned and destroyed according to internal procedures.
- For hygiene reasons, perishable goods are destroyed every evening after the establishment closes, with no possibility of restitution.

Article 5 – Kindness and respect towards staff:

Every visitor is expected to show respect, courtesy, and kindness towards all professionals in contact with the public.

It is strictly forbidden to photograph or film staff members without their explicit authorization, in compliance with their right to image (cf. Article 8). Any inappropriate behavior, inappropriate remarks, or unjustified questioning of their professional authority may lead to intervention and, if necessary, the implementation of appropriate measures (exclusion, legal proceedings, etc.).

Article 6 – Provisions relating to groups and cultural outreach:

Group visit:

Guided or free group visits are subject to booking a slot at groupe@fondation.cartier.com and prior payment of a flat fee.

A group consists of between 10 and 20 people (excluding school groups, limited to the size of a class).

Group visits take place under the responsibility of their representative, who must remain close to their group and ensure compliance with regulations and discipline. School groups must be accompanied by a teacher and the appropriate number of accompanying persons. Groups must not under any circumstances disturb other visitors.

Guided group visits are conducted only by the art ambassadors of the Fondation Cartier.

External guiding or commentary by group leaders is not permitted for groups that have booked an open tour.

In case of non-compliance with other articles of these regulations, the visit may be interrupted, access to the Fondation Cartier suspended without refund, and any new group reservation may be prohibited.

Provisions relating to cultural outreach activities for individual visitors:

The public is asked to respect the staff who lead cultural outreach activities and to pay attention to the following points:

- Respect for mediation-related equipment;

- In activities involving children and accompanying adults, the adult is responsible for ensuring calm and discipline during the activity, not the art ambassador.
- Respect for schedules is essential for the smooth running of activities. If necessary, visitors are asked to arrive in advance, as the activity duration does not account for time spent passing through security gates, depositing belongings in cloakrooms, or using restrooms.
- Delays to mediation activities will not be eligible for a refund request, and the activity cannot be extended at the request of latecomers.
- The visiting rules stated previously also apply to la Manufacture.

Article 7 – Annex spaces: auditorium, bookstore, educational studio, café, and other associated spaces:

Bookstore:

- Access to the bookstore may be granted without an access ticket, only during inter-exhibition periods;
- Books, objects, and publications must be handled with care;
- It is forbidden to consume food or drink within the bookstore premises;
- It is forbidden to read for extended periods without intention to purchase, especially by blocking circulation or shelves;
- It is forbidden to use the place for meetings, teaching, or rest;
- Visitors must avoid noisy conversations and maintain respectful behavior towards other customers;
- Any item damaged by negligence or inappropriate use may be charged;
- Staff are authorized to intervene in case of inappropriate behavior or abusive use of the space.

Auditorium. Studio Marie-Claude Beaud:

- Access is conditional on the presentation of a valid access ticket;
- is forbidden to enter or exit the hall during a session;
- It is forbidden to record or photograph speakers;
- It is forbidden to use a mobile phone;
- Visitors must adopt an active listening posture;
- Children must be accompanied and remain under constant adult supervision;
- Any manifest disturbance (chattering, untimely movements, noisy criticism) may justify immediate expulsion.

Educational studio. La Manufacture:

- Access is conditional on the presentation of a valid access ticket;
- At certain times, access is strictly reserved for participants registered for a supervised activity;
- It is forbidden to disrupt a machine use demonstration. During the workshop, the facilitator will provide instructions for machine use (e.g., independent use, frequency, specific applications).
- It is strictly forbidden to introduce external persons without authorization;
- It is forbidden to disrupt the smooth running of workshops;
- It is forbidden to use educational materials outside of their intended use.
- Children and minors must be accompanied by a responsible adult, unless supervised by the Fondation Cartier's art ambassadors;
- In the case of school workshops, mobile phone use is prohibited during sessions;
- At the end of the workshop, spaces must be returned in perfect condition of cleanliness and tidiness;
- Participants must respect artworks, educational materials, furniture, and educational staff.

