

## GENERAL TERMS OF SALE - TOURISM PROFESSIONALS AND SCHOOLS

### CLAUSE 1: PREAMBLE

These General Terms of Sale apply to all ticket purchases made by the same person from Société d'Exploitation de la Tour Eiffel, *société publique locale* with € 23 965 625, with head office is located at 6, avenue Gustave Eiffel - 75007 Paris (France), number 482 622 529 in the Paris Commercial and Companies Register (hereafter "**SETE**") through its websites at <http://www.tou Eiffel.paris/> or <https://ticketpro.tou Eiffel.paris> (hereafter the "**Website**").

The Client, as defined below, is requested to read the General Terms of Sale with care as they set out the contract between the Client and SETE and in particular the conditions for on-line Ticket purchase and the Rules for Visiting, as defined below, that apply to all visits to the Eiffel Tower.

By confirming your order of a Ticket on this Website you are entering into a firm contract and accepting without reservation all the General Terms of Sale that you must declare you have read before you confirm your purchase.

The General Terms of Sale that apply are those in force on the Website when you purchase your Ticket. SETE may change or amend the General Terms of Sale at any time and in any way permitted by the law.

You are advised to purchase your Ticket to visit the Eiffel Tower in advance and to book a date and time for the visit.

### CLAUSE 2: DEFINITIONS

When the following terms (used either in the singular or in the plural) commence with a capital letter, they will have the following meanings:

**"Ticket"**: the ticket to ascend the Eiffel Tower, however issued and on whatever medium, that the Client purchased on the Website. Tickets prices are shown on the Website.

**"Client"**: anyone purchasing or reserving a Ticket on the Website and accepting the General Terms of Sale as set out in clause 3.2 below.

**"General Terms of Sale"**: the present General Terms, which set out the terms of Ticket purchase and use by the Client, and include the Rules for Visiting the Eiffel Tower.

**"Visit Rules"**: the rules for visiting the Eiffel Tower set out in Annex I hereto, with which the Client undertakes to comply.

"**Key Account**": a legal personality that meets the conditions for the application of special terms of purchase for tickets for the Eiffel Tower and that has signed a contract with SETE to this effect.

## **CLAUSE 3: CONDITIONS OF PURCHASE**

### **3.1 - PURCHASE METHOD**

The Client needs to create a professional account by declaring the information of his/her structure and its buyers linked to it.

He will have to send back the contract correctly filled in and signed with the documents in relation with its information. Once his account approved, he will have access to the ticketing website.

The Client must not supply false or third-party details when he creates his personal account or when he makes purchases on-line.

The Client selects the number of Tickets required, the floor he wishes to visit and the date and time of the visit, depending on availability.

Available times are shown on the Website. Certain times may be fully booked and therefore not available.

A summary of the order will be shown on the right of the web page.

The Partner acknowledges that the use of robots or any other automated system designed to circumvent all or part of the purchasing process for the purpose of searching for and acquiring access tickets is likely to seriously disrupt the proper functioning of the online ticket office. This practice is therefore strictly prohibited.

As part of the measures to prevent the use of automated systems (bots) or any other nonhuman process aimed at acquiring access tickets, SÉTE reserves the right to analyse or have analysed the connection logs (server logs) of the entities identified, which the Partner expressly accepts. The purpose of this analysis, the results of which will be shared, is to detect any abnormal or fraudulent activity or activity that contravenes the contractual provisions and general terms and conditions of sale, in order to take appropriate measures accordingly.

### **3.2 - ACCEPTANCE OF THE GENERAL TERMS OF SALE**

By clicking "Confirm" at the end of the order procedure and clicking on "I accept the General Terms of Sale", the Client declares he has read and accepts without reservation all the General Terms of Sale.

### **3.3 - METHOD OF PAYMENT**

Payments online must be made by Visa or MasterCard.

After checking the order and accepting the General Terms of Sale as above, the Client will be redirected to a secure payment server where he can pay for his order online by entering his card details, including the card number and expiry date and the code on the back of the card.

The order, which is a firm order placed by the Client, will be recorded when the Client has accepted the General Terms of Sale and has confirmed his payment.

The Client's bank account will be debited with the cost of his order when the transaction is finally confirmed. The Client will be sent printable proof of payment at the end of the transaction.

If the payment is rejected by the payment center, SETE will not accept the order and there will be no contract.

Orders are firm and final and cannot be cancelled or amended by the Client once payment has been confirmed.

Once the order has been placed and payment confirmed, the Client will receive an e-mail confirming the purchase.

The e-mail is not a Ticket. It can be used as proof of Ticket purchase and the Ticket itself will be issued as set out in clause 4.3 (Ticket Issue) below.

### **3.4- KEY ACCOUNT STATUS**

The Client may request Key Account status from SETE at any time.

The conditions for Key Account status and the special ticketing terms it carries are given in Annex 3 hereto.

## **CLAUSE 4 - TICKETS**

#### **4.1 - RESTRICTIONS ON TICKET USE**

Tickets are valid only for the floor, date and time stated on the Ticket concerned.

Tickets cannot be returned, exchanged or refunded, subject to clause 5 of these General Terms of Sale.

Tickets are personal and not transferrable. They cannot be resold by the Client to a third party unless the Client is a professional business entered in an official national register (equivalent to the French RCS) and associated with a tourism industry (See UNWTO nomenclature).

Clients reselling Tickets must inform the sub-purchaser that they are resellers and that all complaints must be addressed to them.

