



اللوfer أبو ظبي  
LOUVRE ABU DHABI

## FAQ

### General

#### **Will the museum now be safe to visit?**

Louvre Abu Dhabi is a mindful museum and the safety and well-being of our visitors and staff is of paramount importance to us. We have prepared for the re-opening with safety and security top of mind, taking care to implement the necessary measures in line with government guidelines. These measures include limiting capacity to ensure social distancing, required masks and thermal screening for all staff and visitors, and regular deep cleaning and sanitisation of all public spaces. Please see below for the full list of health and safety measures.

#### **What measures have been put in place to allow us to visit safely?**

A limited number of visitors per hour will be granted access to the museum, to allow for social distancing. Tickets should be booked online and an arrival timeslot must be chosen when booking ticket(s). The arrival timeslot booking doesn't apply to Louvre Abu Dhabi members (Art Club Member/Student/Youth/Teacher Pass holders) see below.

In addition, a strict cleaning and hygiene programme across the museum has been implemented and the following visitor guidelines are in place:

- Masks must be worn at all times whilst at the museum. Please bring your own mask.
- Thermal scanning is in place upon entry - if you show any symptom of illness, such as a fever ( $\geq 37.3^{\circ}\text{C}$ ), coughing or shortness of breath, you will not be allowed to access the museum
- Social distancing measures (2m) are in place throughout the museum
- Valet parking and prayers rooms are available in line with government guidelines
- Cloakrooms are currently unavailable
- We can only accept credit card or Smart payments throughout the museum
- No paper maps or brochures are available at the museum. We encourage visitors to download our free app prior to your visit so you can fully explore our artworks and navigate the museum. Don't forget your headphones!
- Hand sanitisers are available throughout the museum

#### **What are the museum opening timings?**

The museum is open from 10.00 am - 6.30 pm Tuesday - Sunday, and closed on Mondays. Last entry time slot is 5.30 pm, visitors must depart at 6.30pm.

**Will I need to wear a mask and gloves to enter the museum?**

As per the government guidelines, all visitors and museum staff are required to wear a mask in order to enter the museum. Gloves are not required for visitors however; gloves are available on request if a visitor wishes to wear them.

**If access to the museum is denied due to illness will I able to refund my ticket?**

If access is denied due to illness, you may reschedule your visit or request a refund via our Call Center - [contact@louvreabudhabi.ae](mailto:contact@louvreabudhabi.ae) or call us on 600 565566. No refunds are available onsite at the museum.

**Is there a time limit to how long I can stay in the museum?**

Yes. Once at the museum you may remain for up to 3 hours, during opening hours.

**Can I visit the museum with my family?**

Visitors can enjoy the museum with their family; however, visitors with small children are asked to keep them close, to ensure a social distance of 2 meters is maintained between you and other visitors in the museum as per the government guidelines.

**If I am a member, can I come with more than one guest/with my family?**

Members can enjoy the museum with their guests and family. Number of accompanying guests varies according to membership type entitlement.

**Locker and cloakroom access?**

There will be no locker or cloakroom access; only small bags and handbags are allowed at the museum.

**Can I rent a multimedia guide?**

In order to maintain health and safety measures, multimedia guides are currently not available for rental.

However, before you arrive at the museum we recommend that you download our free app to your personal device, to enjoy a complimentary multimedia guide to fully explore our artworks and navigate the museum. Don't forget your headphones! The guide is available in English, Arabic, French, Mandarin, Russian, German and Hindi. For more information, please visit: <https://www.louvreabudhabi.ae/en/learn/multimedia-guide>.

**Are there any areas to sit in the museum?**

Yes, there are areas to sit within the museum with sufficient space between each seating area to maintain social distancing measures as per the government guidelines.

**Are wheelchairs and strollers available to use?**

Wheelchairs and strollers are available on request by visitors and are disinfected before and after each use.

**Prayer room access?**

Yes, prayer rooms are available for use between 12:00pm and 6:30pm. Please use the disposable prayer mats provided, and dispose of them in the bins provided as you leave. In line with government guidelines, ablution areas remain closed.

**Is the Children's Museum open?**

The Children's Museum is currently closed until further notice.

**Are all the attractions in Abu Dhabi open as well?**

Please reach out to the respective attractions for more information.

**Will the artworks be impacted by the museum disinfection?**

All cleaning and disinfection at the museum takes into consideration the safety and care of our artworks to ensure that they will not be impacted.

**Can I book a guided tour?** In line with government guidelines, guided tours are not available at this time. Audio tours are available via the multimedia guide on our free app.

## **Ticket purchases**

**Why do I need to book an arrival timeslot?**

In order to fulfil government guidelines, which require social distancing, an arrival timeslot system has been implemented in order to control the flow of visitors in the museum. This measure will allow visitors to practice social distancing during their visit. The arrival timeslot booking doesn't apply to Louvre Abu Dhabi members (Art Club Member/Student/Youth/Teacher Pass holders) see below.

**If I miss my arrival timeslot, will I still be allowed to visit?**

We highly encourage that visitors arrive on time for their chosen time slot. If visitors are late, every effort will be made to accommodate the visitors in a later time slot, however in the event that this is not possible due to capacity, entry will be denied and no refund will be offered.

**Will I need to book a ticket online or can I purchase a ticket when I arrive?**

Ticket(s) and arrival timeslots must be booked in advance of your visit via Louvre Abu Dhabi's website.

**I am an Art Club Member/Student/Youth/Teacher Pass holder: will I need to book an arrival timeslot online?**

No, members are not required to pre-book an arrival timeslot in advance of their visit to Louvre Abu Dhabi. You simply have to show your membership card to the visitor agents to scan upon arrival.

If you do not have your membership card, you will need to visit the Ticketing Desk to book a ticket.

