



General Terms and Conditions of Sale and Use of Ticketing Services

Last updated on March 01, 2024

These general terms and conditions of sale (hereinafter "General Terms and Conditions") apply between:

The **Georges Pompidou National Centre of Art and Culture**, a national public cultural institution

Having its registered office is at 75191 Paris Cedex 04.

SIRET identification number: 18004602100028

VAT number: FR74 180 046 021

Email: contact@contact-centrepompidou.fr

Website: <https://www.centrepompidou.fr/>

Telephone: +33 1 44 78 12 33

AND

Any natural or legal person making a purchase (hereinafter a "Customer") at the Centre Pompidou ticket counters, from automatic ticket machines, on the billetterie.centrepompidou.fr, professionnels.billetterie.centrepompidou.fr or grandcompte.billetterie.centrepompidou.fr ticketing sites or by telephone and/or post.

The Customer acknowledges having read these general terms and conditions of sale prior to approval of their Order. Approval of the Order implies unconditional acceptance of the general terms and conditions of sale by the Customer. The applicable general terms and conditions of sale are those in force on the day of the Order.

The following General Terms and Conditions of Sale apply to all services as defined in Articles 1, 2 and 3.

The terms and conditions relating to free or discounted services are detailed in Appendix 1.

The Centre Pompidou reserves the right to modify these general terms and conditions of sale and use at any time.

Definitions

Order: any contract between the Customer and the Centre Pompidou for the purchase of one or more services.

Service: all the services offered for sale by the Centre Pompidou within the meaning of these general terms and conditions of sale constitute a service, in particular individual admission tickets, session-based services, dated services for groups and membership cards as detailed herein and offered for sale at the Centre Pompidou ticket counters, from automatic ticket machines, by telephone, post and/or email and from online ticketing sites.



Article 1: The sale of individual tickets and session-based services

Article 1.1: Characteristics of individual tickets and session-based services

Tickets

There are five tickets available:

- Temporary Exhibition in Gallery 1 or Gallery 2 + Collection ticket;
- Temporary Exhibitions in Gallery 3 and 4 + Collection ticket;
- "Collection" Ticket;
- "Children's Gallery + Collection" Ticket;
- "Children's Gallery + Collection" Family Pack;
- "All Exhibitions + Collection" Day Ticket.

The Temporary Exhibition in Gallery 1 or Gallery 2 + Collection ticket is valid only on the day chosen, for a single entry per space. It provides access to the temporary exhibition in Gallery 1 or in Gallery 2, depending on the chosen time slot and exhibition, and to the Collection on the day of the visit.

The Temporary Exhibitions in Gallery 3 and 4 ticket is only valid for the chosen day, for a single visit per space. It provides access to the temporary exhibition in Gallery 3 and the temporary exhibition in Gallery 4, depending on the chosen time slot, and to the Collection on the day of the visit.

The "Collection" ticket is valid only on the day chosen, for a single entry per space. It provides access to the Collection depending on the chosen time slot.

The "Children's Gallery + Collection" ticket is only valid for the chosen day, for a single visit per space. It provides access to the Children's gallery depending on the chosen time slot, and to the Collection on the day of the visit.

The "Children's Gallery + Collection" Family Pack is valid only on the chosen day, for a single entry per space. It is valid for two adults obligatorily accompanied by 1 to 3 children (under 18 years old). It provides access to the Collection depending on the chosen time slot and to the Children's Gallery on the day of the visit.

The "All Exhibitions + Collection" Day Ticket is valid only on the day chosen, for a single entry per space. It provides access, depending on the program, to the temporary exhibitions in Galleries 1, 2, 3 and 4, as well as the Collection and the Children's Gallery on the day of the visit.

Any exit from each space is final; re-entry is not permitted.

These tickets are not valid at the Centre Pompidou-Metz.

These tickets are not valid at the Centre Pompidou-Malaga.

These tickets are not valid at the Centre Pompidou-Shanghai.

Specific features of the first Sunday of the month

Every first Sunday of the month, admission to the following is free of charge:

- permanent collections of the National Museum of Modern Art (levels 4 and 5);
- exhibitions in the Galerie du Musée (level 4), Galerie d'Art Graphique (level 4), and Children's gallery (level 1).

The rest of the spaces in the Centre Pompidou remain ticketed.