SETE may also require production of valid ID from, and refuse access to the Eiffel Tower to, any Ticket holder who may have acquired his Ticket unlawfully.

#### **4.2 - TICKET PRICES**

Ticket prices are stated in euro and are payable exclusively in euro. Prices include tax but do not include any processing or shipping fees that may apply.

Ticket prices are those applying at the visit date and are shown on the Website.

#### **4.3 - E-TICKET ISSUE**

A print-out of the confirmation page or of the e-mail sent by SETE to the Client is not a Ticket and cannot be used to access the Eiffel Tower.

Clients can obtain and print e-Tickets until the booked date of their visit by clicking on the link in the confirmation e-mail or in their personal account on the Website.

e-Tickets are invalid unless printed using an inkjet or laser printer as one (1) copy on a page of A4 paper that is clean on both sides. No other format (e.g. electronic format) is accepted.

Each Ticket has a barcode that gives access to the Eiffel Tower.

The printing of e-Tickets must be good quality. Tickets that are partially printed, dirty, damaged or illegible will not be accepted and are invalid. In the event of accident or bad quality print, the Client

should print his Ticket again. To ensure that the print is of acceptable quality, the Client should check that the information on the Ticket and the barcodes are clearly legible.

If an e-Ticket is lost, stolen or duplicated, only the first person presenting that Ticket will be considered the legal holder of the Ticket and will be able to access the Eiffel Tower. SETE may require presentation of valid ID when checking Tickets.

## **CLAUSE 5 - CANCELLATION - REFUND**

The sale of tickets for entry to a monument is a sale of a leisure activity. Under article L. 221- 28 12° of the French Consumer Code, Tickets cannot be cancelled. Ticket purchases are therefore final and cannot be cancelled by the Client.

Purchased Tickets cannot be returned or refunded, even if they are lost or stolen or if forgotten during the visit. Duplicates cannot be issued to the Client.

SETE may restrict or cancel visits to the Eiffel Tower.

For visitors with time-stamped tickets, and in the event of a breakdown in which one or more lifts are closed, SETE reserves the right to cancel time stamped tickets for the time slots affected by the breakdown. SETE's decision is final.

A refund will be provided by crediting the card used when buying the tickets online.

If force majeure makes SETE decide to restrict access to all or part of the monument for over two (2) consecutive hours, reimbursement will be strictly in proportion to that restriction. If access is restricted because of a decision made by the public authorities, no refund will be payable.

For example, if access to the summit of the Eiffel Tower is closed, only the difference between the cost of a ticket for the summit and a ticket for the second floor may be refunded since the 1st and 2nd floors will remain open to the public.

A contact sheet will be issued at the Eiffel Tower when access is restricted (it can also be downloaded from the Website at <http://www.toureiffel.paris/>). The Client should send the completed contact sheet with the unused Tickets within one (1) month of the visit date.

Requests sent after this date will not be considered in accordance with the law.

No refund will be given at the Eiffel Tower. No refund or exchange will be possible in the event use of the lift is delayed or impossible because of delay on the part of the Client or delay caused by operation of the monument, or because of bad visibility from any of its floors.

SETE accepts no liability for force majeure events that disrupt monument visits or lead to it being entirely or partially closed to the public, such as bad weather (frost, wind, snow, etc.) or decisions by the public authorities.

## **CLAUSE 6 - MONUMENT ACCESS**

### **6.1 - RECEPTION AND VISIT**

Visitors must arrive at the visitor reception in front of the access pillar at latest by the time stated on the Ticket. Access will be in order of arrival of holders of Tickets for the current time slot.

Visitors must go through security checks at the foot of the monument at the date and time printed on the Ticket before they take the 1st lift. The time printed is not the time for ascent to the summit, which will require a change of lift at the 2nd floor. At busy times, there may be a wait.

Visitors arriving after the time printed on their Tickets will not be allowed admittance unless the maximum number of visitors for the next time slot is not reached. Late visitors may be allowed to use the lift, depending on how busy it is. Priority will be given to Clients who arrive on time.

In the event of force majeure or delay caused by operation of the monument, visitors with bookings will access the lift in booking order.

### **6.2 - TICKET INSPECTIONS**

Only Tickets with a barcode (printed e-Ticket or paper Ticket) can be used to access the monument.

Tickets are inspected at the foot of the monument by scanning the barcode on the paper Ticket (printed e-Ticket or paper Ticket) and checking the reduced rate card (where applicable) and/or valid ID. SETE may refuse access to the monument to any holder of a Ticket purchased by the Client that does not pass inspection.

SETE may refuse access to the monument to any holder of a Ticket purchased unlawfully (from a third party not authorised to resell Tickets).

## **CLAUSE 7 - LIABILITY**

Visits to the Eiffel Tower are made at the Client's own liability and at the liability of the members of the Group and of the Group Manager.

SETE accepts no liability for unforeseeable and/or consequential damage suffered by the Client and/or the members of the Group and/or the Group Manager, such as for example: loss of earnings, loss of

opportunity, loss of income, clientele or data, financial or commercial loss, business disruption or consequential loss.

SETE accepts no liability for failure to fulfil or incorrect fulfilment of its obligations under the General Terms of Sale if this is imputable to: (i) the Client; or (ii) unpredictable action by anyone not party to the contract (e.g. a member of the Group or the Group Manager) that is beyond SETE's control; or (iii) force majeure.

