

## Louvre Abu Dhabi Visitor Regulations

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## **General**

Louvre Abu Dhabi visitors must at all times follow these guidelines for their own safety and enjoyment, and that of others.

### ***Opening hours***

- Tuesday to Sunday - 10am to 6.30pm
- Monday - Closed

The last entry time slot for pre-booked ticket holders is 5.30pm – 6pm. Last entry for visitors without a pre-booked ticket is 6pm. Ticket desk closes at 5.30pm.

The museum is open on public holidays.

Opening days and hours can be subject to change, please check the website for the latest information.

### ***Bag and other searches***

If asked, please allow our security to search your bags after passing through the security scanners at the museum entrance, or at any point during your visit.

If, upon searching your bag, our security find an item that may be a risk to the collection, building, staff or other visitors, they will remove it, and return it to you when you leave the Museum. (See Prohibited items.)

If our security find an illegal item in your bag, they will hand it to the Abu Dhabi Tourism Police.

Please be aware that, our security may be required to carry out general searches, as a condition of entry to the Museum. If required, the reason for the search will be explained, and conducted by security of the same sex as the visitor.

Our Visitor Services and Security staff are identifiable by their Louvre Abu Dhabi identity passes and uniforms. They are authorised by the Museum to ask you to comply with these visitor rules.

Please note that if our security believe that your conduct is likely to cause risk or disturbance to other visitors, to our staff, to the collection or to property, you may be refused admission or asked to leave.

Please be aware that we will not tolerate violence or abuse to any member of our staff and that failure to cooperate with the lawful directions of our security staff may put you at risk of committing a criminal offence.

### ***Access and admission***

The access to the Museum's Galleries, Temporary Exhibitions, Children's Museum, Forum, Dome, Museum Café and Boutique requires a valid admission ticket during the public opening hours. The access the museum is located at the Main Entrance.

A valid admission ticket is not required to access to the Art Lounge, Marta bar and Fouquet's. Visitors can access via by the dedicated Fouquet's access located at North Gate. An advance reservation is required.

### ***Access for all***

#### **Children and minors**

Please note that an adult is required to accompany children under 13 years of age.

Any persons supervising minors are politely reminded that they are responsible for their compliance with the visitor rules.

### People of determination

People of determination and one companion are eligible for complimentary entrance, upon presentation of their disability card.

We welcome guide dogs in the museum.

People of determination have dedicated and priority access at the information and ticketing desks.

### ***Baby strollers and wheelchairs***

We welcome wheelchairs, including motorised wheelchairs, and baby strollers inside the museum.

Single strollers and wheelchairs are available on loan, free of charge.

Please be mindful of the art collection, other visitors and premises when moving around.

We regret that double-wide strollers are not allowed in the galleries, and will be stored during your visit. You are welcome to swap your double stroller for two singles.

No other means of transport are allowed on the Museum premises.

### ***Prohibited items - Museum***

We are committed to the safety of our visitors and our collection. Any items that pose a security risk to others, the art collections or the premises are not allowed in the museum, notably:

- Bladed and cutting items greater than 3.5 cm in length (scissors, forks, knives, multi-tools or similar)
- Tools (screwdriver, pruning shears or similar)
- Explosives substance, inflammable or volatiles (fuel, pressure containers, gasses, fireworks or similar)
- Dangerous objects including: heavy, bulky, loud, ~~repulsive~~, those that cause any nuisance to other visitors. Items that can be considered to be, or appear to be, a weapon, including, but not limited to, toys guns, laser pointers, pepper spray, taser and any type of antique weapon
- Artwork, unless permission has been granted by the Museum Director
- Placards, poles, signs or banners
- Musical instruments and / or amplification equipment including public address systems, distress signals, whistles, loud hailers, horn or bugle, electronic or other broadcast equipment.
- Recreational devices such as drones (unless prior permission has been granted – See 'Filming at Louvre Abu Dhabi'), remote control toys, skateboards, bicycles, scooters, hover boards, inline skates, and shoes built-in-wheels.
- Any bag or suitcase larger than H55 cm / L 38 cm / W20 cm
- Fishing equipment
- Alcoholic beverages or any illegal substance
- Animals except guide dogs
- Any items that cannot fit through the security x-ray machines

If our security find one of the items listed (or any similar item that may be a risk to the collection, building, staff or other visitors) they will remove it, and it may be collected when you leave the Museum. Visitors will receive a claim token, which outlines the retention and disposal policy should the item not be collected when the visitor leaves the Museum. Items not collected within the denoted timeframe will be sent for disposal (please see '*Lost and found*').

