LAFAYETTE ANTICIPATIONS

Fondation Galeries Lafayette

Lafayette Anticipations - Fondation d’entreprise Galeries Lafayette

Visitor Guidelines

Access, hospitality and visitor experience

Head Office: 9 rue du Plâtre F-75004 Paris
Téléphone: +33 (0)1 42 82 89 98
contact@lafayetteanticipations.com

Fondation d’entreprise régie par la loi n°87-571 du 23 juillet 1987
Siret : 798 857 017 00015 - APE : 9102Z
www.lafayetteanticipations.com

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PREAMBLE

The purpose of these guidelines is to inform visitors about the conditions of entry and the arrangements for visiting the Fondation. They are intended to ensure the safety of all visitors, protect the building and the artworks it houses, and provide a positive experience for everyone.

These guidelines apply to all visitors to the Foundation, as well as to any individuals or groups authorised to use the premises temporarily for meetings or public or private events.

Our front-of-house staff, gallery invigilators and security personnel are on hand to provide information, assist visitors where needed and ensure that these guidelines are observed.

I - ACCESS AND VISITING ARRANGEMENTS AT THE FONDATION

ARTICLE 1 — GENERAL PROVISIONS AND TIMETABLES

The Fondation does not routinely search visitors' bags.

However, where necessary to ensure the safety of people and property, security staff may ask visitors to open their bags at the entrance to the Foundation for a visual inspection.

Visitors who refuse to comply may be denied entry.

Unless otherwise specified as part of the programme, the Fondation is open to the public from Wednesday to Sunday, 11 am to 7 pm. It is closed on Mondays and Tuesdays, except for special events.

The Fondation's restaurant is open on the same days, from 12 noon, serving lunch and dinner. On Sundays, it closes at 5pm. Opening hours may vary for special events.

The Fondation is closed on 1 May and 25 December, as well as throughout August.

Special late-night openings and certain events may continue beyond the usual closing times of the exhibition spaces and the building. In such cases, specific arrangements are made to ensure that visitors can leave the premises safely.

Each evening, visitors are asked to leave the exhibition spaces approximately 15 minutes before the exhibitions close.

In certain circumstances, the Fondation may decide to close its exhibition spaces to the public earlier than scheduled. Visitors will be informed in advance via the Foundation's website and/or on site.

These Visitor Guidelines also apply to events held outside the Fondation's usual public opening hours.

ARTICLE 2 — FREE ENTRY OR ENTRY WITH A TICKET

Admission to the exhibitions and to the Fondation's ground-floor spaces, including café-restaurant pluto and the bookshop, is free of charge.

Guided tours, workshops, family workshops and talks are generally free of charge, although some activities may be ticketed. Places are subject to availability, and advance booking is required.

Admission to concerts, performances and other programmed events is subject to specific ticketing arrangements and access control.

Depending on visitor numbers and the maximum occupancy permitted under applicable safety regulations, queues may be organised inside and/or outside the Foundation.

Current ticket prices for paid events are published on the Fondation's website and displayed on site.

ARTICLE 3 — RULES FOR CHILDREN ENTERING THE BUILDING

Children under the age of 13 may only enter the exhibition spaces when accompanied by an adult. Children must remain under the constant supervision of their parents or accompanying adults, who are responsible for their safety and for ensuring that they comply with these Visitor Guidelines.

Where artworks or documents that may be considered disturbing or unsuitable for some visitors are on display, a notice will be provided at the entrance to the relevant exhibition spaces.

The Fondation reserves the right to restrict or refuse access to certain exhibition spaces where the artworks or documents on display may be unsuitable for younger visitors. Visitors may be asked to provide proof of age.

Pushchairs are permitted in the Fondation, provided their design and use do not pose a risk to other visitors, the artworks on display or the exhibition installations.

The Fondation accepts no liability for any damage or injury caused to third parties or to the occupants of pushchairs as a result of their manoeuvring.

ARTICLE 4 — ACCESS CONDITIONS FOR PEOPLE WITH DISABILITIES

Disabled visitors and one accompanying person per visitor are entitled to priority access via a dedicated entrance or access point during periods of high visitor numbers, upon presentation of one of the following cards: a *Carte Mobilité Inclusion* (CMI), a disability card issued by the French Departmental Office for Disabled Persons (MDPH), or a disability card for military pensioners.