SETE accepts no liability for bad visibility from the summit of the monument.

SETE cannot assure the Client that the Website will meet all his expectations or that no errors will occur while the Client is using the Website.

The Website is available 7days / 7 and 24 hours / 24 unless closed for maintenance, repair, force majeure or events that are beyond SETE's control. SETE accepts no liability for loss or damage suffered by the Client or third parties as a result of: (i) inability to access the Website; (ii) internet failure; (iii) telecoms failure; or more generally failure (iv) caused by force majeure as defined by the French courts, while they are accessing the Website or placing an order.

SETE accepts no liability for harm suffered from internet use, e.g. loss of data, intrusion, virus or service breakdown.

SETE accepts no liability for incorrect use of the Website and/or the on-line ticketing service by the Client or third parties. Should compensation action be brought against SETE for failure by the Client to comply with the General Terms of Sale, SETE may join the Client to the action as third-party guarantor.

The Client has full liability for its decision to order a Ticket and for the method of Ticket issue he selects. SETE accepts no liability for malfunction caused by e-Ticket incompatibility with the Client's system.

## **CLAUSE 8 - INTELLECTUAL PROPERTY RIGHTS**

SETE holds title or user rights to the Website and all its components (e.g. logos, trademarks, domain names, titles, images and other content provided by SETE).

## **CLAUSE 9 - PERSONAL DATA PROTECTION**

In order to process orders and provide services, SETE processes personal data collected from Clients when they register with the Website and/or when they order Tickets. Clients' personal data may also be used for information and sales prospecting purposes by SETE (e.g. for sending e-mails or mailings with information on price changes, current promotions and extraordinary events organised by SETE) to offer products and services associated with the Eiffel Tower.

Personal data marked compulsory must be given to allow orders to be processed and on-line services provided. If the Client does not complete compulsory fields SETE will be unable to process his orders or provide services. SETE will be unable to contact the Client in the event a date, time or floor for which Tickets have been purchased is cancelled or changed, where this is possible.

Data is kept in the Client's personal account on the Website to facilitate transactions through the Website and ensure they are successfully completed

Pursuant to the Data Protection Act of 6 January 1978, the Client may access, amend and correct data concerning himself and for legitimate may refuse to allow its use, by contacting: Société d'Exploitation de la Tour Eiffel, Direction des Clientèles, 6, avenue Gustave Eiffel - 75007 Paris (France) giving his surname and first name, address and latest order number, where possible.

## **CLAUSE 10 - ACCOUNT TERMINATION**

The Client may terminate his personal account at any time by contacting the professionals customer service.

SETE may terminate the Client's personal account as of right and without notice, legal formality or liability by sending an e-mail or letter should any of the following events occur:

- use of the ticketing service or Website that is contrary to public policy or public morals;
- violation of the intellectual property rights of SETE and/or a third party;
- any action affecting the operation of the on-line ticketing service or the Website;
- loss, hacking or unauthorised or fraudulent use of the user name and password;
- any other failure by the Client to fulfil any of his obligations under the General Terms of Sale.

SETE accepts no liability to the Client or third parties for termination of personal accounts in accordance with this clause. The Client's personal account will be closed.

## **CLAUSE 11 - MISCELLANEOUS**

### **11.1 - ELECTRONIC FILING OF AGREEMENTS AND PROOF AGREEMENT**

SETE shall file orders with a value of over one hundred and twenty (120) euro along with receipts and invoices on a reliable, durable medium that shall constitute a true copy.

SETE shall keep said media for ten (10) years from execution of the contract or from delivery of the Ticket if this is not immediate. SETE shall ensure the Client has access at all times to the General Terms of Sale and shall provide him with a copy of them if he requests this by writing to SETE at the address given in clause 11.6 of this document.

SETE's electronic registers shall constitute proof of communications, orders, payments and transactions between them.

All electronic correspondence and/or communication and/or data transmission between the Client and SETE shall have the force of proof they would have had if they had been written on paper.

## **11.2 - CUSTOMER SERVICE**

For information and questions about the order process the Client should contact SETE Professionals and Schools Customer Service:

- by phone on +338 92 700 016 (calls cost €0.35 inc. tax per minute from landlines in mainland France) between 09:00 and 6:00 Monday-Friday except on public holidays;
- by e-mail: [professionnels@toureiffel.paris](mailto:professionnels@toureiffel.paris) for professionals and [scolaires@toureiffel.paris](mailto:scolaires@toureiffel.paris) for schools.

## **11.3 - ORDER TRACKING**

For information and questions about a completed purchase or to make a complaint, the Client should contact SETE Customer Service with his order number:

- by phone on +339 69 36 72 48 (cost of a local call from landlines in mainland France) between 09:00 and 6:00 Monday-Friday except on public holidays;
- by e-mail: [professionnels@toureiffel.paris](mailto:professionnels@toureiffel.paris) for professionals and [scolaires@toureiffel.paris](mailto:scolaires@toureiffel.paris) for schools or by clicking on "Contact us by e-mail".

## **11.4 - SEVERABILITY**

Should any part of the General Terms of Sale be discovered to be invalid under the law or a final decision of the courts, it shall be deemed not written but shall not cancel the contract or affect the validity of the other provisions of the contract.

## **11.5 - APPLICABLE LAW - DISPUTES**

The General Terms of Sale are subject to French law.

In the event of complaint, the Client must first contact Customer Services at the address shown under clause 11.3 of the General Terms of Sale.

