

# Visiting Rules

of the Musée d'Orsay

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# Resolution

## N<sup>o</sup>. 2021-003 concerning Visiting Rules and Regulations for the Musée d'Orsay and the forecourt

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### **The President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie,**

By virtue of French Order N<sup>o</sup>. 2003-1300 amended on 26 December 2003 creating the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie;  
By virtue of Articles 311-4-2, 322-2 and 322-3-1 of the French Penal Code concerning theft, destruction, defacing or damage of a cultural item on display, conserved or deposited in a French national museum, or of a cultural item that has been classified or listed pursuant to the French Heritage Code, or an item intended for public use or decoration, and belonging to a public corporation or entity entrusted with a public service mission;  
By virtue of Articles L251-I et seq. of the French Internal Security Code;  
By virtue of Article R 645-13 of the French Penal Code concerning entry into and conduct within a classified or listed building;  
By virtue of Article L3511-7 of the French penal code concerning public health relating to the ban on smoking in premises that are for public use;  
By virtue of French Act N<sup>o</sup>. 2010-1192 of 11 October 2010 prohibiting the concealment of one's face in public places;  
By virtue of decision of the Board of Directors meeting of 23 June 2015, 23 February 2016, 27 June 2017 and 26 November 2020.

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## Scope of application

These regulations apply, in their entirety, without prejudice to any particular arrangements that may be imposed at any time, to:

1. visitors to the Musée d'Orsay and users of the forecourt;
2. people or groups authorised to use certain premises for meetings, receptions, conferences, concerts, performances and various ceremonies;
3. any non-staff member present in the establishment, including for professional reasons.

Accessible areas and circulation routes relating to these regulations include:

1. the forecourt;
2. the reception areas open to the public free of charge excluding the ticket inspection area;
3. the permanent collections and temporary exhibitions;
4. the other spaces open to the public: auditorium, restaurants, bookshop and other facilities.

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# Item 1

## Forecourt

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# 1

### Article 1

Place Henri de Montherlant (space between Quai Anatole France, Rue de Lille and Rue de la Légion d'Honneur), as well as the Lille terrace (from 62 to 60 ter Rue de Lille, stairs to Rue de Lille and stairs to Rue de la Légion d'Honneur included) form an ensemble known as "the forecourt".

These spaces are part of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie and are under its responsibility.

The purpose of the forecourt, open to the public, is to act as a promenade area and provide access to the Musée d'Orsay. Events that detract from this function may only be temporary, accompanied by prior administrative authorisation from the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie.

The tranquillity, enjoyment and pedestrian nature of the area must be maintained, in addition to order, hygiene and the safety of persons, artworks and buildings.

### Article 2

The forecourt of the Musée d'Orsay is accessible to the public at all times. Exceptionally, for certain events, the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie may decide to restrict access to all or part of this space.

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### **Article 3**

Users are responsible for any damage caused to fixtures and fittings, constructions and sculptures, both through their own actions and those of the persons, animals and objects under their responsibility.

### **Article 4**

All acts likely to threaten or jeopardise the safety of persons and property are prohibited, in particular:

1. climbing scaffolding, barriers, low walls, railings, bases and statues, etc. and sitting on them;
2. engaging in racing around, pushing, sliding;
3. impeding the movement of visitors, particularly those queueing to access to Musée d'Orsay, and blocking corridors or exits;
4. engaging in any activity likely to disturb the peace and quiet of the site, to cause accidents or to damage the works;
5. displaying posters or mobile signs and engaging in inscriptions or graffiti of any kind whatsoever;
6. leaving personal items or animals unattended even for a few moments.

More generally, it is prohibited to undertake any action likely to result in damage to the site or distort its purpose.

### **Article 5**

Items found in the museum forecourt are taken to the Reception and Surveillance Department which will hold them until the following Monday before being handed to the Lost and Found Department, 36 rue des Morillons, 75015 PARIS (telephone: +33 (0)1 53 73 53 73 / +33 (0)1 53 71 53 71).

Perishable goods and items of no value are destroyed at the end of each day. Objects left that appear to jeopardise security may be destroyed immediately, without warning, by the appropriate department.

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**Article 6**

Any accident, illness or abnormal event must immediately be reported to security staff or fire and ambulance crews.