Manual and electric wheelchairs are permitted and welcome throughout the Fondation. Wheelchairs powered by internal combustion engines are not permitted. In such cases, the Fondation may provide a manual wheelchair for use during the visit.

The Fondation accepts no liability for any damage caused by wheelchairs.

The use of any other means of transport or mobility is prohibited throughout the Fondation.

The Fondation's accessibility register, maintained in accordance with French Decree No. 2017-431 of 28 March 2017, is available for consultation at the reception desk on the ground floor.

ARTICLE 5 — RESTRICTIONS ON ACCESS TO THE FONDATION, EXHIBITIONS AND EVENTS

Visitors carrying any item that may pose a danger or cause a nuisance to other visitors, the artworks or the Fondation's facilities will not be admitted to the Fondation, its exhibitions or events.

The following items are specifically prohibited on the premises:

- Weapons and ammunition, including imitation weapons, of any kind;
- Sharp or blunt objects, with the exception of walking sticks fitted with a protective tip, which are permitted for older people, people with reduced mobility and people with visual impairments;
- Explosive, flammable or volatile substances, including spray paint and illegal substances;
- Dangerous, heavy or bulky items that may cause a nuisance to other visitors;
- Suitcases and large rucksacks exceeding the following dimensions: 55 cm in length, 20 cm in width and 40 cm in depth. The size of such items will be checked at the entrance to the Fondation;
- Framed back carriers for babies, shopping bags, helmets (including motorcycle and bicycle helmets), and any other items that may pose a risk to the artworks or obstruct the movement of visitors;
- Pushchairs and wheelchairs whose design may pose a risk to the artworks on display (see Article 4);
- Tripods, camera and photography flash units, and selfie sticks or other photographic poles, unless expressly authorised by the Fondation's Communications team;
- Works of art, reproductions and casts of artworks, unless expressly authorised by the Fondation's management.

Animals are not permitted in the Foundation's exhibition spaces, with the following exceptions:

- Guide dogs accompanying blind or partially sighted people, including guide dogs in training, are permitted in all areas open to the public;
- Dogs kept on a lead are permitted on the ground floor only.

Dogs classified as Category 1 or Category 2 under Articles L. 211-11 and L. 211-12 of the French Rural and Maritime Fishing Code are not permitted anywhere on the premises.

ARTICLE 6 — LOCKERS

Lockers are available for visitors to store personal belongings that may be cumbersome to carry or that are not permitted in the exhibition spaces (see Article 5).

The lockers are free of charge and available during the Fondation's opening hours.

Each locker is secured with a numbered key attached to a token, which visitors retain until they retrieve their belongings. If a key is lost, visitors should report this to the reception desk so that a member of the security team can assist.

The Fondation accepts no liability for the loss of or damage to items deposited in the lockers; responsibility remains with the visitor.

Lockers are reserved exclusively for visitors for the duration of their visit. Visitors who leave personal belongings in a locker must remain within the Fondation's premises.

Visitors may also leave personal belongings at the reception desk if they cannot be stored in the lockers, including umbrellas, pushchairs and other bulky items or items not permitted in the exhibition spaces.

The Fondation accepts no liability for the loss of, disappearance of or damage to items left in the lockers or at the reception desk; responsibility remains with the visitor.

Items left behind and not collected will be kept by the Fondation for a maximum of one month. After this period, official documents and payment cards will be handed over to the relevant police station or

to the Paris Police Prefecture's Lost Property Service (*Service des objets trouvés*), at 12 Quai de Gesvres, 75004 Paris.

ARTICLE 7 — USING WIFI

Visitors can access the Foundation's wireless internet network free of charge. The network is available under the name **"Lafayette Anticipations"**.

Use of the network is subject to the applicable Terms and Conditions of Use, which visitors must accept when connecting to the service.

II. VISITOR BEHAVIOUR

ARTICLE 8 — GENERAL CONDITIONS

All visitors are expected to follow safety instructions and to behave in a manner that does not disrupt events or cause any form of disturbance or discomfort to other visitors or members of staff. Visitors should also ensure that their conduct, dress and language are appropriate to the shared environment.

