

1/ FILL OUT AND SEND YOUR BOOKING FORM TO THE VISITS DEPARTMENT

- By e-mail to: visitebastille@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 you would like to book several timeslots, send your additional requests by e-mail to visitebastille@operadeparis.fr**

4/ YOUR VISIT

DATE AND HOUR OF YOUR VISIT (30 MINUTES LATENCY)

1ST CHOICE DATE MORNING AFTERNOON

2ND CHOICE DATE MORNING AFTERNOON

5/ TICKETS FOR VISITS

ADULT GROUPS

Full price X €17 Adults over the age of 25

Reduced rate X €12 The unemployed, welfare recipients (send documentary proof valid in the last three months)

Reduced rate X €7 The disabled and their accompaniers (limited to one accompanier per disabled person).

TOTAL AMOUNT €

B2B Reserved exclusively for tourism professionals and employee organisations

Reduced rate X €15

TOTAL AMOUNT €

SCHOOL GROUPS Members of school groups and extracurricular groups (youth centres) - Only children aged 10 and above may take part in the visit

Reduced rate X €7 Children and members of school groups under the age of 25. To a maximum of 1 accompanying adult per 5 children (groups comprised of children under the age of 12) and 1 accompanying adult per 9 young people (groups comprised of young people aged between 12 and 25).

ADDITIONAL ACCOMPANYING ADULT X €12 Group of children under the age of 12

ADDITIONAL ACCOMPANYING ADULT X €17 Group of young people aged between 12 and 25

TOTAL AMOUNT €

6/ RECEIVING YOUR ORDER

- Send by regular mail (+€4 shipping fee) Send by recorded delivery (+€8 shipping fee) Pick up in person (tickets will be collected from the lecturer-guide on the day of the visit)

7/ 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 Security code

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 acknowledge that I have read the general terms of sale governing visits to the Opéra Bastille.

- 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

SIGNATURE (MANDATORY)

GENERAL TERMS OF SALE

VISITS TO THE OPÉRA BASTILLE

The present terms of sale apply to admission tickets to visit the Opéra Bastille 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 OPÉRA BASTILLE

These conditions are applicable to all holders of a visitor's admission ticket, regardless of how that ticket was obtained. The Opéra Bastille is open and accessible for guided visits from the beginning of September to mid-July only (reservations are mandatory for groups).

Closed on January 1st, May 1st, and from mid-july until end of august.

Admission to the Opéra Bastille is only permitted on presentation of a valid visitor's ticket. Each ticket allows one entry. A ticket also gives admission to the public and professional areas when accompanied by a guide only.

Access to the theatre (the backstage areas the studios and workshops) may be restricted or impossible for technical and/or artistic reasons.

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 Opéra Bastille. It is forbidden to consume food or drink inside the Opéra Bastille.

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 35 participants per group may visit on condition that they book in advance through the Paris Opera's visitor service (the Service des Visites).

All visits must be led by an accredited lecturer / tour guide who has been approved by the Paris Opera. Visitors are expected to heed the instructions given by the lecturer-guide at the beginning of the visit.

We inform you that for safety reasons, wearing closed shoes is mandatory to access the visit.

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 OF PURCHASING INDIVIDUAL TICKETS

Individual visitor admission tickets may be purchased:

- at the box office of the Opéra Bastille.
- Online at: operadeparis.fr/visiter

Full-price tickets and reduced rates tickets are subject to availability and are only valid on the day of purchase.

CONDITIONS FOR PURCHASING GROUP VISITOR ADMISSION TICKETS

These terms apply to:

- Employee councils
- Associations
- Tours operators
- Coach operators
- Travel Agents
- Schools and other educational establishments
- Groups of friends.

ORGANIZED GROUP VISITS

A reservation is required at least 21 days prior to the date of the visit.

PROCEDURE

The purchaser must send his/her request to the Paris Opera's visitor service (the Service des Visites):

- By e-mail to: visitebastille@operadeparis.fr

- By regular mail to the following address:

Opéra national de Paris – Service des visites, 8 rue scribe, 75009 Paris

The purchaser must make the payment to Paris Opera no later than fifteen working days before the day of visit. Payments can only be processed after the orders have been confirmed by the Paris Opera'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 Opéra Bastille.

For further information, the Paris Opera'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

Reduced rates are offered to:

- Students and the under 25s (proof of age required).
- The unemployed and people on social assistance (on presentation of proof in the form of at least 3 months of supporting documentation)
- Holders of the Pass'Opéra Jeunes pass

TICKETS FOR GROUP VISITS

ADULT GROUPS

Reduced rates are offered to all groups comprised of:

- The unemployed and people on social assistance (on presentation of proof in the form of at least 3 months of supporting documentation)
- The disabled and their helpers (a maximum of one helper per disabled person)

SCHOOL GROUPS

Reduced rates:

- Children under the age of 12 and the adults – accompanying them to a maximum of one accompanying adult for 5 children – additional accompanying adults pay the reduced rate – visits only for children over 10 years old.
- Children under the age of 25 and their accompanying adults – to a maximum of one accompanying adult for 9 children – additional accompanying adults pay the full price.

4. PAYMENT

PAYMENT OF INDIVIDUAL AND GROUP TICKETS

- In cash in Euros (at the box offices only).
- 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, only for groups (request the relevant banking details from the Opéra Bastille's visitor service).

The reference number provided by the Paris Opera's visitor service (the Service des Visites) must appear on the transfer order.

Upon receipt of payment, the Paris Opera's visitor service (the Service des Visites) will process the request within a maximum of 10 days and inform the purchaser. An order processed in this way cannot be modified: tickets cannot be returned, reimbursed or 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 visitebastille@operadeparis.fr.

No changes are possible after receipt of payment. If no payment is received by the Paris Opera 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

Reduced-rate tickets are issued subject to presentation of the relevant documentary proof.

INDIVIDUAL TICKETS:

- Tickets may be collected from the box offices at the Opéra Bastille.
- Tickets may be downloaded and printed at the time of purchase. Admission is only possible on presentation of the electronic ticket. You may be denied entry if you fail to present it.

GROUP ADMISSION TICKETS ORDERED

FROM THE PALAIS GARNIER'S VISITOR

SERVICE (THE SERVICE DES VISITES):

- Tickets may be sent by regular mail for an additional fee of €4.
- Or they may be sent by registered mail with proof of delivery for an additional fee of €8.

Any change to a customer's postal address must be reported by e-mail to visitebastille@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 Opéra Bastille's visitor service (the Service des visites).

- Tickets may be held by the Paris Opera and collected from the Paris Opera's tour guide on the day of the visit).

6. ACTS OF GOD

In the event that the Opéra Bastille 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 Opéra Bastille 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

7. 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 Opéra Bastille are subject to change. Last update: February 14th 2019 – The complete version is available online at www.operadeparis.fr.