

Rules and regulations for the Musée National Jean-Jacques Henner and the Musée National Gustave Moreau

Welcome to the museum !

PREAMBLE

The Musée National Jean-Jacques Henner and the Musée National Gustave Moreau, grouped together as an Établissement public du Ministère de la Culture, carry out a public service mission which consists of conserving, exhibiting and enriching through acquisitions a rare and precious heritage belonging to the French State. They give everyone access to this heritage and the pleasure of discovering it.

All the objects presented in these museums are works of heritage, many of which have survived for centuries, and must be preserved in their entirety for future generations. Touching them, however lightly, compromises that integrity.

Museum staff are responsible for welcoming visitors, providing information and ensuring that visits and events run smoothly, as well as for the safety of people, property and buildings. They are responsible for ensuring compliance with these regulations, under the authority of the Direction.

All visitors are asked to respect safety and security measures and not to disrupt the smooth running of the visit.

These rules and regulations are intended to combine heritage conservation, public access and the safety of people and property.

SCOPE OF APPLICATION

Article 01 - Scope of application

These rules and regulations apply to all indoor and outdoor areas, as well as to the immediate surroundings of the institution :

- to visitors of the museums of the Établissement public du musée national Jean-Jacques Henner and the musée national Gustave Moreau
- to individuals and groups authorized to access the Établissement for various reasons (including exhibitions, privatizations, events, meetings, research, conferences, ceremonies, shows or film shoots)
- to people from outside the Jean-Jacques Henner and Gustave Moreau National Museums visiting the establishment for professional or training reasons.

ACCESS TO THE MUSEUMS

Article 02 - Opening days and times

The museums are open every day except Tuesdays and certain public holidays (January 1st, May 1st and December 25th). Dates and times of museum opening, access to the rooms, closing of the cash desks, and any late-night opening, are posted on site and online on the museum websites (musee-moreau.fr & musee-henner.fr). The Musée Moreau is open from 10am to 6pm, and the Musée Henner from 11am to 6pm. Visitors are asked to make their way to the exit 15 minutes before the museums close.

The museums may be open outside these times with the agreement of the management of the Établissement public, with restricted access, in particular in the following cases : access to concessions; research, restoration or conservation work on the site; repair, refurbishment, maintenance or cleaning work; press or filming visits; privatization or special events.

Article 03 - Capacity / Maximum number of visitors

Access is authorized within the limits of the gauges and maximum number of visitors defined for each site, for the site as a whole and for each area if necessary. Queues may be organized inside and outside the museum, at the decision of the museum's reception and security staff.

Article 04 - Exceptional closure

The management of the Établissement public may decide to modify these opening hours for exceptional reasons. In such cases, changes will be widely publicized (websites, posters).

In the case of excessive attendance, unrest, strikes or staff shortages, and in any situation likely to compromise the safety and security of persons or goods, the museum may be closed in whole or in part, or opening times modified. Management may take any measures required by the circumstances.

Article 05 - Access for minors

Children under the age of 13 must be accompanied by an adult. Parents of minors are responsible for their children's actions and must ensure that they comply with safety regulations. Children aged 10 to 12 who are not accompanied by an adult may be granted access to the museum on request. Minors remain under the responsibility of their parents or guardians, whether accompanied or not.

Article 06 - Pricing

The various rates, reductions and exemptions applicable to the museum's permanent collections and temporary exhibitions are set by decision of the Établissement public's Administration Board. They are posted on site and online on the institution's websites (musee-moreau.fr & musee-henner.fr).

Article 07 - Access tickets and receipts

Entry to and circulation within the permanent collections and, where applicable, the temporary exhibitions, are subject to possession of a valid admission ticket, whatever its medium :

- paid or free ticket, in material or dematerialized form, issued online or at the museum cash desk, subject to availability, giving access to both museums within 72 hours of validation
- pass or card issued by an authorized authority
- reservation confirmation for groups

Visitors must keep their admission ticket with them at all times. They may be asked to show it at any time.