If any doctor or first aider among the visitors intervenes in a situation, he/she must present a professional card to security staff and remain with the victim until he or she is removed from the site; they are requested to leave their name and address with security staff at the scene, and with the senior member of fire and ambulance crews who may be called to assist.

**Article 7**

Users must behave in accordance with public order and must respect the tranquillity of other users and enjoyment of the site.

**Article 8**

It is prohibited to:

1. collect for charity;
2. engage in canvassing selling;
3. conduct surveys or opinion polls without the prior authorisation of the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie;
4. organise events without prior authorisation;
5. engage in any commercial, advertising, soliciting or propaganda activities;
6. use audio devices that may disturb other users;
7. hand out free leaflets, written documents, printed materials or objects.

**Article 9**

Only dogs kept on a leash shall be tolerated, insofar as their presence is transitory. Notwithstanding the above, persons with disabilities accompanied by service or guide dog are authorised to circulate and wait in the forecourt with their dog.

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**Article 10**

With the exception of vehicles authorised by the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie, it is prohibited to operate or park any vehicle, including motorised cycles, bicycles, roller skates, skateboards and scooters. This prohibition also applies outside of the public opening hours of the Musée d'Orsay.

**Article 11**

Photographs and film shoots intended for public and/or commercial use are subject to the prior authorisation of the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie and to specific regulations.

**Article 12**

Any recording, either photograph or sound, in which the staff of the Musée d'Orsay or users might appear, requires both the authorisation of the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie and that of the parties concerned.

The administration shall not be held responsible towards visitors filmed or photographed in the event of a breach of these provisions.



### Article 13

The Musée d'Orsay is open daily from 9.30am to 6pm (9.45pm Thursdays), except Mondays and some public holidays set by the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie.

The bookshop is open on opening days from 9.30am to 6.30pm.

Holders of the Musée d'Orsay Carte Blanche may access the museum as of 9am, and groups as of 9.15am.

Exceptionally, for certain events, the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie may decide to modify the dates and times set out above.

Details of opening times are available on the website of the Musée d'Orsay.

Access to the museum is subject to inspection of bags, luggage and packages, in accordance with the "Vigipirate" plan.

### Article 14

Access to the museum is prohibited to any visitor:

1. carrying an unauthorised object as listed in Article 16;
2. dressed in clothing designed to conceal the face, in accordance with the provisions of Act 2010-1192 of 11 October 2010;
3. dressed in swimwear, underwear, naked, shirtless or barefoot;
4. under the influence of alcohol.

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## Article 15

In the interests of health and safety, and to ensure the comfort of all visitors, it is not permitted to bring into the establishment any item whose purpose or attributes present a risk to the safety of persons, property, artworks and/or buildings.

It is therefore notably prohibited to bring the following:

1. arms and ammunition of any sort, devices for releasing incapacitating or disabling agents;
2. tools, particular cutters, screwdrivers, pliers, secateurs;
3. explosive, inflammable or volatile substances, illegal products or substances. Nevertheless, duly authorised copyists are permitted to use such substances for their work under the supervision of security staff and fire and ambulance crews. The quantities cannot exceed that necessary for use in one day;
4. dangerous and foul-smelling objects;
5. excessively heavy or bulky items;
6. luggage with dimensions greater than W56×H45×D25;
7. works of art and antique objects;
8. excessive quantities of food and drink, as judged by the staff performing admission inspections in the reception areas;
9. animals, with the exception of guide dogs or service animals accompanying persons with proof of disability, in accordance with Article 49;
10. scooters, rollerblades and roller skates, skateboards and folding bicycles.

If not on this list, it is up to museum security staff to judge whether an item poses a danger.

Any breach of these provisions found during the inspection performed in the reception areas authorises management of the Reception and Surveillance Department to refuse access to the museum and/or alert law enforcement.

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## Article 16

Children under the age of 13 must be accompanied by a responsible adult. Any person in charge of a minor is required to ensure that the relevant visitor regulations are observed.

Minors remain the responsibility of their parents or the person in charge of them, whether or not the child is accompanied.

## Article 17

Pricing regulations, admission and other services, set by the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie, are laid out in the document "Prices and Admission", available on the Musée d'Orsay website and at information desks.

