

1/ Fill out and send your booking form to the Visits Department

- By e-mail to: visitegarnier@operadeparis.fr
- By post to: **Opéra national de Paris** – Service des visites – 8, rue Scribe – 75009 Paris

2/ Contact

YOUR ORGANIZATION: Employee organization Association Group of friends School group
 Tourism professional Lecturer-guide Public authority

SPECTATOR NUMBER (IF ALREADY REGISTERED)

CONTACT DETAILS OF THE ORGANIZATION **GROUP LEADER**

BUSINESS NAME FIRST NAME

ADDRESS LAST NAME

POSTCODE CITY COUNTRY FUNCTION

TELEPHONE NUMBER MOBILE PHONE

FAX E-MAIL

3/ Your booking request

All requests must be sent **at least 21 days** prior to the date of the anticipated visit. If the visit is guided, it must be led by a lecturer-guide or a teacher in front of his/her pupils, unless the Opéra national de Paris expressly authorises otherwise. **If you would like to book several timeslots, send your additional requests by e-mail to visitegarnier@operadeparis.fr**

4/ Autonomous group visit Bookings are required for all group visits, with or without a lecturer. ALL GROUPS MUST PAY A BOOKING FEE WHEN PURCHASING ADMISSION TICKETS AS PER THE CONDITIONS OUTLINED BELOW.

DATE AND HOUR OF YOUR VISIT (30 MINUTES LATENCY)

1ST CHOICE DATE TIME

2ND CHOICE DATE TIME

BOOKING FEE

A booking fee will be levied on all groups of up to 30 people if adults and 35 people if a school group* with or without a lecturer. The cost covers the booking of a specific timeslot, a speaking fee and the use of audiophones (optional microphone and headset system for infant and primary school groups).

FULL PRICE X €45 Adults groups over the age of 25 (maximum 30*).

REDUCED RATE X €20 School groups and extra-curricular groups under the age of 25 (maximum 35*). Groups comprised of at least 7 people accompanied by a lecturer-guide. Groups comprised of adults eligible to benefit from a reduced rate (welfare recipients, the unemployed, the disabled).

FREE X €0 Students from the École du Louvre (35 maximum).

5/ The purchase of multiple tickets

For individual use only. Express-entry tickets valid for one year from the date of issue. Minimum purchase: 20 tickets.

REDUCED RATE x €9 for orders of 300 tickets or more
 x €9.50 for all orders under 300 tickets

AUDIOGUIDE VOUCHER(S) X €5 Issued on presentation of a valid ID (in French, English, German, Italian, Spanish, Portuguese, Chinese, Russian, Japanese, Korean).

TOTAL AMOUNT €

TICKETS FOR VISITS

REDUCED RATE – ADULTS X €8

REDUCED RATE X €7 Members of school groups (secondary school and above) and extracurricular groups (aged 12 to 25)

• Accompanying adult X €7 To a maximum of one accompanying adult per 9 pupils.

• Additional accompanying adult X €8

FREE X €0 School groups from primary and elementary schools, and pupils in Year 2 (US first grade). Groups comprised of adults eligible to benefit from a reduced rate (welfare recipients, the unemployed, the disabled). Groups comprised of students from the Ecole du Louvre and Architecture schools.

• Accompanying adult X €0 To a maximum of one accompanying adult per 5 pupils.

• Additional accompanying adult X €7

TOTAL AMOUNT €

6/ Method of payment

BANK CHECK: in euros drawn on a French bank and made payable to: *Opéra national de Paris*.

DIRECT DEBIT: request a RIB from the Visits Department.

ADMINISTRATIVE REMIT: public institutions.

BANK CARD VISA EUROCARD MASTERCARD AMERICAN EXPRESS JCB

Card number

Expiration Date SIGNATURE

Security code

7/ Receiving your order

PICK UP FROM THE BOX OFFICE
 (The Palais Garnier Box Office, at the corner of Rue Scribe and Rue Auber – 75009 Paris)

SEND BY REGULAR MAIL (+€4 SHIPPING FEE)

SEND BY RECORDED DELIVERY (+€8 SHIPPING FEE)

*Above this, an additional booking fee may apply.