Consumer Clients resident in France or in any other Member State of the European Union at the time of purchase may apply free of charge to a consumer ombudsman to settle amicably any contract dispute with SETE over this Agreement, in accordance with articles L. 151-I ff. and R. 152-I ff. Consumer Code. For this purpose SETE grants the Client a right of recourse to consumer mediation.

The consumer ombudsman with responsibility for SETE is:

MTV Médiation Tourisme Voyage

BP 80 303

75 823 Paris Cedex 17 [www.mtv.travel](http://www.mtv.travel)

Consumer Clients resident in France or any other Member State of the European Union at the time of purchase may also use the European platform for on-line resolution of disputes at (<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home2.show&lng=EN>) to settle amicably any contract dispute with SETE over this Agreement.

Consumer Clients resident in a different Member State of the European Union at the time of purchase may also go to the website of the Committee for the Assessment and Control of Consumer Mediation (<http://www.mediation-conso.fr/>) to obtain assistance and information on the extrajudicial body responsible for settling consumer disputes in any other Member State.

Jurisdiction over legal proceedings shall lie with the relevant courts under ordinary rules.

#### **11.6 - ADDRESS FOR SERVICE**

For the purposes of these General Terms of Sale and the documents and consequences to which they give rise, the Parties give as their addresses for service:

SETE: Société d'Exploitation de la Tour Eiffel - 6, avenue Gustave Eiffel - 75007 Paris (France),

The Client: The address he has given on the order.

### **ANNEX I - RULES FOR VISITING THE EIFFEL TOWER**

#### **EIFFEL TOWER VISITOR REGULATIONS**

These regulations, drawn up by Société d'Exploitation de la Tour Eiffel, a local public company with a capital of €23,965,623 whose registered office is located at 6 avenue Gustave Eiffel, 75007 Paris, registered in the Paris Trade and Companies Register under number B 482 622 529 (hereinafter "SETE"), the company responsible for operating the Eiffel Tower on behalf of the Municipality of Paris, the monument's owner, apply to Eiffel Tower visitors and restaurant customers, to persons and organizations

authorized to use certain premises for meetings, receptions or ceremonies of any kind, and to any person not belonging to SETE who is present at the monument for professional reasons.

## **SMOKING IS PROHIBITED AT THE EIFFEL TOWER**

### **I/ ACCESS TO THE MONUMENT**

**Article 1:** The Eiffel Tower is open every day of the year from 9.30am to 11.45pm (from 9am to 12.45am in the summer season). Ticket sales close 45 minutes before the monument closes. The last ascent to the top is at 10:30pm (11pm in summer), except in the event of early closure due to high visitor numbers. Evacuation of floors begins 30-45 minutes before closing time. These times are subject to change without notice by SETE, particularly in the event of unfavorable weather conditions, exceptional events, high visitor numbers or cases of force majeure.

**Article 2:** Entry to and movement within the monument during public opening hours are subject to possession of an admission ticket: valid E-ticket, physical ticket or badge issued by SETE.

**Article 3:** The type of ticket purchased determines the conditions of admission to the monument: either by elevator or by stairs. Each ticket entitles the holder to one entry only and must be retained until the end of the visit. Exit is final.

**Article 4:** Direction of visit: if several floors are visited, the tour begins on the highest floor. Visitors with “tickets for the top” must change elevators on the second floor. On the way down, visitors can visit the other floors.

**Article 5:** If, for reasons of force majeure, SETE is obliged to restrict access to all or part of the monument for more than two (2) consecutive hours, only the amount corresponding to the period of limited access resulting from this restriction may give rise to a refund. If access is limited due to a decision by the public authorities, no refund requests will be considered.

### **II/ TICKET PURCHASE, DELIVERY AND VALIDITY**

**Article 6:** Tickets sold at the monument’s ticket offices are for immediate entry. The date and time of issue are indicated on the ticket: this reference is used to authorize access to the monument. Under no circumstances may they be sold in advance, resold, exchanged, assigned or transferred. Any attempt to resell or misuse the ticket will result in the ticket becoming invalid without compensation, as well as exclusion from the site.

**Article 7:** The price is stipulated in Euros, all taxes included, and is payable in this currency only.

**Article 8:** The applicable rate is that in force on the date of purchase of the ticket. This is displayed at the monument’s ticket offices and on the Eiffel Tower website (<http://www.toureiffel.paris/> or <https://>

[ticket.toureiffel.fr](https://ticket.toureiffel.fr)). To receive certain advantages or reduced rates, you may be asked to produce proof of eligibility at the ticket office.

**Article 9:** At the monument's ticket offices, payment for one or more tickets can be made in cash or by credit card, bank or La Banque Postale cheque, Eurocheque or French travel vouchers. A receipt of payment is issued on request at the ticket office.

**Article 10:** The ticket is valid only for the period or time indicated on it. It cannot be returned, refunded or exchanged. Tickets may not be sold to a third party. SETE reserves the right to refuse access to the monument to any holder of a ticket or tickets acquired illegally (in particular, acquired from an unauthorized third-party reseller). These tickets must be returned to SETE without any entitlement to compensation.

**Article 11:** In the event of loss or theft, tickets are non-refundable and no duplicates will be issued.

**Article 12:** SETE cannot be declared responsible for any force majeure events that may disrupt the visit to the monument, leading to its total or partial closure to the public, such as adverse weather conditions (frost, wind, snow, etc.) or a decision by the public authorities.

