



## VISITOR RULES AND REGULATIONS AT THE COLLECTION LAMBERT

Dear Visitors,

We want your visit to be as comfortable and safe as possible. We thus ask that you follow the visitor rules and regulations below. These rules and regulations establish the conditions for visiting the spaces within the Collection Lambert, a contemporary art museum. The purpose of these conditions is to protect the public, the staff, the works and the building.

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### MUSEUM ACCESS

#### **ARTICLE 1**

##### **APPLICABILITY**

These rules and regulations are applicable to visitors to the Collection Lambert as well as to (without prejudice to specific provisions they may be subject to and informed of):

1. People or groups authorized to use certain areas for various meetings, receptions, lectures, concerts, performances or ceremonies;
2. Anyone not employed at the museum who is present there for professional reasons.

#### **ARTICLE 2**

##### **SPACES**

The spaces within the Collection Lambert open to the public include:

1. Reception areas (inside and outside) situated before the access-pass verification points leading to the collections;
2. Exhibition spaces for the permanent and temporary collections, and all the other spaces for various activities (instructional workshops, gathering spaces, locker room, interior restrooms, loading dock, etc.) situated after the access-pass verification points leading to the collections;
3. The auditorium and its access points, which are accessible exclusively according to the scheduled program and the events organized there. The rules and regulations described herein are applicable to the auditorium unless other provisions are made in a private rental agreement.

#### **ARTICLE 3**

##### **OPENING AND CLOSING TIMES OF EXHIBITION ROOMS**

The Collection Lambert is open to the public:

- September to June: Tuesday to Sunday, 11 am to 6 pm;
- In July and August: every day, from 11 am to 7 pm;
- The museum is closed on the following holidays: May 1, December 25 and January 1.

The Museum Director decides on any additional openings or closings. For technical reasons, the museum may need to close certain rooms. A display panel indicating any closed rooms is installed near the ticket counter.

Similarly, under certain conditions, the museum may be totally or partially closed or the opening hours modified. The Museum Director or their representative are solely responsible for such a decision.

#### **ARTICLE 4**

##### **ENTRANCE FEE**

The entrance fee amount and the general conditions for visitors to visit the museum for free or at a reduced rate are determined by the Management and are widely advertised to the museum-going public (posters, communication materials, Internet, social media).

- The current fees are displayed in the reception area;
- The ticket price is given in euros, including VAT, and is only payable in this currency;
- Special fees may apply for temporary exhibitions and other events;
- The entrance fee and any fee-based services must be paid for with one of the following means: cash, check, bank/credit card, or bank transfer;
- One or more tickets may be purchased at the ticket counter with cash, check, or bank/credit card;
- Entrance fees must be paid up front. No credit can be accorded to any visitor;
- No reimbursement can be made after the fact, aside from exceptional circumstances: hospitalization, natural disaster, temporary inability to travel to the event, or on presentation of supporting documents, subject to the Director's approval;
- Payment by bank/credit card is accepted without a minimum amount.

#### **ARTICLE 5**

##### **ENTERING AND VISITING THE EXHIBITION SPACES**

To enter and visit the exhibition spaces during the hours the museum is open to the public, visitors must have a valid access pass:

1. Ticket or voucher issued by the Collection Lambert's ticket counter or by an authorized vendor;
2. If the visitor is exempt from the fee, the appropriate supporting document;
3. If the visitor has the right to a reduced fee, the appropriate supporting document;
4. Pass issued by an approved authority;
5. Permanent or temporary badge issued by the Collection Lambert or an approved authority;
6. Issued tickets cannot be reimbursed or exchanged. The ticket is valid for the entire day of its issue date;
7. Ticket sales end 45 minutes before the museum closes. Entrance on the basis of subscription cards, vouchers, passes, etc., also ends 45 minutes before the museum closes;
8. The public is requested to make their way toward the exit 15 minutes before the museum closes;
9. The closure of certain rooms in the museum is not a legitimate reason for ticket reimbursement;
10. At any time, museum staff may perform checks, which means that visitors must remain in possession of their access pass;
11. Access to the bookstore/gift shop is free and open to all, provided that all provisions of these rules and regulations are followed;
12. Service dogs accompanying visually impaired visitors are the only animals allowed to move through the building;
13. The museum has been set up so that all areas are accessible to people with reduced mobility. It can be visited in a wheelchair. Wheelchair users can use the elevators. The museum cannot be held responsible for any damage caused to third parties or sustained by the wheelchairs or their occupants. Visits outside the hours for the general public are possible and can be arranged on request for groups of visitors with reduced mobility;
14. Children under age 15 must be accompanied by a responsible adult in charge of supervising them and ensuring they comply with the security guidelines;
15. Use of the elevators by unaccompanied children under age 15 is prohibited.