IN ACCORDANCE WITH LAW N° 78-17 OF 06/01/1978 RELATIVE TO INFORMATION TECHNOLOGY, DATA FILES AND PERSONAL LIBERTIES AND AMENDED BY THE LAW OF 06/08/2004, YOU HAVE THE RIGHT TO CONSULT, CORRECT AND DELETE INFORMATION ABOUT YOU. YOU HAVE THE RIGHT TO STOP RECEIVING E-MAILS THAT ARE INFORMATION-BASED AND/OR OF A COMMERCIAL NATURE.

I agree to receive news and/or special offers by e-mail from the Paris Opera about its productions. YES NO

I agree to receive news and/or special offers by e-mail from the Paris Opera about productions and cultural events at our partner institutions. YES NO

I authorize the Paris Opera to share my e-mail address with a partnering third party. YES NO

I acknowledge that I have read the general terms of sale governing visits to the Palais Garnier.

Signature (mandatory)

GENERAL TERMS OF SALE VISITS TO THE PALAIS GARNIER

The present terms of sale apply to individual or volume sales of admission tickets to visit the Palais Garnier (excluding guided tours) and vouchers for the audioguide system purchased from the Paris Opera. The Paris Opera reserves the right to modify or adapt the present terms and conditions of sale at any time. The terms and conditions which apply are the ones in effect on the day of purchase or on the day the order form was received by the Paris Opera's visitor service (the Service des Visites). The act of purchase implies the purchaser's complete and irrevocable agreement to the present terms and conditions.

1. CONDITIONS GOVERNING VISITS TO THE PALAIS GARNIER

These conditions are applicable to all holders of a visitor's admission ticket, regardless of how that ticket was obtained.

The Palais Garnier is open and accessible for visits*:

- From the beginning of September to mid-July from 10 am to 5 pm (last admissions at 4:30 pm).
- From mid-July to the beginning of September from 10 am to 7 pm (last admissions at 6:30 pm).

Opening hours are modified on days of afternoon performances: from 10 am to 1 pm (last admissions at 12:30 pm). Closed January 1st, May 1st and days of morning performances or special events (the latest information can be found on the website at operadeparis.fr).

*These times are subject to change. Information is updated on the website and at the entrance to the ticket office.

Admission to the Palais Garnier is only permitted on presentation of a valid visitor's ticket, along with the booking fee receipt in the case of an organized group. Each ticket allows one entry. A ticket also gives admission to the public areas including: the Opera Library-Museum (Bibliothèque Nationale de France), the Rotonde des Abonnés, the Bassin de la Pythie, the Grand Staircase, the Grand Foyer, the Avant Foyer, the Salon de la Lune and the Salon du Soleil, the Rotonde du Glacier and its tapestries.

Access to the auditorium may be restricted or impossible for technical and/or artistic reasons. The visitor's ticket also gives admission to the temporary exhibitions (complete details are available on the website at operadeparis.fr).

Inaccessibility or restricted access to one of the public areas are not grounds for reimbursement or exchange. Photographs or videos taken during the visit may not be used for commercial purposes, subject to prosecution. Ticket holders may not sell or distribute any product or article on the premises of the Palais Garnier. It is forbidden to consume food or drink inside the Palais Garnier. In accordance with article 10 of Law 9573 of 21/01/1995 visitors may be filmed by a video surveillance system. Organized groups comprised of a maximum of 30 participants per group (35 for school groups) may visit on condition that they respect the movement and flow of other visitors, and only after advance booking with the Paris Opera's visitor service (the Service des Visites). If the visit is a guided one, it must be led by a tour guide, an approved lecturer

or a teacher with his/her students except when the Paris Opera expressly authorizes otherwise. The Paris Opera reserves the right to refuse admission to any group that fails to respect the visiting conditions outlined above.

2. CONDITIONS OF PURCHASE

These conditions apply to visitor admission tickets purchased directly from the Paris Opera. Tickets cannot be exchanged, returned or refunded (notably in the event of loss or theft or due to inaccessibility or restricted access to one of the public areas).