Tickets for Shows, Concerts, the Cinema, Children's and Family Workshops and guided tours for individuals

The admission fee for a show, concert, cinema screening, workshop or guided tour for an individual provides admission to the space where the event is taking place.



Sales of tickets for session-based services are subject to the ticket quotas allocated to an offer.

Article 1.2: Purchasing information and procedures

Tickets available for sale online

- Temporary Exhibition in Gallery 1 or Gallery 2 + Collection ticket (any date and time, full price, discounted prices or free admission);
- Temporary Exhibitions in Gallery 3 and 4 + Collection ticket (any date and time, full price, discounted prices or free admission);
- "Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" Family Pack (any date and time, full price, discounted prices or free admission);
- "All Exhibitions + Collection" Day Ticket (any date and time, full price, discounted prices or free admission);
- "Shows and Concerts" ticket (any date, full price or discounted prices);
- "Cinema and Video" ticket (any date, full price or discounted prices);
- "Children's Workshop" ticket (any date, full price or discounted prices);
- "Family Workshop" ticket (any date, full price or discounted prices);
- "Face aux œuvres (Face-to-Face with Works)" ticket (any date, full price or discounted prices);
- "Guided Tours" ticket (any date, full price or discounted prices);
- "Un dimanche, une œuvre (One Sunday, One Work)" ticket (any date, full price or discounted prices).

The Customer must visit the billetterie.centrepompidou.fr site and choose a service and a date. They must then login to their personal space or create one. The Customer then pays online. A confirmation email is sent to the Customer. This includes a link to print the tickets from their personal space.

Tickets available for sale by telephone

- Temporary Exhibition in Gallery 1 or Gallery 2 + Collection ticket (any date and time, full price, discounted prices or free admission);
- Temporary Exhibitions in Gallery 3 and 4 + Collection ticket (any date and time, full price, discounted prices or free admission);
- "Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" Family Pack (any date and time, full price, discounted prices or free admission);
- "All Exhibitions + Collection" Day Ticket (any date and time, full price, discounted prices or free admission);
- "Shows and Concerts" ticket (any date, full price or discounted prices);
- "Cinema and Video" ticket (any date, full price or discounted prices);
- "Children's Workshop" ticket (any date, full price or discounted prices);
- "Family Workshop" ticket (any date, full price or discounted prices);
- "Face aux œuvres (Face-to-Face with Works)" ticket (any date, full price or discounted prices);
- "Guided Tours" ticket (any date, full price or discounted prices);
- "Un dimanche, une œuvre (One Sunday, One Work)" ticket (any date, full price or discounted prices).

The Customer is required to call +33 1 44 78 12 33, choose a service and a date and pay over the telephone. A confirmation email is sent to the Customer. This includes a link to print the tickets from their personal space.

Tickets available for sale at the ticket counters on site

- Temporary Exhibition in Gallery 1 or Gallery 2 + Collection ticket (any date and time, full price, discounted prices or free admission);



- Temporary Exhibitions in Gallery 3 and 4 + Collection ticket (any date and time, full price, discounted prices or free admission);
- "Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" Family Pack (any date and time, full price, discounted prices or free admission);
- "All Exhibitions + Collection" Day Ticket (any date and time, full price, discounted prices or free admission);
- "Shows and Concerts" ticket (any date, full price or discounted prices);
- "Children's Workshop" ticket (any date, full price or discounted prices);
- "Family Workshop" ticket (any date, full price or discounted prices);
- "Face aux œuvres (Face-to-Face with Works)" ticket (any date, full price or discounted prices);
- "Cinema and Video" ticket (any date, full price or discounted prices);
- "Guided Tours" ticket (any date, full price or discounted prices);
- "Un dimanche, une œuvre (One Sunday, One Work)" ticket (any date, full price or discounted prices).

Tickets available at on-site automatic ticket machines

- Temporary Exhibition in Gallery 1 or Gallery 2 + Collection ticket (any date and time, full price, discounted prices or free admission);
- Temporary Exhibitions in Gallery 3 and 4 + Collection ticket (any date and time, full price, discounted prices or free admission);
- "Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" ticket (any date and time, full price, discounted prices or free admission);
- "Children's gallery + Collection" Family Pack (any date and time, full price, discounted prices or free admission);
- "All Exhibitions + Collection" Day Ticket (any date and time, full price, discounted prices or free admission);
- "Shows and Concerts" ticket (any date, full price or discounted prices);
- "Cinema and Video" ticket (any date, full price or discounted prices);

Article 1.3: Obtaining tickets

Depending on the sales channel, tickets are:

- Printable by the Customer or accessible using a smartphone via their personal space as soon as payment has been authorised for purchases made over the internet or by telephone;
- Issued at ticket counters or automatic ticket machines for on-site purchases.