In the event of dispute concerning a ticket, the visitor is invited to go to one of the museum's information desks where they will be able to speak to a ticket desk manager in possession of the document "Prices and Admission".

## Article 18

Other than at times of free admission, entry to and circulation within the museum's permanent collections and temporary exhibitions during public opening hours are subject to possession of a valid entrance ticket issued by the authority duly empowered for this purpose by the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie, and to presentation of this ticket at the ticket inspection point.

The following constitute valid admission documents:

1. entrance tickets, with proof of entitlement for concessions;
2. proof of entitlement to free admission;
3. tour passes;
4. temporary or permanent passes, nominative with photo identification;

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5. tickets for events if applicable;
  6. temporary or permanent museum badges;
  7. copyist cards.

Group leaders must be in possession of a group ticket.

When purchasing a ticket on site, all visitors claiming to benefit from preferential rates must present proof of entitlement to the ticket inspector.

Spot-checks may be conducted at any time during the visit by museum staff.

### **Article 19**

The closure of certain museum rooms shall not confer entitlement to any compensation for tickets nor to concessions.

As indicated on the ticket, tickets cannot be returned or exchanged.

Tickets are strictly personal and cannot be transferred or resold.

### **Article 20**

In the event of excessive numbers of visitors, disturbances, strikes or any situation likely to threaten the safety of persons and property, the museum may be fully or partially closed at any time, or opening times modified.

No refunds may be claimed from the museum for tickets in conjunction with the application of this article.

The President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie shall take all measures dictated by circumstances.

### **Article 21**

Last tickets for the day are sold at 5pm Tuesdays, Wednesdays, Fridays, Saturdays and Sundays and at 9pm Thursdays.

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**Article 22**

Galleries start to close 30 minutes before the museum closing time. Access to the temporary exhibitions on the ground floor is prohibited 45 minutes prior to the museum closing time.

The public is requested by security and reception staff to make their way to the exit so that all visitors have left the premises by closing time.

**Article 23**

A number of aids are available for visitors to hire for a fee (audioguides, digital tablets, etc.) in a choice of languages, French sign language (LSF), and audio-description. These can be obtained and paid for at the audioguide desk.

The visitor is responsible for the equipment provided. Visitors are required to return equipment at the end of the visit to the desk where it was collected.

Applications are available to buy online. Content downloaded in advance can be consulted in the galleries using the visitor's own device.

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# Item 3

## Cloakrooms

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# 3

### Article 24

Cloakrooms, subject to their capacity, are provided free of charge for visitors to leave their clothing, small luggage and other objects which are required to be handed in.

Items are left in the cloakroom in exchange for a token.

Cloakrooms are reserved for visitors to the museum and auditorium only.

Tipping is prohibited.

School groups and adults must deposit their belongings in the cloakrooms reserved for these groups.

### Article 25

The following items must be deposited in the cloakroom before entering the museum (permanent collections, temporary exhibitions and services):

1. large umbrellas and all pointed, sharp or blunt objects; however, crutches and walking sticks with a tip are permitted for people with reduced mobility;
2. small pocket knives, handed in under the supervision of security staff in a plastic bag provided by the museum;
3. suitcases, briefcases, packages, backpacks; shopping bags and other luggage, with the exception of luggage with dimensions greater than W56×H45×D25;
4. baby backpacks, prams and pushchairs, with the exception of folding pushchairs. Children's pushchairs, conforming to an approved model, are available to the public on deposit of an identity document;

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5. any reproduction of an artwork or a moulding;
  6. musical instruments;
  7. motorcycle and bicycle helmets;
  8. camera stands and supports (such as telescopic arms, etc.) as well as lighting devices and their supports;
  9. materials intended for producing artwork or copies (particularly canvases, portfolios with dimensions greater than 50×32.5cm, panels, watercolours, gouaches, etc.) without specific prior authorisation.

For health and safety reasons, visitors may be required to open bags or packages before they are accepted in to the cloakroom.

Cloakroom staff may refuse to accept items they consider might compromise the health and safety of the establishment.

### **Article 26**

In addition to the objects mentioned in Article 15, the following items may not be left in the cloakroom:

1. documents, identity papers, means of payment (cash, cheque books, credit cards);
2. handbags or similar;
3. fragile items and/or items of value, particularly jewellery and cameras or video devices, laptops and mobile telephones.