CONDITIONS FOR PURCHASING INDIVIDUAL TICKETS AND VOUCHERS FOR THE AUDIOGUIDE SYSTEM

Individual visitor admission tickets may be purchased:

- Online at operadeparis.fr - Full-price tickets or tickets for students/under 25s, are valid only the day of the visit.
- At the ticket machines of the Palais Garnier. Full-price tickets or tickets for students/under 25s, are only valid on the day of purchase.
- At the ticket counter of the Palais Garnier. Full-price tickets, free tickets or tickets for students/under 25s, are only valid on the day of purchase.

Vouchers for the audioguide system (valid for 1 year from the date of purchase) may be purchased:

- Online at operadeparis.fr
 - At the ticket counter office of the Palais Garnier.
- In accordance with articles L 121-17 and L 121-21-8 of the French Consumers' Code, the right to retraction does not apply to the online purchase of visitor admission tickets.**

TERMS FOR PURCHASING GROUP VISITOR ADMISSION TICKETS AND MULTIPLE TICKETS/VOUCHERS FOR THE AUDIOGUIDE SYSTEM

These terms apply to:

- Employee organizations
- Associations
- Tour operators
- Coach operators
- Travel agents
- Schools and other educational establishments
- Groups of friends
- Lecturer-guides

ORGANIZED GROUP VISITS

A reservation is required for all organized groups and must be made at least 21 days prior to the date of the planned visit. **All groups must pay a booking fee in addition to the price of their visitor's admission tickets in accordance with the terms outlined below.**

The booking fee includes the reservation of a time slot on a given day (every half hour from 10:00 am to 3:00 pm ex: 10:30 am, 11:00 am...), the speaking fee, where applicable (one speaker per group), and the use of headsets for the entire group.

The use of audio equipment is optional for school groups comprised of children under the age of 12.

PURCHASE OF MULTIPLE TICKETS A MINIMUM OF 20 TICKETS

Tickets are offered at a special rate and are valid for one year from the date of purchase. These tickets are intended solely for individual use.

PURCHASE OF VOUCHERS FOR THE AUDIOGUIDE SYSTEM

Vouchers are offered at the standard rate and are valid for one year from

the date of purchase.

BOOKING PROCEDURE

The purchaser must fill out the booking form (which can be downloaded from the website at www.operadeparis.fr) and send it to the Palais Garnier's visitor service (the Service des Visites):

- By e-mail to: visitegarnier@operadeparis.fr
- By regular mail to the following address: Opéra national de Paris – Service des visites – 8 rue Scribe – 75009 Paris
- By fax to +33 (0)1 40 01 25 40.

Incomplete booking forms will not be processed by the Paris Opera and the Paris Opera will notify the prospective purchaser to this effect. A signed and dated order form is considered a firm order and constitutes irrevocable acceptance which cannot be contested. The purchaser must make the payment to Paris Opera no later than 15 working days before the day of visit. Payments can only be processed after the orders have been confirmed by the Palais Garnier's visitor service (the service des visites). The purchaser must inform its clients of the Paris Opera's pricing policies and the conditions governing visits to the Palais Garnier. For further information, the Palais Garnier's visitor service (the service des visites) may be contacted at +33 (0)1 40 01 24 90 from Monday to Friday from 10 am to 1 pm.

3. PRICES (CF. THE CURRENT PRICE LIST)

The prices applicable are posted at the ticket counters and published online at www.operadeparis.fr. The Paris Opera reserves the right to change its prices at any time. In the event that prices do change, the prices applicable will be those in effect on the date that the order is received.

SINGLE TICKETS

Visitor's admission tickets

Reduced rates are offered to:

- Students and the under 25s (proof of age required).
- Holders of a valid Carte Opéra or Opera subscriber card.
- Visitors concerned by partnerships with other cultural institutions and organizations (upon presentation of valid identification—see conditions on the website at www.operadeparis.fr).

