



General Terms and Conditions of Sale for Accompanied Groups at Louvre Abu Dhabi

Subject Matter and Scope

These general terms and conditions of sale apply to accompany groups in the context of Educational and Cultural activities organised within the spaces of Louvre Abu Dhabi.

Louvre Abu Dhabi reserves the right in its absolute discretion to vary, amend or modify these terms and conditions of sale at any time and without notice.

The products and services available at the museum and on the website are for the use of private individuals, for their own personal use and consumption.

As a private individual, the guest represents and warrants that he or she is not a professional or commercial guest and is not attempting to acquire or use in any way the products and services offered for sale by Louvre Abu Dhabi for professional or commercial use or for profit.

For any purchases of Louvre Abu Dhabi products, the guest must contact the Louvre Abu Dhabi call centre on 600 56 55 66 or reservation@louvreabudhabi.ae and refer to the general group terms and conditions available on the website.

Resellers shall contact tourism@louvreabudhabi.ae for the purchase of Louvre Abu Dhabi product and services.

Contact Details

Louvre Abu Dhabi, Saadiyat Cultural District

Email: contact@louvreabudhabi.ae

Telephone: 600 56 55 66

E-mail: reservation@louvreabudhabi.com

Website: www.louvreabudhabi.ae

The call centre is open from 10 am to 8pm, Saturday to Wednesday, and from 10 am to 10 pm on Thursday and Friday.

Educational and Cultural Activities



- Reservation is compulsory for all educational and cultural activities, tour groups can accommodate up to 30 people maximum. A specific time slot is to be reserved in advance by calling the Louvre Abu Dhabi call centre on 600 56 55 66.
- Guided tours for the permanent collections and the temporary exhibitions are performed by Louvre Abu Dhabi tour guides.
- External tour guides with groups visiting Louvre Abu Dhabi are **not** allowed to guide their guests in the museum galleries unless the tour guides has been granted a license by Louvre Abu Dhabi. A right of speech fee is to be applied for each group booking. The group led by the external tour guide is the responsibility of the licensed tour guide. Please see special terms for school groups.
- To become a Louvre Abu Dhabi licensed guide please Contact our education team education@louvreabudhabi.ae
- Groups who are not requiring a guided tour can visit the museum by purchasing individual museum entrance tickets (up to 10 tickets) via the museum website and can complete their visit by purchasing a multi-media guide that they can purchase at the museum upon arrival.

Pricing

The purchase of the museum guide does not grant free entry to the museum. Admission tickets fees are to be charged for each individual.

For self-lead tours, each person pays the admission price according to their status.

Prices are stated in United Arab Emirates dirhams (AED).

The Louvre Abu Dhabi Museum pricing grid for group reservations is available on Louvre Abu Dhabi Website www.louvreabudhabi.ae

Conditions of Purchase

All reservations for services dedicated to groups can only be made via the call centre by calling 600 56 55 66.

Group reservations for a Louvre Abu Dhabi guided tour must be booked in advance. Booking is closed 72 hours before the date of the event.

For the last minutes in less than 72 hours, groups can book the **premium guided tour**. The premium guided tour cost AED 2100 (included VAT)

Only booking requests made by guests with disabilities can be accepted by sending their request by email to reservation@louvreabudhabi.ae



Methods of Payment

The Call Centre agent will request the contact email of the guest in order to send a link for completion of the payment. The link will allow the guest to access the payment page, and to proceed with the payment within 24 hours.

After 24 hours, the booking will no longer be available and the payment will not be possible to complete. The guest will have to request a new booking via the call centre.

For credit card payments, only Visa and MasterCard are accepted. American Express, Diners and China Union Pay cannot be used as method of payments.

Documents to Confirm the Reservation

The guest will receive a reservation confirmation by email once the payment has been successfully completed.

The confirmation received by email will include the first name and surname of the guest, the named person for the service, the time slot reserved (date and time), the order number, the total amount of the order and the methods of acquiring the tickets.

The contact details of the call centre, the location of the group reception area, the visitor guidelines and a reminder of general terms and conditions of sale will also be included.

A proof of payment and tickets will also be sent with the reservation confirmation.

Acquiring Tickets on the Day of the Service

On the day of the visit, the group must present themselves, along with the chaperone, to the reception desk located on Level -1, no later than forty-five (45) minutes before the start of the tour.

A printed ticket as confirmation of the tour will be given to the group representative (upon presentation of the reservation confirmation), as well as an individual admission ticket for each person.

Delays and Late Arrivals

Any activity delayed by the guests will not be prolonged beyond the finishing time specified.

For any arrival within 30 minutes of the booking time, the duration of the delay time will be deducted from the duration of the booked tour and a modified tour will be conducted instead of the complete tour.

For any arrival 30 minutes after the booking time, the group will be informed that they shall visit the galleries independently without a Louvre Abu Dhabi Tour guide.



Admission Ticket verification

The group representative will be requested to provide the group ticket and each participant's individual admission tickets upon arrival for scanning of the ticket barcode. The verification of tickets may be required at the entrance of the permanent collections and temporary exhibitions as well as any other areas deemed required by the museum.