Owners leaving items in disregard of this article do so exclusively at their own risk.

### **Article 27**

If an item or group of items deposited in the cloakroom with a unique number is lost, stolen or damaged, the visitor may file a claim with the cloakroom managers with a view to possible compensation. The museum management shall not be held liable for the theft of any items that are not left in the cloakroom. In the event of a lost token, the visitor must provide proof of ownership

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**Article 28**

Any item left in the cloakroom must be collected on the same day before the museum closes. Any item not collected at closing time is considered to be lost property.

**Article 29**

Items found in the museum are handed in to the cloakroom reserved for individuals which will hold them until the following Monday before being handed to the Lost and Found Department, 36 rue des Morillons, 75015 PARIS (telephone: +33 (0)1 53 73 53 73 / +33 (0)1 53 71 53 71). Perishable goods and items of no value are destroyed every evening. Objects left that appear to jeopardise security may be destroyed immediately, without warning, by the appropriate department.

**Article 30**

Lockers are provided for groups in the group reception area, subject to available space. They are exclusively reserved for groups with a prior booking (see ITEM VI). Each group has access to a single locker using a code set by the group leader. If the access code is forgotten, the items left by the group may be returned by the cloakroom manager if proof of ownership is presented. The museum shall not be held liable for the theft of or damage to any items left in lockers. Any items deposited likely to jeopardise the safety of persons, property and buildings may be subject to legal action. The items deposited shall be recovered and treated as lost property (see Article 29).

**Article 31**

A picnic room is available in open access to school groups on level -1. It is accessible from 11am to 4pm from Tuesday to Saturday with the exception of public holidays. This room can accommodate one class and cannot be reserved. Each group must ensure the space is clean on their departure.



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# Item 4

## General Visit Conduct

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# 4

### Article 32

Visitors are required to behave correctly and to comply with any instructions given by museum staff in the course of their duties and in the interest of protecting the heritage that constitutes their common heritage.

### Article 33

Any person in charge of a minor is required to ensure that the relevant visitor regulations are observed.

### Article 34

Any lost children must be entrusted to security staff, who shall take them to the reception desk at the museum entrance. If the child is not joined by a family friend or relative by the closure of the museum, they shall be given into the care of the police station of the 7<sup>th</sup> arrondissement of Paris.

### Article 35

Exemplary behaviour is required with regard to both staff and all persons present within the establishment.

As such, it is notably prohibited to:

1. remove shoes;
2. visit dressed in clothing likely to disturb public peace;
3. lie down on seats;
4. leave any litter, and chewing gum in particular;
5. spit;
6. visit the museum under the influence of alcohol.

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**Article 36**

Visitors must refrain from any action that could interfere with proper visiting conditions. As such, it is notably prohibited to:

1. smoke, including electronic cigarettes;
2. eat or drink outside of the areas specially designed for this purpose;
3. carry children on shoulders;
4. disturb other visitors through any type of noise, particularly by listening to transistor devices, personal stereos and radio transmitters, and the use of mobile phones and musical instruments;
5. collect for charity within the museum premises.

**Article 37**

Visitors must refrain from any action that may threaten the safety of any persons, artworks or property.

As such, it is notably prohibited to:

1. touch the decoration, artworks, and their hanging device or stand;
2. point to the artworks with any object that could damage them;
3. damage the documents and equipment provided in any way;
4. cross the barriers and cordons designed to contain the public,
5. use the emergency exits or emergency stairways except in the event of an incident;
6. use visual aids such as magnifying glasses, binoculars and spyglasses, with the exception of the visually impaired;
7. lean on the glass cabinets, plinths or other display elements;
8. place graffiti, inscriptions, signs or dirty marks anywhere in the establishment;
9. engage in racing around, pushing, sliding or climbing;
10. leave any litter, or throw or stick chewing gum anywhere;

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- 11.** block the view of other visitors for long periods of time, particularly when posing in front of artworks;
  - 12.** behave in an inappropriate manner towards staff or any other person in the museum;
  - 13.** leave personal items unattended, even for a few moments;
  - 14.** use escalators foolishly, particularly by using them in opposite directions or with pushchairs, by sitting on handrails or steps and by attempting to slow the handrails;
  - 15.** lie down on the seats or on the floor;
  - 16.** set off emergency equipment (fire extinguisher, fire alarm etc.) and technical equipment without good cause;
  - 17.** engage in any commercial, advertising, soliciting or propaganda activities;
  - 18.** conduct, without prior authorisation, surveys or opinion polls, sales, the distribution of printed material, advertising or any other activity liable to disturb the public;
  - 19.** move the seats or furniture without the authorisation of the reception or security staff;
  - 20.** impede the movement of visitors or block corridors or exits, in particular by sitting on the steps.