### **III/ MEASURES APPLICABLE TO TOURISM PROFESSIONALS AND GROUPS**

#### **Articles 13 to 14 – Up to and including 28 September 2026**

**Article 13:** The ticket is valid only for the period or time indicated on it. It cannot be returned, refunded or exchanged. Tickets may not be sold to a third party. However, if the person who purchased the tickets is a tourism professional, the tickets can be sold to his or her own customers as part of an organized tour. Furthermore, when selling the tickets, the Client customer must inform the sub-purchaser that it is a reseller, to whom any claims or complaints must be sent. SETE reserves the right to refuse access to the monument to any holder of a ticket or tickets acquired illegally (in particular, acquired from an unauthorized third-party reseller). These tickets must be returned to SETE without any entitlement to compensation.

**Article 14:** According to the regulations in effect, and in particular during a pandemic or epidemic observed by a national or international authority, group size may be limited. Group: refers to a group of at least seven (7) persons supervised by a guide or escort going to the same floor at the same time. Guides and escorts must be clearly identified as soon as they enter the security screening, with a badge bearing the name of the company for which they are escorting, as well as their name. Unidentified guides will not be allowed access to the Tower.

#### **Articles 15 to 19 - From 29 September 2026**

**Article 15:** Ticket purchases at on-site ticket offices are limited to a maximum of 9 people, including the guide. Groups led by tourism professionals are not permitted to purchase tickets on-site if they exceed

9 people. Tourism professionals are prohibited from artificially splitting groups in order to purchase tickets at the ticket office. Multiple groups of 9 people led by a single guide will be considered a single group within a 30-minute time slot. In such cases, online booking is mandatory.

**Article 16:** Specific measures for tourism professionals: Tourism professionals must purchase tickets exclusively via the platform: [ticketpro.toureiffel.paris](https://ticketpro.toureiffel.paris). For tourism professionals, online purchase is the only way to guarantee access to the different floors, including the top, subject to operational conditions. Groups must be formed before passing through the initial security checkpoints and organized outside the esplanade. Assistance or accompaniment by a tourism professional or any third party for the sole purpose of purchasing tickets at the ticket office, whether for an individual visitor or a group of individual visitors, is prohibited.

**Article 17:** Regardless of group size, guides must be clearly identifiable by a personal badge from their company. Guides must supervise their group throughout the visit, at a minimum up to the second floor and, where applicable, through the ticket checkpoint for access to the top. Please note that visits must begin at the highest floor and groups may not remain on the second floor before proceeding to the top. Any guide who is not properly identified will be denied access to the Tower.

**Article 18:** Specific measures for school groups: City of Paris program: reservation required. Other school groups (preschool, elementary, middle school, high school, and university students): for up to 35 people, including escorts, online reservation is recommended; for more than 35 people, reservation is mandatory. Multiple groups from the same school or institution are considered a single group if scheduled at the same time. Proof of eligibility is required at the time of purchase.

**Article 19:** Specific measures for associations: Non-profit organizations may purchase tickets at on-site ticket offices upon presentation of valid documentation, provided tickets are not resold, and within a limit of 35 people, including escorts, subject to availability. Online purchase is strongly recommended. For groups exceeding 35 people, reservations are required. It is prohibited to split a group in order to purchase tickets at the ticket office for the same time slot. Multiple groups from the same organization are considered a single group within the same 30-minute time slot.

#### **IV/ ACCESS RESTRICTIONS AND VISITOR BEHAVIOR**

**Article 20:** According to the regulations in effect, and in particular during a pandemic or epidemic observed by a national or international authority, group size may be limited.

**Article 21:** If you have a reservation for the restaurant on the first floor, or attend an event in the Gustave Eiffel Salon, access to the elevators is via the line reserved for the restaurant and the Gustave Eiffel Salon. Any visit to the upper floors of the Eiffel Tower must be made before the event, so that the stop on the first floor can be made on the way down.

**Article 22:** Access to and circulation in any area of the Eiffel Tower that is open to the public is also subject to the terms of clauses 20 to 25 above and below. The SETE staff is entitled to deny access to or

remove any visitor who does not comply with these requirements, without any entitlement to compensation.

**Article 23:** It is prohibited to bring objects into areas open to the public which, by their purpose or characteristics, pose a risk to the safety of persons, facilities or the monument, in particular: weapons and ammunition, explosive, flammable or volatile substances, bladed weapons that could present a threat to the safety of the public and staff, tools (in particular box cutters, screwdrivers, pliers, etc.), any excessively heavy, bulky or foul-smelling objects, packages or luggage exceeding 40x60 cm, any equipment for climbing or jumping (including bungee jumping or parachuting) as well as any publicity material of any kind whatsoever, non-folding strollers, animals, with the exception of those required by registered disabled visitors, glassware and glass bottles, beverage cans, and excessive amounts of food and drink (at the discretion of reception staff). A size guide is provided for visitors at four points on the esplanade and at the security check before entry to the monument. Please note that the Eiffel Tower does not have left-luggage or cloakroom facilities. Any confiscated item placed in the designated container will be deemed lost and will not be returned.

**Article 24:** Visitors are required to behave appropriately towards Eiffel Tower staff and other visitors. In particular, it is prohibited to: walk barefoot, wear clothing likely to disturb public order, lie down on benches, protest or display banners.

