

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, [RM1.1]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.tou Eiffel.paris/> or <https://ticket.tou Eiffel.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[RM2.1], 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.tou Eiffel.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

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 [RM3.1] 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.

VI/ 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.tou Eiffel.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; for professionals, contact 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. 151-1 et seq. and R. 152-1 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 1-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.