## **ARTICLE 6**

### **OBJECTS AND ANIMALS PROHIBITED IN THE BUILDING**

Bringing any object or accessory into the museum that is liable to pose a risk to the security of people, the works or the building is prohibited. This includes:

1. Weapons and ammunition (including knives and tools such as craft knives, screw drivers, pliers, shears, etc.);
2. Drugs or alcohol;
3. Explosive, flammable or volatile substances;
4. Heavy, bulky or foul-smelling objects;
5. Works of art or antiques.

Animals are also prohibited, except those accompanying people with a recognized disability.

## **ARTICLE 7**

### **OBJECTS TO BE STORED IN THE LOCKER ROOM**

The following items are prohibited in the exhibition areas:

1. Luggage, briefcases, folders, shopping bags, parcels, portfolios and any other baggage with dimensions greater than 50 cm x 25 cm x 40 cm (20 in x 10 in x 16 in);
2. Umbrellas as well as any pointed, sharp or blunt instruments. Only canes fitted with an end-piece and cane-seats are authorized for elderly or disabled visitors;
3. Backpacks, unless they are small and worn on the front of the body;
4. Scooters, roller skates, skateboards and the like;
5. Reproductions or casts of art works;
6. Motorcycle or bicycle helmets and any other protective headgear;
7. Child carriers worn on the back with an unshielded metal frame;
8. Strollers and carriages unless they are small;
9. Camera tripods and selfie sticks;
10. Musical instruments and equipment;
11. Materials for producing art works or copies, except under the specific conditions covered in Article 24;
12. In general, any object that is bulky or produces sound.

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## GENERAL PROVISIONS

### **ARTICLE 8**

#### **GENERAL CONDUCT**

Visitors and non-employees must comply with the instructions of the museum staff at all times.

Appropriate dress and conduct are required of visitors while they are in the building. Shirts and shoes must be worn at all times and bathing suits are prohibited.

All visitors must move through the museum calmly, respecting other visitors and the staff.

Mutual respect is expected of every individual visitor and group of visitors.

### **ARTICLE 9**

#### **GENERAL RESTRICTIONS**

To create the quiet atmosphere needed to visit the museum and allow scheduled events to go smoothly, visitors are strictly prohibited from:

1. Entering the museum in an inebriated state;
2. Smoking in any of the museum's spaces, in compliance with the provisions of Article L 3511-7 of the French Public Health Code, except in outside spaces;
3. Wearing clothing that hides the face, in compliance with the provisions of Law 2010-11 92 of October 11, 2010;
4. Entering employee-only spaces without authorization;
5. Using emergency exits except in case of evacuation;
6. Making noise or exhibiting violent, insulting, aggressive or indecent behavior toward the staff or other visitors (speech, clothing, actions or attitude);

7. Touching the works;
8. Examining the works with a magnifying glass;
9. Moving past ropes and barriers or other means for containing the public;
10. Posing a risk to the works by approaching them too closely (minimum distance of 60 cm / 2 feet);
11. Using any type of pen (ink, marker, etc.)—only lead pencils are permitted;
12. Leaning against glass cases, stands or any other display structure;
13. Intentionally destroying, damaging or deteriorating any classified or registered movable or immovable property, any object usually held or stored by the museum, any property for educational purposes (digital tools, workshop furniture and equipment, audio-video devices), or seats and furniture made available to the public and to professionals, in compliance with the provisions of Article 322-2 of the French Penal Code;
14. Remaining in the museum without authorization outside the hours it is open to the public, in compliance with the provisions of Article 645-13 of the French Penal Code;
15. Running, shoving, sliding or climbing;
16. Allowing children to run or play in specific inside spaces, carrying a child on one's shoulders, or leaving children unattended;
17. Eating (any food including candy) or drinking outside specific marked spaces in the museum;
18. Throwing papers or waste on the ground or discarding chewing gum;
19. Using a radio, music player or cell phone, except in exterior spaces;
20. Joining an organized group during a guided tour, unless one is expressively invited to do so by the guide;
21. Dirtying any surface of the museum or covering it with graffiti, inscriptions or marks;
22. Taking collections while in the museum;
23. Distributing printed material or conducting surveys without the Management's authorization or any sales, publicity, propaganda or solicitation;
24. Using roller skates, scooters, skateboards or the like.

The restrictions in points 7–9 above may be waived for disabled people during visits organized by the museum.

## **ARTICLE 10**

### **CONSEQUENCES OF VIOLATING THESE VISITOR RULES AND REGULATIONS**

Any refusal to comply with security checks or follow instructions from museum staff will result in denied access or immediate removal.

If a visitor violates these rules and regulations in any way, they may be removed from the building and, if necessary, legal action may be taken against them.