**Article 25:** In accordance with the municipal order of February 15, 2010, published in the Bulletin Municipal Officiel de la Ville de Paris on February 26, 2010, it is prohibited to:

- \* Climb the Eiffel Tower from any point and by any means whatsoever;
- \* Jump from the Eiffel Tower, at any point and by any means whatsoever;
- \* Throw any object from the monument.

On the ground, as on the monument, it is prohibited, except with the prior written agreement of SETE, to carry out any action likely to affect the safety of persons and property and the conditions of the visit, and in particular to:

- \* Pass through barriers and devices designed to restrict public access, enter areas not open to the public (staff areas, technical rooms, closed stairs, and any areas marked “no entry”);
- \* Display banners of any kind, protest;
- \* Light flares or similar devices;
- \* Organize group picnics;
- \* Make inscriptions or graffiti of any kind;

in wheelchairs or with reduced mobility. As access to the top can cause vertigo and perception problems, it is not recommended for people sensitive to these issues or presenting any other safety risk.

**Article 27:** Individuals in need of assistance and children under 12 must be accompanied by an able-bodied adult.

**Article 28:** SETE may deny access to the monument to any person whose attitude, behavior or attire is deemed likely to create a disturbance inside the monument or disrupt the visit.

## **V/ SAFETY AND SECURITY OF PERSONS AND PROPERTY**

**Article 29:** During an epidemic or pandemic duly recognized by the health authorities, personal protective equipment may be required in accordance with certified or approved standards.

**Article 30:** As the Eiffel Tower is classified as an “establishment open to the public”, the purchase of a ticket implies acceptance of the building’s specific safety instructions and the obligation to comply with any safety and security checks that may be carried out by the monument’s authorized personnel.

**Article 31:** Visitors must refrain from any action likely to threaten the safety of persons or property.

**Article 32:** Security checks are carried out before entering the Eiffel Tower. Visitors with tickets must be at the waiting area corresponding to their reservation time to allow for the security checks. For safety and security reasons, visitors are asked to open their bags and packages and to show or make known their contents when entering or leaving the monument, as well as anywhere else on the site at the request of staff and security guards.

**Article 33:** Refusal to defer to the obligations imposed during the security checks, trouble or disturbance caused to other visitors or damage caused to the monument and its facilities shall lead to the denial of access or immediate removal from the monument without any entitlement to compensation.

**Article 34:** Abandoned objects that appear to pose a threat to the monument’s security may be destroyed without delay or notice by the appropriate authorities.

**Article 35:** The entire Eiffel Tower site is under video surveillance, and images are recorded and stored for up to thirty (30) days. In accordance with the French law no. 95-73 of January 21, 1995, any interested party may, under the conditions defined by law, have access to recordings concerning them.

**Article 36:** Please report any accidents, illnesses, abnormal events, unattended objects or bags to reception staff. If a visitor intervenes as a doctor, nurse or first-aid worker, he/she must show his/her professional ID card to reception staff and remain with the patient or casualty until he/she has been evacuated; he/she is asked to leave his/her name and address with the staff on site.

**Article 37:** In the event of an outbreak of fire, the utmost calm must be maintained. Please report the fire immediately: verbally to a reception officer or any staff member present on site, or by activating one of the fire alarms located throughout the building and connected to the central fire station. If it is necessary to evacuate all or part of the building, this must be done in an orderly and disciplined manner, under the supervision of personnel in accordance with instructions received.

**Article 38:** In accordance with Article 223-6 of the French Penal Code (non-assistance to a person in danger), everyone is required to assist staff when the assistance of visitors is needed.

**Article 39:** In the event of overcrowding, unrest, strikes or any other situation likely to compromise the safety of persons and property, the monument may be closed in whole or in part at any time of day, or the opening hours may be modified.

**Article 40:** The company may not be held liable in the event of: theft (pickpockets), loss or damage of any kind during the visit, operational failures or shutdown of the elevators or technical equipment, restriction of access to certain areas or partial closure of the monument, by decision of SETE management or by decision of any authorized administrative or public authority, for reasons of safety, maintenance, high visitor numbers or adverse weather conditions.

**Article 41:** Any lost person will be taken to a reception officer who will take them to the Information Desk.

**Article 42:** It is strictly prohibited to pass any object through the panoramic safety grilles on the upper levels (mobile phones, cameras, etc.). If an object falls through these grilles, please report it immediately to a reception officer. You may be held liable.

## **VII/ PHOTOGRAPHY, RECORDING, SURVEYS FOR PROFESSIONAL USE**

**Article 43:** Any professional audio and/or visual recording in which staff or members of the public may appear requires, in addition to the formal consent of SETE, the consent of the persons concerned. SETE accepts no liability towards third parties if these provisions are disregarded.

**Article 44:** Without prejudice to the provisions of the preceding article, professional photography, film shoots and the recording of radio and television programs or internet/social media content are subject to specific regulations. Permission must be requested from SETE in advance and in writing. Written authorization must be presented upon any inspection at the monument.

**Article 45:** Permission to conduct interviews or opinion surveys of visitors must also be requested from SETE in advance and in writing.

**Article 46:** Visitors are prohibited from taking photos and videos of Eiffel Tower staff or any professional working on the Eiffel Tower site without their express consent. In accordance with Article 9 of the French Civil Code (violation of privacy) and Article 226-8 of the French Penal Code (violation of image rights), any breach of these principles may result in legal action by SETE and/or the individuals concerned.