Article 1.4: Conditions of use for individual tickets

All tickets are systematically checked at the entrance to the site. The check consists of scanning the barcode shown on the ticket.

The ticket is personal and non-transferable.

The ticket must be retained until the end of the Service and may be inspected at any time.

Non-thermal tickets must be presented either on the Customer's smartphone or printed on white A4 paper with the barcode and information clearly legible. Any partially printed, soiled, damaged or illegible tickets shall not be accepted.

Any free ticket or discounted price ticket must be presented with proof of entitlement to free admission or the discounted price. Only valid documents listed in Appendix 1 are accepted to justify free admission or the discount.

In the event of non-compliance with one of the conditions specified in this Article, the Centre Pompidou reserves the right to refuse admission to the visit or event in question.



In the event that Customers wish to take a guided tour within the Centre Pompidou with a guide from outside the institution, a right to speak fee shall be due. Bookings can then be made at professionals.billetterie.centrepompidou.fr.

Article 2: Sale of dated services for groups

Article 2.1: Characteristics of dated services for groups

Bookings are subject to the quotas allocated to an offer.

Guided tours

There are two guided tours by a guide from the Centre Pompidou:

- Tour of the permanent collection at the Centre Pompidou;
- Tour of the exhibitions at the Centre Pompidou.

Guided tours are offered in French, English, German, Spanish and Italian, subject to the availability of guides and places.

Group size cannot exceed 25 people.

The price of the visit is a package that includes admission for each group member, plus the booking fee and guide fee for the entire group.

Self-guided tours

There are two areas in which self-guided tours can take place:

- Tour of the permanent collection at the Centre Pompidou;
- Tour of the exhibitions at the Centre Pompidou.

Group size cannot exceed 25 people.

The price is based on a package that includes admission for each group member plus the booking fee and right to speak fee for the entire group.

For Guided Tours and Self-guided Tours, audiophones are provided free of charge to adult groups subject to availability.

Themed workshops and tours

There are several themed workshops and tours offered by the Centre Pompidou. They take place in the children's workshop space and visiting areas.

Group size cannot exceed 25 people.

The price of the workshop or tour is based on a package that includes admission for each group member plus the booking fee and guide fee for the entire group.

Shows and concerts



Sessions reserved for group visits from state schools and those in the social and accessibility fields are offered for certain shows and concerts. For these sessions only, free admission is granted to accompanying persons (1 for every 10 participants).

Article 2.2: Purchasing information and procedures

A booking request is mandatory for dated Services for groups. Any group arriving spontaneously at the Centre Pompidou without a booking may be refused. Any group showing up with individual tickets instead of a group ticket may also be refused.

State schools and those in the social and accessibility fields enjoy free admission for all these Services. Booking and confirmation remain mandatory, including for free visits.

With the exception of shows and concerts, bookings are made by telephone on +33 1 44 78 12 57 Monday to Friday (excluding public holidays) from 9:00 am to 7:00 pm. Self-guided and guided tours can also be booked on the professionals.billetterie.centrepompidou.fr website. An email confirming the booking is sent to the Customer. For shows and concerts, bookings are made by telephone on +33 1 44 78 14 08 Monday to Saturday (excluding public holidays) from 9:00 am to 7:00 pm.

For Guided Tours, bookings must be made at least 35 days before the date of the Service and paid by the Customer at least 28 days before the date of the Service in order to be confirmed. In the specific case of free Guided Tours, bookings and confirmations must be made at least 28 days before the date of the Service.

For Workshops, bookings must be made at least 28 days before the date of the Service in order to be confirmed.

For Self-guided Tours, bookings and payment must be made at least 1 day before the date of the Service in order for the booking to be confirmed. Booking confirmation is also required for free visits.

Before paying for the Service, the Customer may change the date and group size for Guided and Self-guided Tours, depending on the time slots available.

For the "Shows and Concerts" Service intended for school groups and those in the social and accessibility fields, bookings must be paid by the Customer at the latest 30 days before the day of the service in order to be confirmed. Bookings made less than 30 days before the date of the Service must be paid by the Customer at the time of booking.