We cannot allow you to enter the museum if you do not wish to leave a prohibited item at the security screening area.

### ***Prohibited items - Galleries***

To protect the artworks in our Collection Galleries, Temporary Exhibitions, Forum and Children's Museum, we request that you leave the following items at home or in the cloakroom:

- Canes, umbrellas and all sharp or blunt objects. Excluding canes fitted with a rubber tip, which are allowed for the blind, the elderly or persons with reduced mobility
- Tripods and selfie sticks
- Food and beverages (unless carried in a bag)
- Backpacks, unless carried on your front
- Any other item that, at the time, is deemed to pose a risk to the collection

### ***Smoking areas***

Smoking is not allowed in the Museum's Galleries, Temporary Exhibitions, Children's Museum, Forum, Auditorium and under the dome, including the use of electronic cigarettes.

Smoking is allowed in the Museum Café, Art Lounge, Fouquet's and Marta, as well as several designated smoking areas in the Louvre Abu Dhabi Park.

Please note if you leave the premises to smoke, re-entry is not allowed.

### ***Visitors' behaviour***

Respectful sharing of spaces ensures an enriching experience for all visitors. For everyone's comfort, please note that the following are not permitted:

- Entering Louvre Abu Dhabi in a state of intoxication (influence of alcohol or drugs) or use of illicit substances in Louvre Abu Dhabi
- Smoking in unauthorised areas such as Museum's Galleries, Temporary Exhibitions, Children's Museum, Forum, and Auditorium and under the Dome. This includes electronic cigarette devices
- Spitting or the act of satisfying natural needs outside the sanitary areas;
- Use of emergency exits or emergency stairwells when there is no need
- Graffiti, soiling or sticking posters to the wall
- Eating or drinking in the galleries
- Inappropriate behaviour towards Louvre Abu Dhabi staff and other visitors
- Being excessively noisy, in particular by listening to music or having a telephone conversation
- Using spaces and equipment in an inappropriate manner (not in accordance with their intended purpose)
- Lying on the benches or on the floor
- Throwing papers or garbage, especially chewing gum, on the floor
- Moving the seats or the furniture without prior permission
- Entering the museum with bare feet or shirtless / topless
- Wearing an outfit that could generate a disturbance to the tranquillity of the Museum or to wear an outfit intended to conceal his/her face (excluding niqab and burqa)
- Swimming or paddling in any of the water in and around the museum

Within the Galleries, the following is not permitted:

- Behaviour that may pose a danger to exposed artworks or visitors. In particular to run and jump
- To point at an artwork with any sharp object such as a pen, pencil or umbrella
- To touch or get too close to artworks

- To step onto podiums or over rope barriers
- Flash photography
- Use of selfie sticks and tripods
- Backpacks worn on your back
- Shouting or loud conversation
- Use of mobile telephones (phones should be placed on silent mode)

Please respect the health and safety advice given by Louvre Abu Dhabi staff.

In the event of non-compliance with any of the Museum Rules, we reserve the right to ask a visitor to leave the museum. In the case of a serious breach, the incident will be referred to the Abu Dhabi Tourism Police.

### **Surveys**

Please note that to conduct inquiries, surveys, sell, advertise, share propaganda or distribute flyers, requires prior permission from the Museum Director is required.

### **Right of speech**

External guides may apply for a 'right of speech' to allow them to conduct tours at the museum.

Please complete the application at least 24 hours prior to the visit date via the call centre (Tel: 600 565 566).

Louvre Abu Dhabi management reserve the right to revoke the External Guide's licence without prior notification.

### **Photography, filming and recording**

The Department of Culture and Tourism – Abu Dhabi (**DCT**) is the owner of the Museum and all of its intellectual property rights, which includes, without limitation, copyright in Museum iconography and industrial design and trademarks (the **Museum IP**).

Photography, filming and recording at the Louvre Abu Dhabi is only allowed for personal use and non-commercial purpose, subject to and in accordance with these visitor regulations.

In no event will the visitors of Louvre Abu Dhabi be allowed to:

- make professional photography, filming and sound recordings of the Louvre Abu Dhabi Museum and its premises (including, without limitation) Museum's Galleries, Temporary Exhibitions, Children's Museum, Forum, Auditorium and under the Dome
- publicly use any images of the Louvre Abu Dhabi and the Museum IP for any purpose (including commercial and non-commercial purposes) without first seeking the Museum's approval
- photograph, film or record a member of the Louvre Abu Dhabi Museum's staff or other visitors without seeking their permission
- photograph, film or record children and young people without the written consent of the accompanying adult. This includes, for example, school groups and/or those attending family events
- use devices (including without limitation) handheld cameras, cell phones and tablets with the flash turned on
- use any photography, filming or recording supporting equipment (including, without limitation) tripods, camera stands, monopods or external flashes, lighting, sound systems and microphones

Photography and filming of some artworks in the Museum are restricted and may not be photographed or filmed under any circumstances. These restrictions will be indicated with a special sign beside the relevant artworks.