Any visitor surveys or opinion polls must be submitted for prior authorisation to the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie. Tipping is prohibited throughout the establishment.

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**Article 38**

Visitors are requested to report any lost property to a member of staff. Objects left that appear to jeopardise the security of the establishment may be destroyed immediately, without warning, by the appropriate departments of the National Police Service.

**Article 39**

For security reasons, visitors may be required to open bags or parcels and to present the contents for inspection by authorised staff at their request, at the entrance, exit or anywhere else in the museum.

**Article 40**

Any accident, illness or abnormal event must immediately be reported to security staff, fire and ambulance crews or any other museum staff.

**Article 41**

In the event of accident or illness, victims shall be treated in accordance with the current regulations of the Paris Fire Brigade.

**Article 42**

If any doctor or first aider among the visitors intervenes in a situation, he/she must present a professional card to security staff and remain with the victim until he or she is removed from the site; they are requested to leave their name and address with security staff at the scene, and with the senior member of fire and ambulance crews who may be called to assist.

**Article 43**

In the event of illness, visitors are authorised to use the defibrillators located within the museum, in accordance with the instructions.

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**Article 44**

In the event of an emergency, visitors must remain calm.

The alarm must be raised immediately:

1. verbally, either to security staff, fire and ambulance crews or any other museum staff;
2. by the use of alarms installed in the spaces and linked to the central control station;
3. by the use of red interphones in the exhibition rooms and museum reception areas.

**Article 45**

If it is necessary to evacuate the building, this should proceed in an orderly and disciplined manner, under the supervision of staff and in accordance with the instructions they have been given.

**Article 46**

In the event of accident or damage to property, the victim may submit a claim in writing to the museum, attaching any relevant proof, in view of possible compensation.

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# Item 5

## Disabled persons

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# 5

### Article 47

Disabled visitors benefit from:

1. priority access with no queueing via the reserved entrance C;
2. free admission for the disabled person and one accompanying person on presentation of a disability card, a priority card issued by an MDPH (local regional authority for the disabled), supporting documentation showing that they receive French adult disability allowance (AAH) or additional disability benefit or a foreign equivalent, or the French 'carte mobilité inclusion' - CMI card;
3. full access to the museum and its services (restaurant, bookshop) for people with reduced mobility thanks to specific facilities (access ramps, automatic doors, adapted toilets and lifts);
4. access to the auditorium for people with reduced mobility and the hearing-impaired (induction loop);
5. priority access to lifts;
6. loan of wheelchairs, 3-legged folding seats (those who have difficulty standing) and walking sticks at the cloakroom for individual visitors on deposit of an identity document.

### Article 48

Are authorised:

1. guide dogs accompanying blind or visually impaired visitors;
2. animals accompanying disabled visitors on presentation of an identification card;

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3. specific equipment (wheelchairs, electric scooters, etc.);
  4. walking sticks with tips, optical aids (including magnifying glasses), if declared to the security staff present.

#### **Article 49**

It is prohibited to:

1. use the escalators with a wheelchair;
2. touch the works outside of tactile spaces, unless prior exemption has been granted by the President of the Public Establishment of the Musée d'Orsay and Musée de l'Orangerie.

#### **Article 50**

Group visits can be organised for disabled visitors in accordance with the procedures set out in Item VI.

Specific tours led by museum guides can be organised on Mondays.

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# Item 6

## Groups

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# 6

### Article 51

Groups are considered to be constituted of seven persons minimum, in addition to the guide or the person leading the guided tour or addressing the group.

A guided tour is conducted by a museum guide.

Unguided visits only cover reservation of a visit time; the visit may be led by a person authorised to conduct guided tours or authorised by the museum to address a group.

Guides and authorised persons (see Article 52) leading a group must wear their professional card within the museum premises so that it can be clearly seen.

A group visit slot must not exceed one hour thirty.

