

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 offered on site and on the website of the Louvre Abu Dhabi are offered for sale only to private individuals and natural persons, 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 the Louvre Abu Dhabi for professional or commercial use or for profit.

For all professional and commercial purchases of products and services of the Louvre Abu Dhabi, the guest must contact the Louvre Abu Dhabi call centre 600 56 55 66 or tourism@louvrebudhabi.ae. Refer to the general terms and conditions of sale for groups or the general terms and conditions of sale for reseller sales.

Contact Details

Louvre Abu Dhabi, Saadiyat Cultural District

Email: contact@louvrebudhabi.ae

Telephone: 600 56 55 66

Website: www.louvrebudhabi.ae

E-mail: reservation@louvrebudhabi.com

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

Educational and Cultural Activities

- Reservation is compulsory and groups cannot exceed 30 people and require a specific time slot to be reserved with the Louvre Abu Dhabi call center 600 56 55 66. Educational and Cultural activities include guided tours of the museum galleries including temporary galleries exhibitions and workshops.
- External Tour guides with groups visiting the Louvre Abu Dhabi are not allowed to guide their guests in the museum galleries. Only Louvre Abu Dhabi tour guides are allowed to provide this service with the price mentioned in Louvre Abu Dhabi website. The group will then become the responsibility of their accompanying adult/chaperone. Reservations for self-lead tours are closed 2 days before the date of the visit. Groups arriving to the museum but not interested in a guided tour with the Louvre Abu Dhabi, have the option to use the service of multimedia guide individually

Pricing

The museum guided tours don't include the admission ticket in the price of the cultural activity (except for school and university visits). An admission ticket should be purchased in addition to the guided tour ticket for each person in the group.

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 group services can only be made by the call centre 600 56 55 66. Group reservations for a Louvre Abu Dhabi guided tour or workshop must be booked in advance. Booking is closed 7 days before the date of the event.

Only requests by guests with disabilities can send 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 the guest will be able proceed to complete 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.

The following credit/debit cards are accepted: Visa, MasterCard, American Express, Diners and China UnionPay.

Documents to Confirm the Reservation

Once payment has been made, the guest will receive a reservation confirmation by email. This confirmation contains the first name and surname of the guest, the named person for the service, the time slot reserved (date and time), an order number, the total amount of the order, the methods of acquiring the tickets, the contact details of the call centre, the location of the group reception area, visiting guidelines and a reminder of general terms and conditions of sale.

A proof of payment 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 or workshop.

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

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

Admission Ticket Checks

All admission tickets are systematically checked upon entering the museum galleries (permanent collections and temporary exhibitions), by scanning the digital bar code on the ticket. The Group ticket must be presented by the chaperone, along with the corresponding admission tickets.

Methods of Use for Admission Tickets

- Tickets are given to the group chaperone
- The Chaperone 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. They are non-transferable.

Complying with Visiting Rules

Guests must comply with the visiting rules of Louvre Abu Dhabi, which can be found at museum reception kiosks 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 within 48 hours, (changes will be allowed within the limit of the number of available places and time slots). 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 that the number of participants actually present during the tour is higher than the maximum number (*please refer to table 1 on page 5*), the person responsible for the group will be asked to purchase the corresponding number of single admission tickets for the additional participants that exceed the maximum number authorised for the group type that corresponds to the declaration made upon confirmation of the reservation (refer to the table above). 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.

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 that this takes place, those who have reserved and paid for their ticket will be informed by telephone and email.

In the event of force majeure, Louvre Abu Dhabi reserves the right to cancel a reservation.

In the event that this takes place, those who have reserved and paid for their ticket will be informed by telephone and email.

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.

Accompanying Chaperone for the School and University Visits Group

Group, is consider as a minimum of fifteen (15) people (including accompanying adult) and maximum thirty (30) people for adults (including accompanying adult), students and school pupils. **It is compulsory for groups to be accompanied** by at least one person designated as responsible within the group, depending on the number and age of the visiting students:

Table 1

Age	Number of children	Number of accompanying adults/chaperones
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

The accompanying adult/chaperone may be a different person from the one buying or booking the visit. If this is the case, the name of the accompanying adult must be stated upon reservation.

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.