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## PROVISIONS CONCERNING GROUPS

### **ARTICLE 11**

#### **DEFINITION**

A group is considered to have 5 people minimum and 35 people maximum, including group chaperons or assistants, except for school groups (limited to one class). Groups make a request to visit the museum with a museum guide or an outside guide.

For school groups, at least one group chaperon is required per 7 preschoolers, per 15 primary school studies, and per class of secondary school students.

Groups must respect the other visitors to the museum.

### **ARTICLE 12**

#### **MUSEUM ACCESS CONDITIONS**

Group visits are organized and scheduled by the Public Relations Department which assigns each group a specific time and date for their visit. Reservations are required.

If a group does not have a reservation, the reception and security staff will determine if they can visit the museum.

Depending on the number of visitors and to ensure good conditions for all, groups may be asked to break into smaller groups or to take a specific route through the museum.

## **ARTICLE 13**

### **CANCELLATIONS**

If canceled, reservations are not reimbursed, except in cases of force majeure outside the control of the group. However, postponement of the visit date may be requested in writing, at least 7 days before the scheduled date. A new date will be proposed depending on the museum's schedule and staff availability.

## **ARTICLE 14**

### **CONDUCT IN THE MUSEUM**

School and other groups are under the responsibility of an adult and/or led by a teacher who agrees to ensure that all of the rules and regulations herein are complied with.

Any child separated from the group is taken by a museum employee to the reception area. If this child is not joined by their party by the time the museum closes, they are placed into the care of the municipal or national police.

## **ARTICLE 15**

### **PERMISSION TO SPEAK PUBLICLY**

A fee is applied to guides from outside the museum who wish to speak publicly.

The people listed below are authorized to speak in the museum rooms after having presented their professional credentials and reserved a visit time with permission to speak with the Public Relations Department:

1. Guides holding a professional guide card upon presentation of their card (after they have paid the speaking fee);
2. Teachers who will be instructing their students;
3. Curators from national classified or controlled museums, as well as any museum curator with a professional card issued or recognized by the French Ministry of Culture, or with prior approval from the Management;
4. Curators of the current exhibitions, or with prior approval from the Management;
5. Assistants qualified to work with people with disabilities;
6. People individually authorized by the Management;
7. As part of their duties, the staff from the Public Relations Department, and members of the security staff authorized by the Management.

Requests for approval from the Management should be sent by email with sufficient lead time to: a.arvis@collectionlambert.com.

The security staff have the authority to prohibit commentary in case of high visitor numbers and for security reasons.

## **ARTICLE 16**

### **LIMITING MUSEUM ACCESS**

The Museum Director may restrict the usual access and group visiting conditions at any time, depending on visitor capacity and any exceptional security measures.

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## LOCKER ROOMS

### **ARTICLE 17**

#### **LOCKER ROOMS**

A free, self-service locker room is open to visitors to store their clothing, baggage and other items, within the limits of the available locker space.

For reasons of security, visitors may be asked by the employee in charge of the locker room to open their bag or parcel before it is admitted for storage. Staff members may refuse items they consider incompatible with the security and proper operation of the museum.

Locked trunks are made available at no charge to school groups with a reservation. When the group arrives, a key is provided to the group leader, who returns it upon leaving to the person in the reception area in charge of school groups.

## **ARTICLE 18**

### **NON-LIABILITY FOR ITEMS STORED IN THE LOCKER ROOM**

The Collection Lambert accepts no responsibility in case of theft or loss of items stored in the locker room or the lockers.

The following must not be left in the locker room:

1. Money or documents;
2. Checkbooks or bank/credit cards;
3. Valuable items, such as jewelry;
4. Photographic, cinematographic or audiovisual equipment;
5. Real fur coats;
6. Fragile items;
7. Musical instruments;
8. Items mentioned in Article 6.

## **ARTICLE 19**

### **LOST AND FOUND ITEMS**

Anything left in the locker room must be removed the same day before the museum closes.

Found items are kept at the ticket counter, then given to the museum's reception staff. They will be stored for one month, then transferred to the Lost and Found Department.

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## PHOTOS, RECORDINGS AND COPIES

### **ARTICLE 20**

#### **AMATEUR PHOTOS**

Unless explicitly indicated otherwise, visitors may photograph or film the works on display in the exhibit rooms during the hours the museum is open to the public and for their private use only, without using a flash, artificial light or a tripod.

The recording of video and/or sound works and the use of booms is strictly prohibited.

Written authorization must be obtained from a curator or the ticket counter for use of a flash and/or a tripod. Requests should be addressed to the Museum Director. This authorization is specific to the requester and only valid on the day of issuance.

There may be restrictions on photographs as indicated at the entrance to the rooms or near the works.

The museum accepts no responsibility for any undeclared public use.

### **ARTICLE 21**

#### **PROFESSIONAL PHOTOS**

Professional photography and film production are subject to prior authorization from the Museum Director.