## **VII/ LOST PROPERTY**

**Article 47:** Visitors are encouraged to check that they have not left any personal belongings behind during security checks or at any point during their visit. Lost items can be reported at the Information Desk located on the esplanade, where our staff will do their best to help recover them promptly. Visitors who have already left the site may submit a lost item report online via our website: [www.toureiffel.paris](http://www.toureiffel.paris).

Recovered items may be returned to their owners by mail. Unclaimed lost property is transferred each month to the Paris Police Prefecture's Lost and Found Office.

## VIII/ COMPLAINTS AND DISPUTES

**Article 48:** Any complaints relating to the conditions of the visit must be made on site in order for a solution to be considered. For complaints relating to the purchase, issue or validity of tickets, SETE only accepts complaints relating to tickets sold at the monument's ticket offices or on its online ticketing service accessible via the following addresses: <http://www.tou Eiffel.paris/> & <http://ticket.tou Eiffel.fr/>.

Complaints relating to the purchase, issue and validity of tickets must first be made on site or by contacting SETE's customer service department.

**By telephone:** private customers should call +33(0)9 69 36 27 07 (price of a local call to a landline in mainland France) from Monday to Saturday, 9am to 6pm excluding public holidays;

professional customers should call +33(0)9 69 36 72 48 (price of a local call to a landline in mainland France) from Monday to Friday, 9am to 6pm excluding public holidays;

**By email:** for private customers, contact [serviceclients@tou Eiffel.paris](mailto:serviceclients@tou Eiffel.paris); for professionals, contact [professionnels@tou Eiffel.paris](mailto:professionnels@tou Eiffel.paris).

Consumers residing in France or another member state of the European Union at the time of purchase may have recourse, free of charge, to a consumer mediator for the amicable resolution of any contractual dispute between them and SETE in relation to the present contract, under the conditions set out in Articles L. 151-I et seq. and R. 152-I et seq. of the French Consumer Code. To this end, SETE guarantees customers effective recourse to a consumer mediation service. The contact details of the consumer mediator for SETE are as follows: MTV Médiation Tourisme Voyage BP 80 30 75 823 Paris Cedex I - [www.mtv.travel](http://www.mtv.travel)

Consumers residing in France or another member state of the European Union at the time of their online purchase may also consult the European platform for online dispute resolution (<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>) for the amicable resolution of any contractual dispute that may arise between them and SETE in connection with these regulations. Finally, consumers residing in another member state of the European Union at the time of purchase may consult the website of the Commission d'Evaluation et de Contrôle de la Médiation de la Consommation (<http://www.mediation-conso.fr/>) to obtain the assistance and information necessary to be referred to the competent body for out-of-court settlement of consumer disputes competent in other member states. Any legal action will fall within the jurisdiction of the ordinary courts.

**Article 49:** These visitor regulations are governed by French law. Any legal action will fall within the exclusive jurisdiction of the ordinary courts.

## ANNEX 2 – CONDITIONS FOR CREATING A PROFESSIONAL ACCOUNT

SETE sells Admission Tickets **to companies engaged in tourism activities** as defined in article L. 211-I of the French Tourism Code, such as the Client.

These companies resell Admission Tickets to Visitors as part of services that go beyond simple access to the Eiffel Tower (guided or accompanied tours) via the online ticket office dedicated to professionals at <https://ticketpro.tou Eiffel.paris/login> for tickets sold online.

Online Tourism Agencies (abbreviated to OTAs) do not meet these conditions and are therefore ineligible for this agreement.

To access the ticketing website dedicated to professionals, an account opening request must be registered on this website.

To justify their status as tourism professionals, companies wishing to contract with SETE are required to produce official documents confirming **their activities in the leisure tourism sector**.

**The ticketing website dedicated to professionals gives access to the online ticket office dedicated to professionals but does not guarantee the availability of tickets.** It is the Client's responsibility to log on early enough to purchase tickets. They are distributed on a first-come, first-served basis.

SETE reserves the right to accept or reject a request to renew a contract, a request to open an account or even to suspend a current account in the event that:

- SETE becomes aware of a failure to comply with the rules set out in the contract and visiting regulations.
- If the customer submits documents that are incomplete or do not comply with SETE's requests.
- If the quality of service provided by the Customer is deemed insufficient by SETE, including customer dissatisfaction with other monuments or museums.

**Management fees for account opening, contract renewal and ticket purchase may be introduced during the term of the Agreement.** If this is the case, the Client will be informed by email of this measure as soon as possible.

#### **Applicable management fees:**

Handling fees may be applied during the term of the contract to each ticket generated as part of the transactions under this contract:

- These fees are non-refundable in the event of cancellations due to the Eiffel Tower operating problems (elevator breakdowns, weather conditions, etc.).
- These fees apply to all rates (adults, young people, children, babies, etc.) and to all destinations (top, 2<sup>nd</sup> floor) and means of ascent (stairs or elevators).
- The fee for professionals is €1/ticket.
- Account opening and renewal fees of €100 apply once for account opening and once for each renewal, for professionals buying online.

All these fees are subject to the same indexation as ticketing fees.

The Client agrees to accept a request to meet with one or more representatives of SETE at least once a year in order to discuss the conditions under which the terms of the Agreement are being fulfilled

## ANNEX 3 - KEY ACCOUNT STATUS

### **Chapter I : Conditions for Access to “Key Account” Status – Applicable from January 12, 2026**

As from January 12, 2026, the granting of “Key Account” status is strictly subject to compliance with the following provisions:

#### **1. Submission and review of applications**

Applications must be sent by email and by registered mail before September 30 of year N.