Free admission is offered to:

- Children under the age of 12
- The disabled and their helpers (limited to one helper per disabled person, additional helpers at full price)
- The unemployed, recipients of social assistance / RSA / other minimum social benefits (on presentation of proof in the form of at least 3 months of supporting documentation)

- Holders of the Pass Opéra Jeunes
- Holders of the ARDP Individual Subscriber card
- Holders of the Carte Culture
- Holders of Tourist Industry Cards (ex: guides, lecturers...) or French tourist office cards
- Holders of the Bibliothèque Nationale de France's Reader's Card (admission to the reading room of the Opera's Library-Museum)
- Students at the Ecole d'Architecture and the Ecole du Louvre

Voucher for the audioguide system

Full price.

GROUP VISITS

Booking fee (required for all group visits). Groups comprised of adults over the age of 25 pay full price.

Reduced rates are offered to:

- School groups and extra-curricular groups under the age of 25
- Groups of adults exempt from paying the entrance fee (recipients of social assistance, the unemployed, the disabled)
- Small groups comprised of less than 7 people with a lecturer
- School groups participating in an educational project at the Paris Opera or the Ecole du Louvre are exempt from paying the booking fee.

VISITOR'S ADMISSION TICKETS

Adult groups

Reduced rates are offered to all organized groups.

Free admission is offered to: the unemployed, recipients of social assistance / RSA / other minimum social benefits (proof in the form of at least 3 months of supporting documentation must be provided), disabled and their helpers (limited to one helper per disabled person)

School groups

Reduced rates: young people over 12s and the under 25s and their accompanying adults – a maximum of one accompanying adult for 9 children – additional accompanying adults pay full price.

Free admission: Children under the age of 12 – accompanying adults up to a maximum of one accompanying adult for 5 children go free – additional accompanying adults pay the reduced rate; groups of students from the Ecole du Louvre and from Architecture schools.

The use of headsets is optional for children under 12s.

THE PURCHASE OF MULTIPLE TICKETS (WHICH CAN BE USED INDIVIDUALLY)

A special reduced rate applies. A minimum of 20 tickets per order is required. Tickets are valid for one year from the date of issue.

THE PURCHASE OF VOUCHERS FOR THE AUDIOGUIDE SYSTEM

Full price. Optional.

4. PAYMENT

PAYMENT OF INDIVIDUAL TICKETS

- In cash in Euros (at the ticket counter only)
- By cheque in Euros drawn on a French bank and made out to the Opéra national de Paris (at the ticket counter only).
- With a valid bank card (Carte bleue, Visa, Eurocard/Mastercard, American Express, JCB).

PAYMENT OF VISITOR'S ADMISSION TICKETS AND VOUCHERS FOR THE AUDIOGUIDE SYSTEM ORDERED FROM THE PALAIS GARNIER'S VISITOR SERVICE (THE SERVICE DES VISITES)

- By cheque in Euros drawn on a French bank and made out to the Opéra national de Paris. The amount must be clearly indicated. The Paris Opera cannot be held responsible for losses or damages resulting from the omission of this amount on the cheque by the client
- With a valid bank card (Carte bleue, Visa, Eurocard/Mastercard, American Express, JCB).

- By electronic transfer (request the relevant banking details from the Palais Garnier's visitor service (the Service des visites). The reference number provided by the Paris Opera's visitor service (the Service des Visites) must appear on the transfer order.

- By Purchase order or administrative transfer. Sending a signed purchase order constitutes agreement. Upon receipt of payment, the Palais Garnier's visitor service (the Service des Visites) will process the request within a maximum of 21 days and inform the purchaser by e-mail. An order processed in this way cannot be modified: tickets are neither returned, reimbursed nor exchanged by the Paris Opera.

In exceptional circumstances, an unprocessed order may be modified. In such cases, the purchaser must address the request (by letter or e-mail to visitegarnier@operadeparis.fr) together with the new booking form. No changes are possible after receipt of payment. If no payment is received by the Paris Opera after 15 days before the day of visit, the order will be automatically cancelled. In addition, the Paris Opera reserves the right to refuse all orders from a customer who has not respected the present terms and conditions.