General terms and conditions of sale can be consulted on the institution's websites (musee-moreau.fr & musee-henner.fr). The resale of admission tickets without the express authorization of the Établissement public is strictly forbidden.

Visitors benefiting from a discount or exemption must present a valid proof of entitlement on site at the museum (the list of accepted proofs of entitlement is detailed in the Établissement public's price list and on the Henner and Moreau museum websites).

External contractors (maintenance, cleaning, work, etc.) likely to work on the premises while the museum is open to the public are clearly identified by a badge or pass, and are subject to all regulatory obligations.

A pass or badge issued by the management of the Établissement public or its representative is required for access to premises not open to the public and/or outside normal opening hours.

Article 08 - Accessibility

The Musée Jean-Jacques Henner has been fully adapted to allow the movement of persons with reduced mobility, and can be visited by wheelchair or similar equipment. The museum declines all responsibility for damage caused to third parties by these vehicles or their occupants.

Please refer to the accessibility conditions detailed on each museum's website, in particular for specific access conditions at the Musée Gustave Moreau, where wheelchairs can only be used on the museum's ground floor.

Article 09 - Safety and security checks

On entering the site, a visual check of the contents of all visitors' bags is carried out at the "Vigipirate" reception desk.

It is strictly forbidden to bring into the museum any objects which, by their nature or purpose, present a risk to the safety and security of persons, works of art or the building, in particular :

- weapons of any kind and ammunition - except in the case of active members of the national police force, the municipal police force or the national gendarmerie, who are in possession of a document justifying their duties
- explosive, flammable or volatile substances
- heavy, obtrusive or malodorous objects
- tools, sharp or blunt objects (pickaxe handles, baseball bats, etc.)

- aerosol cans, felt-tip pens, paint, glue, stickers in large quantities
- works of art or facsimiles, casts and posters
- flowers and plants
- glass bottles (e.g. alcohol)

Means of locomotion such as skateboards, overboards, skateboards, scooters, rollerblades, roller sneakers, bicycles, hand bikes, monowheels, etc., are not allowed in the museum.

Strollers and baby carriages are permitted in the Musée Henner, except for those of large dimensions (larger than a wheelchair) that could interfere with emergency evacuation. At the Musée Moreau, only umbrella strollers are allowed, provided they do not interfere with the movement of other visitors, with the exception of the 1st floor, where strollers are not permitted due to the limited space available.

Visitors are also asked not to carry bags on their backs in the museum (to be carried in the front or in the hand).

These last points are subject to the approval of the museum's reception and surveillance teams.

The only animals allowed in the museum are those accompanying disabled visitors.

Refusal to comply with the above rules will result in a ban on entry to the museum.

CHECKROOMS AND LOCKERS

The following articles apply only to the Musée National Jean-Jacques Henner, as the Musée Gustave Moreau has no checkrooms.

Article 10 - Lockers

For the convenience of visitors, lockers are provided free of charge for the duration of their visit. Lockers are secured by a code. Lockers are reserved for museum visitors only.

Article 11 - Compulsory deposits

Access to museum rooms is subject to the compulsory deposit of :

- bags and objects measuring more than 40 centimeters in one direction or the other
- walking sticks (excluding canes and crutches required by the elderly or disabled)
- umbrellas, unless they can be folded and stored in a garment or bag
- sharp or pointed objects
- helmets of any kind and bicycle batteries
- camera stands, supports and telescopic poles
- large and powerful lighting devices
- back or shoulder baby carriers
- tripods and folding seats without rubber tips

Article 12 - Prohibited deposits

Valuables may not be deposited in the lockers, for which the museum declines all responsibility :

- money
- identity papers
- checkbooks and credit cards
- valuables such as jewelry, cameras, smartphones, computers, tablets and other digital items

Article 13 - Acceptance of deposits

Deposits are accepted within the limits of locker capacity. Bags larger than 40 centimeters, backpacks or suitcases that do not fit into the lockers are not allowed on the museum premises.