Methods of Use for Admission Tickets

- Tickets are given to the group upon arrival at the museum
- The group representative must retain them for the entire duration of the visit
- Tickets can be checked at any time during the visit
- Any soiled or damaged tickets cannot be accepted
- Tickets are only valid for the reserved date and time.
- Tickets are non-transferable.

Complying with Visiting Rules

Guests must comply with the visiting rules of Louvre Abu Dhabi, which can be found at the museum information desk or at <https://www.louvreabudhabi.ae/en/terms-condition>

Any guest who does not comply with the visiting rules of Louvre Abu Dhabi may be denied access to the site without reimbursement of the admission price.

Acceptance of Guests

The museum has the right to cancel admission, terminate the visit of any guest, individually or within a group, when expressing or showing suspicious or improper behaviour, without any liability on Louvre Abu Dhabi Museum, therefore tickets and amounts paid are non-refundable and will not be postponed or re-scheduled for other services at Louvre Abu Dhabi.

Fraudulent Use, Loss and Theft of Tickets

It is prohibited to reproduce, duplicate or counterfeit a Group ticket in any way. The reproduction of a Group ticket is prohibited.

Louvre Abu Dhabi accepts no responsibility in the event of the loss or theft of the Group ticket(s) issued, including on the premises.

Modification and Cancellation by the Guest

The guest can modify their reservation by telephone. Any requests to change or postpone a reservation and/or registration of additional people needs to be made before 72 hours, (changes will be allowed within the limit of the number of available places and time slots). Session date and time amendment will not be permitted in less than 72 hours from the ticket effective date and Louvre Abu Dhabi will not be liable for any kind of compensation.

In the event that the number of participants actually present during the tour is lower than the number initially planned for upon confirmation of the reservation, no reimbursement of any kind will be granted (of the admission price, the right of speech, or the cultural activity).



In the event of a cancellation request for a service reserved and paid for by the guest, Louvre Abu Dhabi does not offer a reimbursement for the service.

In the event that the number of participants actually present during the tour is higher than the maximum number allowed, the group representative will be asked to purchase the corresponding number of single admission tickets for the additional participants.

The additional participants will not be able to join the guided tour but will be able to visit the galleries with or without support of multimedia guide. Multimedia guide are available for purchase at the museum.

Modification and Cancellation by Louvre Abu Dhabi

Louvre Abu Dhabi reserves the right to modify the calendar of Educational and Cultural activities or events offered with 48 hours' notice and, in particular, to replace one workshop or tour with another if the conditions for the planned activity become unsuitable. In the event of force majeure, Louvre Abu Dhabi also reserves the right to cancel a reservation.

In the event that an Educational and Cultural activity or event is cancelled by the museum, the face value of the cost of the ticket or tickets to the guest will be reimbursed within a maximum of three (3) months from the date of the reserved Educational and Cultural activity or event.

Visitors who have reserved and paid for their ticket will be informed by telephone and email should any modifications to the booking be made.

Specific scheduling for the School and University Groups

Visitors are considered as a group when the number of individuals is between fifteen (15) people and thirty (30) people including the accompanying adults, students and school pupils.

It is compulsory for schools and university groups to be accompanied.

Please refer to the table below. Depending on the number and age of the visiting students, the number of accompanying adult.

The number of participants vary depending on the activity and some activities maximum number of participants will be below thirty (30).



| Age | Number of children | Number of accompanying adults |
|--------------------|--------------------|-------------------------------|
| Under 6 years | 2-16 | 2 |
| | 17-24 | 3 |
| | 25-30 | 4 |
| From 6 to 10 years | 2-24 | 2 |
| | 25-30 | 3 |
| From 10-17 years | 2-12 | 1 |
| | 13-24 | 2 |
| | 25-30 | 3 |
| Over 18 years | 2-20 | 1 |
| | 21-30 | 2 |

In the event that the number of participants actually present during the tour is higher than the maximum number allowed, the person responsible for the group shall purchase the corresponding number of single admission tickets for the additional students.

The additional students will not be able to join the guided tour but are welcome to visit the galleries with or without the support of multimedia guide under adult supervision respecting the number of adults required depending on the student's age and numbers.

Responsibility

All members of the group must review and comply with visiting guidelines.

The group's accompanying adult is responsible for the Group ticket issued before the tour and must be able to present it at all times in the event of a check. They may also be held responsible in the event that one or more members of the group do not comply with visiting guidelines.

All holders of tickets acquired for this service undertake, on penalty of possible prosecution, not to use it for any promotional or commercial means whatsoever. As such, Louvre Abu Dhabi reserves the right to deny access to its museum spaces and workshops for any holders of tickets acquired from any other body than Louvre Abu Dhabi or any third party it has mandated.

Applicable Law

These terms and conditions are governed by and will be construed in accordance with the laws of the United Arab Emirates as those laws are applied in the Emirate of Abu Dhabi.