5. DELIVERY OF TICKETS/VOUCHERS FOR THE AUDIOGUIDE SYSTEM

Free tickets and reduced-rate tickets are issued subject to presentation of the relevant documentary proof.

INDIVIDUAL VISITOR ADMISSION TICKETS AND INDIVIDUAL VOUCHERS FOR THE AUDIOGUIDE SYSTEM:

- Tickets may be collected from the Palais Garnier's visitors ticket counter or from the automatic ticket machines located in the entrance hall (full price or students / under 25s).
- For purchases made online at the Opera's website www.operadeparis.fr, tickets may be printed by the customer once payment for an order has been confirmed.
- For purchases made online on the website at www.operadeparis.fr, tickets can be downloaded in e-ticket format to be scanned directly from a customer's smartphone or tablet once payment has been confirmed.

VISITOR ADMISSION TICKETS AND INDIVIDUAL VOUCHERS FOR THE AUDIOGUIDE SYSTEM ORDERED FROM THE PALAIS GARNIER'S VISITOR SERVICE (THE SERVICE DES VISITES):

- Tickets may be picked up from the Palais Garnier's visitors' ticket counter every day (except January 1, May 1 and special days when the opera is closed) from 10 am to 4:30 pm, and until 12:30pm on days with a matinée performance, upon presentation of proof of the order placed. The purchaser or his/her representative is required to verify the number and condition of the tickets and to sign the document confirming receipt of the tickets. The order must be withdrawn in its entirety. Tickets paid for **one week before the date of the visit** must be picked up from the Palais Garnier's visitors' ticket counter.
- Tickets may be sent by registered mail with proof of delivery at a cost of €8. Any change to a customer's postal address must be reported by e-mail to visitegarnier@operadeparis.fr or by letter to the following address: Opéra National de Paris – Service des visites – 8 rue Scribe – 75009 Paris. No refunds will be given on tickets that cannot be expedited due to a customer's failure to notify a change of address. The Paris Opera cannot be held responsible for the loss, theft, or delay of tickets during their delivery. In the event purchased tickets have not been received three business days prior to the date of the visit, the customer should contact the Palais Garnier's visits department (the Service des Visites).

6. COLLECTION AND RETURN OF AUDIOGUIDES AND HEADPHONES AUDIOGUIDES

AUDIOGUIDE

The Audioguide equipment may be collected on presentation of the audioguide voucher at the audioguide counter located just before the entrance to the visit. In exchange for the equipment, the visitor must provide valid I.D. which will be held in security until the equipment is returned.

AUDIOPHONES

Headsets may be collected on presentation of the reservation voucher at the audioguide counter located just before the entrance to the visit. In exchange for the equipment, the Group leader must provide valid I.D. which will be held in security until the equipment is returned.

Headsets and the Audioguide equipment may be returned at the theatre exit in exchange for the valid I.D. that was held in security. All equipment must be returned no later than 15 minutes prior to the closing of the Palais Garnier to visitors.

7. ACTS OF GOD

In the event that the Palais Garnier closes and the purchaser is not informed at least 10 days prior to the date of the planned visit when that date has been made known to the Paris Opera, and when the closure is due to the Paris Opera, excluding an act of God which expressly includes requisition of the Palais Garnier by any other public authority for whatever reason, and in the event of a general strike, the face value of the ticket paid by the customer to the Paris Opera* will be refunded upon request to the customer, to the exclusion of any other damages or indemnification. A request for reimbursement must be made no later than three months after the date of the visit. All requests must be sent with the unused tickets and the purchaser's relevant bank details (account information or Bank card/ American Express/JCB card number with expiration date). *Refunds of tickets purchased from a third party will be handled by the third party.

8. CLAIMS

All claims must be made in writing and sent to the Paris Opera (within 8 days following the date of the visit) by registered mail with acknowledgement of receipt to the following address: Opéra national de Paris – Service des visites – 8 rue Scribe – 75009 Paris. In cases where a deadline applies, the postmark will provide the proof-of-posting date. *The general terms of sale and the terms and conditions governing visits to the Palais Garnier are subject to change. Last update: February 14th, 2019 – The complete version is available online at www.operadeparis.fr.*