For security reasons, the acceptance of a bag or package in a locker may be subject to the visitor opening it. During peak periods, staff may refuse to accept large objects for deposit, or objects whose presence they consider incompatible with the security or operation of the museum.

Article 14 - Removal of deposits

All deposits in lockers must be removed at the end of the visit, before the museum closes. In the event of forgetting the locker's digital code, objects may only be retrieved when the museum closes, unless a reception and security guard is available. Items not collected at closing time will be considered as lost and found.

Article 15 - Lost property

Lost and found (other than perishable or valueless items) are kept at the museum, and after a period of one month are transferred to the central lost and found department of the Préfecture de police de Paris.

PROPER USE OF THE MUSEUM

Article 16 - Rules of conduct

In order to preserve the peace and quiet necessary for a visit of the museum, and to ensure the smooth running of the events organized there, visitors are asked not to disturb the premises, in accordance with current regulations, and to behave in a courteous and respectful manner.

Any uncivil action against staff or visitors, or any action likely to endanger the safety of persons, property or buildings, is strictly forbidden and may result in exclusion from the museum, or even in prosecution.

Visitors must behave in a decent manner throughout the visit. Correct behavior is required towards staff and other visitors - i.e.: do not take off your clothes or shoes, do not hinder the movements of others, and do not behave in a rowdy, aggressive, violent or indecent manner.

In particular, the following behaviors are strictly forbidden in museum areas:

- touching the artworks (this does not apply to the drawing cabinets on the 2nd and 3rd floors of the Musée Moreau. However, these must be handled with care) or damage their integrity, as well as decorations, mediation tools and information labels, lean on glass displays, stands, podiums, exhibition panels and other display elements, move furniture, apply graffiti, posters, marks, engravings or dirt
- throwing papers and garbage on the ground, sticking stickers or chewing gum
- attempt to pass through a barrier, a closed door or any other protective device designed to protect the works of art and the decor
- attempting to climb walls or facades
- engaging in chases, jostling, slipping or climbing
- obstructing the flow of visitors, sitting on the floor in the corridors or lying down in the aisles, sitting on staircases or in front of emergency exits
- attempt to conceal oneself from the view of personnel during the closing of the building
- light matches or fires, or use aerosols or solvents
- tampering with fire alarms, emergency equipment or intruder alarm and surveillance systems without good reason, or without having been asked to do so by reception and security staff
- leaving personal belongings behind, even for a few moments.

Telephone conversations and the use of sound devices, the consumption of food or drink, and smoking or vaping are also prohibited. Only the consumption of still water, away from the works of art, is tolerated. Use of the sanitary facilities is reserved for museum visitors only.

Article 17 - Gatherings and surveys

Collecting, petitioning, leafleting, demonstrations, gatherings, sales, propaganda, advertising, soliciting, political or religious proselytizing are strictly forbidden on the premises.

All visitor surveys and opinion polls require prior authorization from management.

SECURITY AND SAFETY OF PERSONS, PROPERTY AND BUILDINGS

Article 18 - CCTV

A CCTV is installed in various areas accessible to the public, with prefectural authorization, in accordance with the provisions of the Code de la sécurité intérieure. Any person may exercise his or her right of access by writing to the management of the Établissement.

Article 19 - Opening bags

For security reasons, staff may at any time ask visitors to open their bags and packages and present their contents on entering or leaving the museum, or anywhere else in the museum. Any refusal to submit to a security check will result in a ban on access to the site.

Article 20 - Reporting

Visitors contribute to safety by reporting any accident, discomfort or abnormal event to the nearest reception and security officer. In particular, all suspicious and abandoned objects must be reported.

Article 21 - Lost persons

Any lost child or dependent person is entrusted to a museum staff member, who accompanies them to the museum's main reception desk. If they have not been found by their relatives by the time the museum closes, they will be handed over to the police.