After review, the decision will be communicated during November of year N, for a potential effective start from January of year N+1 under a “Key Account” contract.

#### **2. Mandatory application content**

To enable Société d’Exploitation de la Tour Eiffel (S.E.T.E.) to verify compliance with service quality standards, the application must include:

- A copy of a voucher or exchange document
- A full list of resellers, including Online Travel Agencies (OTAs)
- The identity of the sub-purchaser, where applicable
- A detailed list of marketed offers, specifying their content, including the Eiffel Tower access ticket, as well as all distribution channels
- A list of websites and social media platforms promoting these offers with Eiffel Tower access tickets

All documents must be submitted in full and in compliance with contractual provisions. Failing this, S.E.T.E. reserves the right to refuse contract validation.

#### **3. Conduct and service quality requirements**

The professional account must demonstrate, over the 12 months preceding the application:

- Exemplary conduct (compliance with General Terms and Conditions of Sale, visitor regulations, and contractual clauses)
- Service quality in line with S.E.T.E. standards

Any breach will result in exclusion from applying for a period of three (3) years.

#### 4. Other eligibility conditions

- Registration in the Travel Operators Register (see Atout France website)
- Activity volume: at least 15,000 lift tickets purchased under the same company name over the previous 12 months via the official website, under “Tourism Professionals” pricing

Excluded: school group tickets and tickets for children under 4 years old.  
Only paid and validated (used) lift tickets are counted.

- Distribution of visits: over the preceding 12 months, with at least 20% of purchases made between November 1 (N-1) and March 31 (N), excluding December school holidays

#### 5. Contractual obligations

- Signature of a “Key Account” contract with S.E.T.E. for a duration of one (1) year
- Security deposit: equivalent to two (2) months of average turnover generated through ticket sales in the previous calendar year, adjusted annually

#### Quality commitment

- Availability of customer service during all booked visit times, in the customer’s language
- Compliance with organizational standards (website, dedicated contacts, reporting)

Failure to comply with contractual obligations results in automatic termination of the contract and a ban on reapplying for three (3) years.

## CHAPTER 2 – Commercial Terms Applicable from January 12, 2026

It is specified that the “Key Account” contract does not grant any specific or higher ticket allocation than the “Professional” contract. However, it provides certain advantages throughout the year, such as:

- Deferred payment
- Possibility of ticket return (retrocession) up to D-4
- Reduced management fees upon implementation

#### Sales opening

Since January 27, 2026, access tickets can be booked under the same deadlines, starting at 10 a.m., Monday to Friday, and up to three hours before the visit date via the same link.

Sales open every working day at 10 a.m. for visits scheduled at D+90.

Weekend sales are closed; however:

- Saturday (D+90) sales open the following Monday at 9 a.m.
- Sunday (D+90) sales open at 9:30 a.m.

On public holidays, sales open at 10 a.m. for D+90 bookings. This system may change subject to prior notice to the Partner.

### **Specific conditions for stairs access**

From September 29, 2026, stair tickets will be available for sale to contracted professionals.

Group size (stairs and lifts) is limited to a maximum of 25 people, including the guide.

Tickets will go on sale from July 2, 2026, for visits starting on September 29, 2026, under 2026/2027 contracts.

Purchases of stair access tickets are subject to specific rules:

- Annual caps:
  - 5,000 combined tickets (stairs + summit lift) per company
  - 15,000 stair tickets for access to the 2nd floor
- One group per time slot per professional
- Maximum 25 people per group

These rules may evolve.

### **Specific conditions for lift access**

To ensure fair access to the ticketing market:

- A maximum of 280 lift tickets can be booked on the day sales open for a given date

This cap may be adjusted by S.E.T.E., with one month's notice (except in exceptional circumstances).

### **Annual distribution**

- Minimum 20% of visits in low season (January, February, March, November, December, excluding school holidays)
- At least 37% of annual purchases must be tickets without summit access

### **Cancellations and performance thresholds**

- Cancellation allowed up to D-4 (96 hours)
- Monthly cancellation rate  $\leq 20\%$   
→ Exceeding this for 3 consecutive months leads to termination and exclusion for 3 years
- Monthly no-show rate  $\leq 15\%$   
(ratio of unused tickets vs reserved tickets after cancellation deadline)

### **Billing**

Monthly invoicing upon receipt, payable by bank transfer.  
Any delay results in account suspension.

### **Resale rules**

- Resale of standalone tickets without associated services is prohibited
- Only one level of intermediary is allowed, declared to S.E.T.E.

### **Prohibited practices (bots)**

The use of automated systems (bots) to purchase tickets is strictly prohibited.

In case of detected misuse:

- Immediate suspension of accounts during investigation
- Proven fraud or recurrence leads to permanent deactivation and a 3-year ban

S.E.T.E. also reserves the right to take legal action if necessary.

Server log analysis may be carried out to detect abnormal or fraudulent activity, which the Partner expressly accepts.

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### **Management fees**

Management fees may apply upon contract signature:

- €0.50 per ticket for Key Accounts
- Non-refundable in case of cancellation or operational issues
- Applied to all ticket categories and access types

Account opening/renewal fees:

- €100 per opening or renewal (one-off fee)

All fees are indexed in line with ticket pricing adjustments.