A fee may apply in case of film production and photos for commercial purposes.

### **ARTICLE 22**

#### **PHOTOS OF THE BUILDING**

The technical installations and equipment can only be photographed, filmed or recorded with written authorization from the Museum Director.

### **ARTICLE 23**

#### **PHOTOS OF THE STAFF**

Any recording or photo that includes a staff member requires the consent of the person in question as well as the authorization of the Museum Director.

### **ARTICLE 24**

#### **COPIES**

Making copies of the works in the museum requires authorization from the Director. Those authorized must comply with applicable regulations, notably

concerning the protection of works to be copied and any reproduction rights. No equipment or storage space can be made available to those making copies.

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## SECURITY: PEOPLE, WORKS AND BUILDING

### **ARTICLE 25**

Visitors must abstain from any action liable to threaten the security of people or property.

### **ARTICLE 26**

#### **EVACUATION OF THE PUBLIC**

Any necessary evacuation of the building will be conducted calmly and in an orderly fashion by the reception and security staff, in compliance with the instructions given by the security staff.

Visitors play a role in security by informing the nearest staff member of any accident or abnormal event.

In case of a fire, the alert must be raised immediately. Either a security agent must be informed or one of the manual alarms throughout the museum spaces that are connected to the central control unit must be triggered.

### **ARTICLE 27**

#### **PERSONAL SAFETY**

In case of an accident or a health incident, it is prohibited to move the accident victim or patient, give them anything to drink, or administer any medications before the emergency response team arrives.

The closest reception and security staff members should be informed of the situation immediately.

If a physician, nurse or first-aidier from among the visitors provides assistance, they must remain with the accident victim or patient until he or she is evacuated. They will be asked to leave their name and address with the security agent present.

Any lost minor will be taken to the ticket counter by the reception and security staff who will have first informed their manager of the incident.

In case of accident or property damage, the victim may request compensation from the museum in writing. The case will be transferred to the appropriate department of the Collection Lambert which will determine whether or not the museum is liable and compensate the victim accordingly.

If an alarm is triggered, a terrorist attack procedure is initiated, or any other situation occurs involving imminent danger, visitors must follow the instructions given by the museum staff.

### **ARTICLE 28**

#### **SECURITY OF THE WORKS**

In case of theft or attempted theft in the museum, security measures may be taken, including the closure of access points and checks performed at the exits.

In compliance with Article R 642-1 of the French Penal Code, everyone is required to assist the museum staff if visitor cooperation is needed.

### **ARTICLE 29**

#### **EXCEPTIONAL CLOSURES**

In case of excessive numbers of visitors, unrest, strikes or any situation that could compromise the security of people or property, the museum may be totally or partially closed at any point in the day, or its opening hours may be modified.

The Museum Director or their representative may take any measure required by the circumstances.

### **ARTICLE 30**

#### **VIDEO SURVEILLANCE**

A video surveillance system is installed in the various spaces open to the public to ensure the security of people and property. This installation is governed by a prefectural authorization (Law 95673 of 1/21/1995, Order 96-926 of 10/17/1996).

Any person has the right to access images in which they appear by contacting the Museum Director, in compliance with Article L255-1 of the French Internal Security Code.

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## PRIVATE RENTAL

### **ARTICLE 31**

Private rental of the museum's rooms, which may include the auditorium, is open to private individuals, companies, associations and organizations depending on availability and with the prior authorization of the Museum Director. Rental fees are charged according to a scale established by the Management.

### **ARTICLE 32**

Any request for private rental of the museum's rooms, which may include the auditorium, must be addressed to the museum administration. The rental is covered by an agreement defining the rental conditions, including the safety and security rules to be followed.

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## VIOLATIONS AND CONSEQUENCES INFORMATION AND CLAIMS

### **ARTICLE 33**

#### **VIOLATIONS AND CONSEQUENCES**

The museum staff are in charge of applying the rules and regulations herein. If a visitor is unfamiliar with these rules and regulations and violates them, they may be removed from the building and, if necessary, legal action may be taken against them.

The intentional destruction, mutilation or degradation of structures, planted areas, decorative objects or those serving a specific purpose is considered a criminal offense punishable under Articles 322-1 to 322-4 of the French Penal Code.

The administration cannot be held responsible for accidents resulting from violations of these rules and regulations.

### **ARTICLE 34**

#### **INFORMATION AND CLAIMS**

To make the public aware of these rules and regulations, they will be available in the museum's reception area and displayed in its public spaces.

They can also be found on the Internet site: [www.collectionlambert.com](http://www.collectionlambert.com).

Comment sheets are available to visitors at the museum's ticket counter so that they can freely express any feedback.

Avignon, May 26, 2020.

Alain Lombard, Director of the Collection Lambert.