**I am a person of determination; will I need to book an arrival timeslot online?**

Yes, visitors of determination and their companion must book a complimentary ticket and arrival timeslot via Louvre Abu Dhabi's website. Complimentary tickets will be valid with the presentation of the valid supporting ID upon arrival at the museum.

**I am a journalist; will I need to book an arrival timeslot online?**

Yes, journalists must book a complimentary ticket and arrival timeslot via Louvre Abu Dhabi's website. Complimentary tickets will be valid with the presentation of the valid supporting ID upon arrival at the museum.

**Can I pay with cash?**

For safety, cash payments will not be possible at the museum. Only credit card and Smart payments will be accepted at all museum outlets, including food and beverage sites and the boutique.

**Will an ATM machine be available in the museum?**

No, in line with the government guidelines for no touchscreens, the ATM machine will not be available.

**Is the membership desk open?**

The membership desk is currently closed, however our team at the Ticketing Desk are available to assist you should you have any queries.

**F&B, Shop and Kayaking**

**Is Fouquet's restaurant and Bar Marta open?**

Both Fouquet's and Bar Marta are open Tuesday, Wednesday, Saturday, Sunday from 12pm to 12am (last order at 10pm), Thursday, Friday from 12pm - 1am (last order at 10.30pm) and are closed on Mondays. Safety measures are in place in line with the government guidelines. The restaurant capacity is limited to 80% and 4 guests per table.

For additional information around the restaurant's safety measures, please contact Fouquet's directly on +971 2 205 4200 or via email on [contact-fouquets-abudhabi@groupebarriere.com](mailto:contact-fouquets-abudhabi@groupebarriere.com)

**Is the Museum Café open?**

The Museum Café will be open for 'grab and go' options. Select seating in The Museum Café will be available according to capacity and social distancing measures.

**Can I still book a slot for kayaking?**

Yes, kayaking is now back! Sessions are available every day (except Mondays) at 5:00pm, 6:00pm and 7:00pm. Participants must be over 6 years of age. Enjoy the museum from the stillness of the Arabian Sea. Take a tour on a kayak and learn all about Louvre Abu Dhabi's architecture from a unique perspective.

**Is Aptitude Café still open?**

Aptitude café will be closed during the summer months.

**Parking and Valet service****Is the valet parking open?**

Valet parking for the museum and Fouquet's is available and the service will follow all government guidelines.

**Will there be a golf cart (buggy) service to pick-up and drop-off from Fouquet's to the parking?**

Yes, golf cart service will be available. For extra protection, the carts will have Perspex screens between the driver and the visitor, one visitor will be allowed per row of seats, and the golf carts will be disinfected between each trip.

**Is the visitor parking still open?**

Visitor parking will remain open, at 50% of capacity, with each alternate parking space blocked in order to maintain social distancing.

**Does the museum have electric vehicle charging stations?**

Currently, the museum does not have an electric vehicle charging station.

**Park access and use****Can I still walk around the outside of the museum?**

You can still walk outside along the Promenade area; however, visitors will be required to wear a mask and follow the social distancing guidelines of a minimum of 2-meter distance between themselves and other visitors.

**Can visitors sit outdoors?**

Yes, visitors can sit outdoors; however, they will need to follow social distancing guidelines and leave a minimum of 2-meter distance between themselves and other visitors.

**Do you have any toilets outside the museum that can be used?**

Public toilets are available outside of the museum near the visitor parking. Visitors will be required to wear a mask and follow social distancing guidelines.

**Is there a smoking area in the museum?**

Smoking is not allowed in the museum; however, there is a designated smoking area outside the museum. Visitors will also need to follow social distancing guidelines.

**Am I allowed to come and take pictures outside the museum?**

The areas outside of the museum will remain open and accessible to the public. Visitors will be required to wear a mask and follow social distancing guidelines.

## Lost and Found

### **I lost an item / ID in the museum, how can I check if you found it?**

Please contact the call centre at 600565566 and our team will be able to assist you.

### **How can I collect my item if the museum is closed?**

The call centre can advise on how to collect your item from the museum's security. Collection is possible only once the call centre has confirmed that we have found your item. You will be requested to bring an ID to collect your item.

Please contact the call centre at 600565566.

## Miscellaneous

### **Will the Big Bus / touristic bus still stop at the museum?**

Please contact the Big Bus or tour bus company for further information.

### **Do you have an application which can be downloaded to "visit" the museum?**

You can download our multimedia guide to learn more about the artworks in the museum galleries and our international exhibitions. The guide is available for free via our app in English, Arabic, French, Mandarin, Russian, German and Hindi. For more information, please visit: <https://www.louvreabudhabi.ae/en/learn/multimedia-guide>.

### **Do you have a dedicated phone line and/or email for the museum?**

Please contact our call centre at 600565566. Call Centre Opening times: 9 am – 7 pm

Email: [contact@louvreabudhabi.ae](mailto:contact@louvreabudhabi.ae)

### **Do you have a dedicated phone line and/or email for members?**

Please contact our call centre for enquiries at 600565566.

Email:

Art Club: [artclub@louvreabudhabi.ae](mailto:artclub@louvreabudhabi.ae)

Student Pass: [studentpass@louvreabudhabi.ae](mailto:studentpass@louvreabudhabi.ae)

Teacher Pass: [teacherpass@louvreabudhabi.ae](mailto:teacherpass@louvreabudhabi.ae)

Youth Pass: [youthpass@louvreabudhabi.ae](mailto:youthpass@louvreabudhabi.ae)

Gold: [gold@louvreabudhabi.ae](mailto:gold@louvreabudhabi.ae)

Platinum: [platinum@louvreabudhabi.ae](mailto:platinum@louvreabudhabi.ae)