All group visits are subject to mandatory prior reservation with the group booking service of the Visitor Services Department.

Children are accepted as of first year of preschool for unguided visits, and as of 1<sup>st</sup> year of primary school for visits with a museum guide.

Group visits are not authorised on Sundays and public holidays.

Some dates may be unavailable for group bookings due to technical reasons or exceptional events.

Museum staff will ask any non-authorised groups to disperse.



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**Article 52**

The following people are authorised to address a group, on mandatory presentation of supporting documents to the information officers:

1. curators of museums under the 'Musée de France' label and all curators holding a professional card issued or recognised by the French Ministry of Culture;
2. museum guides from the Réunion des musées nationaux - Grand Palais;
3. persons qualified to lead a guided tour of museums and historic monuments, defined as follows:

Only those holding the guide-lecturer card, regulated by French decree no. 2011-930 of 1 August 2011 "on persons qualified to conduct guided tours of museums and historical monuments" are recognised as persons qualified to conduct guided tours of State-owned museums.

4. speakers approved by the Centre des Monuments nationaux;
5. teachers with a class, as well as recreation centre leaders;
6. persons individually authorised by the Director of the French 'Musées de France' department or by the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie;
7. welfare representatives.

Anyone wishing to address a group as part of a visit and not falling under any of the above categories must submit a written request for authorisation to the Director of Visitor Services, at least one week prior to the visit date.

The person authorised to address a group may not transfer this authorisation to any other member of the group.

This authorisation expires at the end of the allocated time slot. A visit time slot only authorises one speaker for one visit.

Students and pupils are authorised to address their peers as part of university or school tutorial classes as of upper secondary school level.

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It is mandatory to wear a visible card, whether the guided tour is for fewer than 7 25 people or for a group.

Guided tours are prohibited on Sundays and public holidays.

### **Article 53**

Groups may not exceed 25 persons for adult groups and 30 for school groups (excluding school groups limited to one class and accompanying adults) in the permanent collections. For exhibition spaces, the maximum number for groups is determined according to the exhibition space and layout.

### **Article 54**

For group visits, all visitors shall be equipped with audiophones by the museum on deposit of an identity document by the group leader, subject to availability. For security reasons, no outside equipment can be accepted within the museum premises.

### **Article 55**

Late arrival may result in the guided tour being curtailed or cancelled. Tours will be cancelled for arrivals delayed by over 45 minutes.

### **Article 56**

Group visits are conducted under a leader responsible for ensuring the compliance of the group's members with these regulations, and ensuring order and discipline among the group. Under no circumstances should groups disturb other visitors. Security staff are authorised to disperse groups in the rooms and in the main passageways to avoid excess numbers. Exceptionally, in the event of overcrowding in rooms, security staff can limit or prohibit the addressing of groups. The President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie can restrict the conditions regarding group access and visits due to security reasons, at any time.

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**Article 57**

Group must access the museum using the specific entrances on the forecourt reserved for adult and school groups.

The group leader must be in possession of an e-ticket and a booking number.

The group may only access the museum once all members of the group are present.

The group must wait clear of passageways in accordance with the indications given by museum staff while awaiting completion of the necessary formalities at the ticket and information desks by the group leader.

**Article 58**

The following are required for school groups:

1. one accompanying adult per eight children for preschool classes;
2. one accompanying adult per ten children for primary and lower secondary school classes;
3. one accompanying adult per fifteen children for upper secondary school classes.

Each member of the group must remain close to the group leader or accompanying adults. For unguided visits, small groups may be formed on the condition that the leader or accompanying adult remains close by at all times.

School groups of fewer than fifteen pupils for primary classes are authorised to sit on the floor, excluding corridors, if visitor numbers allow.

**Article 59**

Drawing is solely permitted (pencil and coloured pencil on media not exceeding 30x60cm) in the permanent collections and in accordance with the information given on the website.

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## Item 7

# Photography, Recording and Copying

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# 7

### **Article 60**

Photography and video recordings for strictly private purposes are permitted within the museum, provided that they do not:

1. compromise the integrity of the works;
2. impede the movement of visitors;
3. impede the comfort of visitors.