Article 22 - Accident or illness

In the event of an accident or illness, the museum has first-aid attendants on hand. If a doctor, nurse or first-aider from among the visitors intervenes, he or she is asked to remain with the sick or injured person until he or she is evacuated. They are asked to leave their name and address with the museum staff member on site.

Article 23 - Destruction of abandoned packages

For reasons of safety and security, and in particular to comply with Vigipirate regulations, abandoned luggage, closed bags or parcels, as well as any object appearing to present a danger, may be destroyed without delay or notice by the competent police services.

Article 24 - Attempted theft

All visitors to the museum are asked to report any suspicious removal of a work of art. In accordance with article R. 642-1 of the French Penal Code, everyone is required to lend a helping hand to museum staff when the assistance of visitors is needed.

In the event of attempted theft, warning measures may be taken, including closing off access and controlling exits for the time needed to carry out the necessary investigations. A visual check may be carried out by staff, and a more thorough search by a police officer.

Article 25 - Fire

In the event of a fire or serious incident, the utmost calm must be observed.

The incident must be reported immediately by all possible means:

- verbally to a reception and security officer
- by the use of manual fire alarms and fire alarm boxes located throughout the premises and connected to the control center

Article 26 - Evacuation or confinement

In the event of evacuation or confinement, visitors are required to comply strictly with the instructions of the building's staff, without delay or panic. If evacuation of the

building is necessary, it shall be carried out in an orderly and disciplined manner under the supervision of museum staff, in accordance with the instructions received from the latter.

PROVISIONS SPECIFIC TO GROUPS

Article 27 - Group leader

Group visits are led by a group leader who is the sole point of contact for the museum. The group leader ensures that the group behaves properly and that its members comply with the provisions of the present regulations. Each member of the group remains next to the group leader or guides. Small groups may be formed for self-guided tours, provided that the group leader or an accompanying adult is always nearby.

Article 28 - Speaking

The following persons are authorized to speak in front of a group (more than 10 people), subject to presentation of a valid document :

- curators of French museums, and any museum curator holding a professional card issued or recognized by the French Ministère de la Culture
- lecturers from the Réunion des musées nationaux - Grand Palais
- persons qualified to lead guided tours of museums and historic monuments, as defined below:
- holders of the guide-lecturer card, regulated by decree no. 2011-930 of August 1, 2011 "relating to persons qualified to lead guided tours in museums and historic monuments".
- tour leaders approved by the Centre des Monuments Nationaux
- persons individually authorized by the management of the Établissement public
- teachers leading their classes and leisure center organizers
- social workers

Any person wishing to speak during a group visit and not belonging to one of the categories listed above must submit a written request for authorization to speak, with reasons, to the management of the Établissement public, no later than one week before the date of the visit.

The person authorized to speak to a group must not give the right to speak to any other member of the group. Speaking to a group ends at the end of the reservation slot. Only one speaking slot is authorized per visit.

Students and pupils are authorized to speak in front of their peers as part of university or high school supervised work.

Article 29 - Reservation fees

A reservation fee applies to all groups, whether they are self-guided or accompanied by external lecturers or cultural contributors from the Établissement.

The amount of the booking fee and the conditions of exemption are detailed in the

Établissement public's price list and on its websites.

Group leaders benefiting from this reservation fee must display it visibly, together with their badge or professional card.

Article 30 - Reservation

Group visits must be booked for a specific time slot by e-mail. Group visits are forbidden on free days (free Sundays, Nuit des Musées, etc.) and on all Sunday afternoons, unless exceptionally authorized by the Director of the Établissement public.

Admission to the museum is subject to presentation of the reservation confirmation sent to the group leader. The time slot and maximum duration of the visit must be respected, as well as the access to areas authorized within the framework of the visit.

Article 31 - Group size

The maximum number of visitors per group (including accompanying adults) is determined by the management according to the museum's capacity, and is indicated on the museum's website. For reasons of capacity, comfort and safety in certain rooms, groups may be asked to split up.