Lafayette Anticipations is committed to providing a welcoming, respectful and safe environment for everyone. Discriminatory, harassing or intimidating behaviour, or any conduct that undermines another person's dignity, is strictly prohibited.

ARTICLE 9 — PROHIBITED BEHAVIOUR

The following activities are prohibited throughout the Fondation:

- Touching the artworks on display;
- Entering the premises while under the influence of alcohol;
- Using illegal substances;
- Smoking or vaping, in accordance with Article L. 3511-7 of the French Public Health Code and its implementing decree No. 2006-1386 of 15 November 2006;
- Spitting or relieving oneself outside designated toilet facilities;
- Crossing barriers or other measures intended to control visitor movement. Emergency exits and stairways must not be used except in the event of an emergency;
- Writing graffiti, putting up posters or otherwise marking or defacing the premises;
- Eating or drinking outside designated areas, particularly in the exhibition spaces;
- Soliciting donations, engaging in commercial activity, advertising or campaigning, or distributing documents of any kind;
- Behaving in a manner that is inappropriate or disrespectful towards staff or other visitors, including through disruptive, insulting, violent, aggressive or indecent language, dress, gestures or behaviour;
- Disturbing other visitors through excessive noise, including playing audio on electronic devices without headphones or making telephone calls that disrupt the visit;
- Using the Foundation's spaces or facilities for purposes other than those for which they are intended. Except during events organised by the Fondation, visitors must not sit or linger in circulation areas used for emergency evacuation;
- Engaging in religious or worship-related practices, or in political or religious proselytising.

Visitors are strongly encouraged to set their mobile phones to silent whenever their use could disrupt visits or events taking place or being prepared.

III. SPECIFIC CONDITIONS

ARTICLE 10 — GENERAL MEASURES FOR GROUPS

Guided group visits may take place during the Fondation's usual opening hours, as set out in Article 2, or outside these hours, subject to the arrangements offered by the Fondation.

All guided group visits must be accompanied by at least one member of the Foundation's visitor engagement team, who is responsible for ensuring compliance with these Visitor Guidelines and any additional instructions specific to groups. In particular, group members must remain together and must not split up, unless otherwise expressly authorised by the Fondation.

ARTICLE 11 — GETTING ON WITH OTHER VISITORS

Group visits are conducted in a manner that ensures the visit runs smoothly for all visitors. To this end, groups may be split into smaller groups, in consultation with the guides.

ARTICLE 12 — RIGHT TO SPEAK

Only the Fondation's employed visitor engagement staff are authorised to lead tours or address groups in the exhibition spaces.

Any guided tour or presentation to a group that has not been authorised in advance by the Fondation may be interrupted by a member of staff.

IV— PHOTOGRAPHS, RECORDINGS AND COPIES

ARTICLE 13 — CONDITIONS

Professional photography, filming and sound recording are prohibited in the exhibition spaces unless prior written authorisation has been granted by the Fondation. The same applies to the building's technical installations and equipment.

Subject to this restriction, visitors may take photographs for personal use, in accordance with the French Ministry of Culture's guidelines on photography in cultural venues:

1. On entering the exhibition spaces, visitors must switch off their camera flash and put away any accessories, including telescopic poles, to avoid disturbing other visitors when taking photographs or filming.
2. When taking photographs or filming, visitors must take care not to damage or compromise the integrity of the artworks.
3. Visitors may share and publish their photographs and videos, including online and on social media, provided they comply with applicable legislation.
4. Visitors should avoid taking photographs in which a member of staff or another visitor is the main identifiable subject without that person's express consent.
5. Any photography or filming requiring additional equipment is subject to specific prior authorisation, which must be requested by emailing communication@lafayetteanticipations.com.

ARTICLE 14 — COPIES

The reproduction or copying of artworks and documents on display is subject to prior authorisation.

Groups wishing to make freehand sketches or drawings in the exhibition spaces must submit a request in advance to mediation@lafayetteanticipations.com.

Anyone granted such authorisation must comply with all applicable regulations, particularly those relating to the protection of artworks, the proper conduct of visits and any applicable reproduction rights.

V — SAFETY OF PEOPLE, STRUCTURES AND THE BUILDING

ARTICLE 15 — GENERAL TERMS

Visitors must refrain from any behaviour that could endanger people or property. Any accident or unusual incident must be reported immediately to a member of the security team.