All filming and professional photography is subject to approval via the Museum's press team – please contact [press@louvreabudhabi.ae](mailto:press@louvreabudhabi.ae) to request a permit. Please present a valid permit to security at the time of filming.

Louvre Abu Dhabi does not take responsibility if the above measures are not respected, and the visitor will solely be responsible for any intellectual property infringement. In the event of infringement of the Museum IP, the Museum further reserves the right to take legal action.

The Museum's staff and contractors, and any other party authorized by the Museum may from time to time, and in accordance with the applicable law and Museum regulations, capture still and moving images at the Museum in which photographs the likeness of the visitor may appear. When accessing the Museum, visitors grant the Museum a blanket right to capture and use those images for any purpose connected with the promotion, communication archiving of the Museum and its related operation (without limitation) provided they appear in the background of the image and are not its primary subject matter.

## **Security and safety of visitors, artwork and building**

### **General information**

Visitors must refrain from any act, which may threaten the safety of persons or the artworks or the premises.

Please report any accidents or abnormal events to the nearest security guard.

### **Evacuation**

If the evacuation of the building is necessary, an audible alarm is triggered or the staff of the establishment give an order. The evacuation of the building will be under the guidance of security, and dedicated agents trained for this purpose.

### **Medical aid**

In case of a medical accident or incident, please inform a Visitor Services agent who will contact security and the nurse. Please do not move the injured person, to give them any beverage, or to administer any medication before the arrival of our qualified nurse.

The nurse will assess the situation and call the emergency services if needed.

If among the visitors, a doctor or a nurse intervenes and gives first aid, we ask that they present their professional card to security and remain near the patient until their evacuation. We will ask the medical professional to leave their personal details with security.

### **Lost child**

In case a child gets lost, our security guard or visitor services agent will take care of them and bring them to the information desk at the entrance of the Museum, until they are reunited with you.

- If the child is 13 years old and below, an announcement will be made every 10 minutes.
- If the child is above 13 years old, announcements will be made intermittently.

If no one collects the child at the closure of the museum, we will ensure the Abu Dhabi Tourism Police take responsibility for locating the child's parents or guardian.

### **Lost and found**

Any items left unattended that are considered a security risk to the site may be destroyed immediately and without notice.

If you find a lost item, or any dangerous items, please alert our security team. If the item is not considered to be dangerous, it will be logged and be placed in the lost and found storage.

The lost and found items are divided into the following categories:

Categories	Description	Duration for safe keeping	Actions to be taken after the duration for safe keeping
A	*ID documents, such as Emirates ID, driving license, passport, bank cards, company ID ... *Valuables like money, jewellery, travellers cheque ... *Hand bags and wallets	30 days	All items will be handed over to the Abu Dhabi Tourism Police.

	*Electronic items like cameras, lap tops, tabs, hands free, USBs.		(Except documents like company ID, which will be shredded.)
B	*Personal items like makeup kits, brushes, diaries, selfie sticks, strollers, wheel chairs... *Clothing items like caps, hats, shoes, shirt, trousers ...	30 days	Disposed of or handed over to charity
C	Food and beverage related items	Not stored	Daily disposal. Items must be reclaimed prior to museum closure on day of visit

Visitors who lose an item can complete a lost and found claim form and provide proof of ownership / identification documents to claim their item.

### **Removal of artwork**

No exhibited artwork may be removed or moved in the presence of the public, any visitor who witnesses the removal of artwork be obliged to alert a security or visitor services agent.

### **CCTV**

CCTV is installed throughout the museum, for the purpose of Crime Prevention and Public Safety.



## **Compliance and regulation**

### ***Mandatory compliance with the rules***

By entering Louvre Abu Dhabi, visitors have accepted the Museum rules and regulations.

### ***In the event of non-compliance***

Please note that if our security believe that your conduct is not in line with these guidelines, and is likely to cause risk or disturbance to other visitors, to our staff, to the collection or to property, you may be refused admission or asked to leave and DCT reserves the right to take any further action, including any legal action if deemed appropriate.

### ***Malicious acts***

In case of theft, physical attacks and threats, damaging property, disturbing and provocation, Louvre Abu Dhabi will immediately call the Abu Dhabi Tourism Police.