Café and refreshment area:

Access to the café is subject to possessing a ticket during exhibition periods.

- Only food and drinks sold on site may be consumed there.
- It is forbidden to move furniture without authorization;
- It is forbidden to monopolize tables and seats without making a purchase;
- It is forbidden to use the café as a workplace, for extended study, or for professional meetings without prior agreement;
- The duration of your stay should be reasonably associated with a purchase;
- Calm, cleanliness, and respect for staff are required;
- Children must remain under the active supervision of their accompanying adults.

Outdoor areas and temporary spaces:

- It is forbidden to interact with installations unless specific supervised instructions are given;
- It is forbidden to smoke outside designated areas;
- It is forbidden to play, run, or make excessive noise;
- Outdoor installations must be respected as artworks in their own right;
- Visitors must comply with staff instructions regarding accessible areas or temporary restrictions.

Additional provisions:

- Restrictions on access to annex spaces are indicated by signage;
- These restrictions do not apply to invited persons, those benefiting from free or priority access, or participants in specific activities, upon presentation of valid proof.
- Staff are authorized to verify the validity of access tickets at any time.

Article 8 – Photography, recording, and audience studies:

Any recording, photography, or sound recording involving staff or the public must be subject to the agreement of the individuals concerned, who must be informed beforehand of its purpose and how it will be disseminated. The Fondation Cartier declines any responsibility towards third parties in case of non-compliance with these rules.

Certain artworks or installations may be subject to specific restrictions, particularly due to copyright or requests made by artists.

Requests must be addressed to contact@mail.fondation.cartier.com.

Captures for personal use:

Visitors may take photographs or videos for strictly personal purposes, provided that they:

- do not use flash, tripods, selfie sticks, or bulky equipment;
- respect areas marked as prohibited for capture;
- do not obstruct other visitors' visits or impede circulation;
- refrain from photographing or filming staff members without their explicit consent.

Captures for professional or public use:

Any sound, photographic, or audiovisual capture for professional, editorial, institutional, promotional, or artistic use must be subject to :

- a prior written request addressed to the Fondation's management;
- a formal authorization specifying the terms, concerned areas, and duration of intervention.

The dissemination of such content fully engages the responsibility of its author, particularly regarding:

- the right to image of visitors, agents, and participants captured;
- respect for intellectual property rights over exhibited artworks.

Opinion collection, questionnaires, and audience studies :

Any solicitation of visitors for public study purposes must be previously authorized by the Fondation Cartier. In case of authorization, those conducting the study must:

- comply with the instructions given by the establishment;
- show respect, discretion, and guarantee the voluntary and anonymous nature of participation;
- be identifiable by a badge or visible authorization.

Article 9 – Visitor guidelines during inter-exhibition periods:

During inter-exhibition periods, the Fondation Cartier's exhibition spaces are closed to the public. A dedicated route is temporarily put in place to ensure secure access to these areas.

During these periods, only certain spaces remain open for visitor circulation, notably:

- the Bookstore, freely accessible without an access ticket;
- la Manufacture, when it hosts scheduled activities;
- the Studio Marie-Claude Beaud;

As well as any other space indicated as accessible to the public.

Please note that all instructions set out in the other articles of these regulations remain fully applicable during these periods.

Pricing and access tickets during inter-exhibition:

Access to spaces open during inter-exhibition periods may be subject to specific pricing.

Tickets such as exhibition tickets, invitations, or subscriptions do not necessarily grant access during these periods, unless explicitly stated otherwise.

Article 10 – Infringements of these regulations & sanctions:

Visitors are required to comply with the instructions given to them. Any breach of these rules may result in prohibition of access, immediate expulsion from the establishment, and/or, if applicable, legal proceedings.

Any physical or verbal interaction, threat, or insult directed at Fondation Cartier agents during their duties will lead to prosecution.