However, photographs and video recordings taken in all of the museographic spaces (permanent collections and temporary exhibitions) may be prohibited, as signalled at the entrance to the rooms or next to the works subject to specific requirements by the lenders or copyright holders. In the temporary exhibition spaces, this ban may be total. Where applicable, the total ban on photography and film shall be indicated at the entrance to the exhibition.

### **Article 61**

The use of flash, lamps and other lighting devices as well as all types of stands, tripods and telescopic arms is forbidden for the protection of the works and visitor comfort.

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**Article 62**

Photographs and video recordings intended for commercial, professional or any other purpose than the private use of the visitor are strictly forbidden, unless specifically authorised. The collective re-use of photographs or video recordings is prohibited without the consent of the author or beneficiaries. As such, visitors are reminded that it is their personal responsibility to respect the legislation in force regarding copyright over photographed works and rights to privacy; the museum declines all responsibility in this regard. Information on respect for copyright is available on request from the Legal Affairs and Public Procurement department.

**Article 63**

Technical installations and equipment may not be photographed, filmed or recorded without the written authorisation of the President of the Public Establishment of the Musée d'Orsay and Musée de l'Orangerie.

**Article 64**

Any recording or photograph in which the staff and users might appear, requires both the authorisation of the President of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie and that of the parties concerned. The museum shall not be held responsible towards visitors filmed or photographed in the event of a breach of these provisions.

**Article 65**

Without prejudice to the provisions of the previous articles, professional photography, film shoots, and the recording of radio and television shows are subject to specific regulations and, where applicable, payment of licence fees.

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**Article 66**

Anyone wishing to copy museum artworks requires authorisation President of the Public Establishment of the Musée d'Orsay and Musée de l'Orangerie.

Beneficiaries shall comply with the regulations given to them regarding the work of copyists within the permanent collections of the Musée d'Orsay, in particular concerning the protection of the works to be copied and any reproduction rights that may apply.

Freehand drawing with pencils are exempt from all formalities insofar as they do not cause any disturbance to other visitors, subject to the provisions concerning groups set out in Article 60, and on condition that they are produced on card, a plate or in a sketchbook no larger than 30x60cm. The use of ink and fixative is strictly prohibited.

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# Item 8

## Sanctions

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# 8

### **Article 67**

Visitors are required to comply with any instructions given by museum staff in the course of their duties. Any visitor or user of the forecourt committing a verbal or physical assault on any member of the staff of the Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie may be subject to legal action under the provisions of the French Penal Code.

### **Article 68**

Breach of the provisions set out in these regulations renders the offender liable to immediate expulsion from the forecourt and the museum and, where applicable, possible legal action. The decision concerning expulsion is effective immediately and shall not confer entitlement to any compensation.

### **Article 69**

Any theft, destruction, damage or degradation, attempted or otherwise, of artworks, furnishings or property in the museum or the forecourt is liable to criminal prosecution.

Independently of potential criminal prosecution, the museum shall claim compensation for the damage caused.

Visitors are informed that police forces are authorised to intervene within the premises of the Musée d'Orsay if the situation so requires.

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**Article 70**

Any visitor or user of the forecourt who witnesses the removal of or damage to a work is required to raise the alarm and authorised to intervene voluntarily. In accordance with Article R 642-1 of the French Penal Code (failure to provide assistance), refusal by visitors to assist museum staff when required is liable to criminal prosecution.



**Article 71**

The Public Establishment of the Musée d'Orsay and the Musée de l'Orangerie cannot be held liable for accidents resulting from breaches of these regulations.

**Article 72**

A video surveillance system, under the responsibility of the Head of Security, is installed in areas open to the public to ensure the safety of persons, property and buildings. This installation is governed by prefectural authorisation. Any person may exercise their right to access these images by applying to the Head of Architecture, Museography, Buildings and Security.

**Article 73**

A registry of complaints is available to visitors and users of the forecourt at the reception desk at the museum entrance.

**Article 74**

The President of the Public Establishment of of the Musée de l'Orangerie is responsible for the application of these regulations. The previous regulations are revoked. These regulations are brought to the attention of the public through written notices and publication in the Official Journal of the French Ministry of Culture and a copy may be supplied on request at any time.

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Paris, 20 January 2020

A handwritten signature in black ink, appearing to read 'L des Cars', with a horizontal line underneath the text.

Laurence des Cars  
President of the Musée d'Orsay and Musée de l'Orangerie