For school and after-school groups, please follow the recommendations of the Ministère de l'Éducation Nationale and the Direction des Affaires Scolaires (DASCO) regarding the minimum number of accompanying adults.

Article 32 - Circulation

Visitors in groups must respect the smooth flow of traffic for the comfort of all other visitors. They must not park in the middle of access areas and obstruct visitor circulation.

School groups with fewer than fifteen primary school pupils are allowed to sit on the floor outside the passageways, as long as attendance permits.

Article 33 - Controls and sanctions

Group visits must comply with the visiting conditions set out in the present regulations. Checks may be carried out at any time during the visit by reception and security staff.

Groups that have not declared themselves, do not hold a reservation card, have a number of participants in excess of the limit set by the Établissement, or behave in a manner that is disrespectful of the rules governing safety and visits, may be subject to interruption of their visit, eviction from the Établissement without reimbursement, and possibly a ban on future reservations.

FILMING, RECORDING AND COPYING

Article 34 - Filming

In the permanent collection rooms, works of art may be photographed or filmed for the visitor's private use only. The museum declines all responsibility for any unauthorized public use in accordance with current legislation.

In rooms where temporary exhibitions are on display, photography may be subject to restrictions, which are indicated at the entrance to the rooms or near the works of art.

Article 35 - Use of flash lights

For the protection of the works and the comfort of visitors, the use of flashes, lamps and other lighting devices is forbidden, as is the use of selfie poles.

Article 36 - Installations and equipment

It is forbidden to photograph or film the technical installations and equipment, the exteriors from the windows, or the personnel of the Établissement.

Article 37 - Authorizations

Any recording, filming or sound recording of staff or members of the public requires, in addition to the authorization of the management, the prior written consent of those concerned. The museum declines all responsibility towards third parties in the event of infringement of these provisions.

Article 38 - Recordings and broadcasts (professional or amateur)

Photography, filming or video recordings intended to be put on line for commercial or non-commercial purposes, or broadcast outside the private circle, including free of charge, with or without artificial light, sound recordings or audiovisual recordings intended for public broadcasting, whether commercial or free of charge, are subject to prior written authorization from the management of the Établissement public. A technical sheet describing the device will be requested.

Article 39 - Drawings and copies

Sketches and drawings on mobile media are permitted on an individual basis, as long as they do not require major equipment (notably an easel) or techniques other than dry (notably painting).

Painting or copying, whether amateur or professional, requires prior written authorization from the management. Visitors must comply with the instructions given to them, particularly with regard to the protection of works to be copied and any reproduction rights.

Groups coming to draw (art schools in particular) must make a reservation. Requests for permission to draw are subject to approval, depending on the number of groups

expected and the museum's activities on the day in question.

Plastic activities and animations (other than sketching and drawing) must be requested in advance.

DATA PROTECTION

Article 40 - Personal information

The Établissement public is responsible for the processing of personal data collected in connection with visits to the national sites for which it is responsible.

In accordance with the provisions of the Act of January 6, 1978 and Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 (RGPD), visitors can find out about the conditions under which their personal data is processed and the rights they have in this respect on the Établissement public's websites.

COMPLIANCE WITH THE REGULATION

Article 41 - Application

In the interests of the general public, visitors are required at all times to follow the recommendations and comply with the instructions communicated to them by the staff of the Établissement. Reception and security staff and their supervisors are responsible for the strict application of the present regulations.

Article 42 - Penalties

Failure to comply with the provisions of the present regulations may result in offenders being denied access to or expelled from the site, and may also result in prosecution.

Assaults committed against staff members in the course of their duties, as well as threats or insults, may give rise to legal proceedings.

Article 43 - Display

The present rules and regulations are posted in each of the Établissement public's museums, and are also available on its websites.

Article 44 - Evolution

The present regulations apply from the date of their approval by the Administration Board of the Établissement public on March 08, 2024, and the completion of all legal formalities. It cancels and replaces all previous provisions.

Rémi Labrusse

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