Our front-of-house and visitor engagement teams are also available to listen to visitors, offer support and intervene where necessary. Visitors are encouraged to approach a member of staff if they feel uncomfortable or encounter a situation that is inappropriate or disrespectful, if they need assistance, or if they wish to share a comment, suggestion or feedback about their experience.

ARTICLE 16 — EVACUATION

If the building needs to be evacuated, an audible alarm will sound. All visitors must leave the premises immediately, following the instructions given by security staff and designated evacuation marshals.

This evacuation procedure also applies to restaurant staff and customers, who must comply with the instructions given.

ARTICLE 17— EMERGENCY

In the event of an accident or medical emergency, visitors must notify a member of the security, visitor engagement or front-of-house team immediately, depending on their location. The staff member will take the necessary action and, where appropriate, contact the relevant emergency services.

Visitors must not move the person concerned, give them anything to drink or administer any medication before the emergency services arrive.

If a doctor, nurse or first aider is among the visitors and provides assistance, they should remain with the person until the Fondation's staff take over. They will also be asked to complete a medical incident report form with the security officer present.

If the person concerned refuses assistance from the Fondation's security and first-aid team or from the fire and rescue service, they must complete and sign a waiver of liability with a member of staff before leaving the Fondation by their own means.

ARTICLE 18 — LOST PROPERTY

Any lost property found on the premises must be handed to a member of staff, who will ensure it is taken to the reception desk on the ground floor.

Items will be kept there for their owners for one month. After this period, official documents and payment cards will be handed over to the relevant police station or to the Paris Police Prefecture's Lost Property Service (*Service des objets trouvés*), at 12 Quai de Gesvres, 75004 Paris.

ARTICLE 19 — WORK HANDLING

As no artwork may be touched, removed or moved while the Fondation is open to the public, visitors who witness an artwork being removed are asked to alert a member of staff immediately.

ARTICLE 20 — ALERT IN THE EVENT OF AN ATTEMPTED THEFT OR ASSAULT

In the event of an attempted theft or assault within the Fondation, the security team may implement emergency measures, including closing access points and monitoring exits until the relevant authorities arrive on site.

The Fondation's teams will also support those affected and provide appropriate assistance in the event of an incident. Visitors are encouraged to approach a member of staff if they need help or support.

ARTICLE 21— CCTV

A CCTV system is installed throughout the areas of the Fondation open to the public, under the responsibility of the Fondation's Director, for the purpose of ensuring the safety of people and property. The system operates under authorisation from the relevant French authorities, in accordance with Article 10 of French Law No. 95-73 of 21 January 1995 and its implementing Decree No. 96-926 of 17 October 1996, as amended by Law No. 2011-267 of 14 March 2011 and Decree No. 2012-112 of 27 January 2012.

In the event of personal property being stolen within the Fondation, CCTV footage cannot be provided directly to the person concerned.

In accordance with the applicable legal framework, footage may be viewed or disclosed to the competent authorities only after the person affected has filed an official police report or complaint at a police station.

VI — FAILURE TO COMPLY WITH THE HOUSE RULES

ARTICLE 23 — COMPLIANCE WITH THE RULES

All visitors are required to comply with these Visitor Guidelines and to follow any instructions given by the Fondation's staff in accordance with these guidelines.

ARTICLE 24 — RISKS IN THE EVENT OF NON-COMPLIANCE

Any breach of these Visitor Guidelines may result in the person concerned being refused entry to or removed from the Fondation by security staff and, where applicable, may lead to legal proceedings.

VII — GENERAL CONDITIONS

ARTICLE 25 — QUESTIONS, COMMENTS OR COMPLAINTS

Visitors wishing to submit a question, suggestion or complaint regarding their visit, these Visitor Guidelines or their application at the Fondation may do so:

- By post:
  Lafayette Anticipations — Fondation d'entreprise Galeries Lafayette
  9 rue du Plâtre
  75004 Paris
  France
- Online: via the contact form available on the Fondation's website or by emailing contact@lafayetteanticipations.com.

ARTICLE 26 — COMMUNICATION OF THE GUIDELINES

The visiting guidelines are available at the Fondation's reception desk and on the website.

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Visiting regulations in use since 10 March 2018, updated on 20 October 2026