If payment (for paid visits) or confirmation (for free visits) of the Service is not received by the deadline specified above, the reservation will be automatically cancelled. Payments via purchase order must also respect these time limits.

Once the Service is paid or confirmed, the Customer receives their ticket by email via a link to download it from their personal online space. A single ticket is issued for the entire group.

After payment has been received, no modification (group size, date, etc.) can be made to the Service. No refund is due if the Customer cancels the Service after payment. Receipt of a payment order represents a payment obligation.

Article 2.3: Obtaining tickets for dated Services for groups

Tickets are printable by the Customer or accessible using a smartphone via their personal space as soon as payment has been authorised.

Article 2.4: Conditions of use for dated Services for groups

All tickets are systematically checked at the entrance to the site. The check consists of scanning the barcode shown on the ticket.

The ticket must be retained until the end of the Service and may be inspected at any time.



Non-thermal tickets must be presented either on the Customer's smartphone or printed on white A4 paper with the barcode and information clearly legible. Any partially printed, soiled, damaged or illegible tickets shall not be accepted.

The number of people in each group must match the number indicated on the booking confirmation.

In the event of non-compliance with one of the conditions specified in this Article, the Centre Pompidou reserves the right to refuse admission to the Service.

Dated services for groups are supervised by a group leader who shall ensure that the group complies with the Centre Pompidou's visit regulations, which are published on the Centre Pompidou website. Group visitors should in no way disturb other visitors. Groups must remain quiet when they are waiting in the interior areas of the museum.

Groups are asked to wait in the area set aside for groups, except for groups enjoying the "Shows and concerts" service, who should go directly to the Petite Salle or Grande Salle.

Group leaders or persons exercising the right to speak for the group must present themselves at the group reception, with the ticket, at least 15 minutes before the visit time.

Article 2.5: Delays for groups "with guide"

If the group is late, the Centre Pompidou shall shorten the Service by a period equivalent to the delay. The tour shall not therefore be a full tour, and the time at which the visit ends shall remain the same. For any delay of the group of more than 20 minutes after the visit time indicated on the ticket (when the group leader presents himself at the group reception), the museum reserves the right not to perform the Service. In this case, the Customer shall not be entitled to request a refund of the amount paid.

In the event that the Centre Pompidou guide is delayed by more than 20 minutes, the group shall be entitled to access the space previously chosen (after 11AM) and a new tour slot shall be offered free of charge.

Article 3: Sale of membership packages

Article 3.1: General definition of membership cards

These general terms and conditions apply to the sale of membership packages offered by the Centre Pompidou as part of its membership programme called "POP". These general terms and conditions apply to the sale of membership cards by the Centre Pompidou but also by intermediaries and/or professional networks.

Article 3.2: Characteristics of membership cards

There are various types of membership packages:

- Solo Pass for 1 year;
- Solo Pass young for 6 months
- Duo Pass for 1 year;
- Solo Pass young for 6 months

The various membership packages entitle the holder to a range of benefits and discounts. To benefit from these, the Centre Pompidou reserves the right to check that the membership card is valid.

In the case of the Duo Pass for 1 year or Duo Pass for 6 months, the main holder of the membership card may be accompanied by another person, who may be different on each visit

The Solo Pass for 1 year and Duo Pass for 1 year packages are valid for one year from the date of purchase or from the date selected by the Customer at the time of purchase.

Solo 6 months and Duo 6 months formulas are valid for 6 months from date to date, from the day of purchase by default, or from the date selected by the customer at the time of purchase.

Article 3.3: Purchasing information and procedures

Membership cards may be purchased:



- At the Memberships area then at the cash desk. The membership card is collected at the same time.
- Online: The Customer must visit the billetterie.centrepompidou.fr site and choose a membership package. They must then login to their personal space or create an account. The Customer then pays online. A confirmation email is sent to the Customer. The Centre Pompidou shall, at its own expense, send the membership card to the Customer by post within 7 days.
- By telephone: The Customer is required to call +33 1 44 78 12 33, choose a membership package and pay over the telephone. A confirmation email is sent to the Customer. The Centre Pompidou shall, at its own expense, send the membership card to the Customer by post within 7 days.
- By post: This option is only available for communities, works councils, associations, clubs, groups of friends or similar structures. A request must be sent to the postal address:

Public Development Department – Centre Pompidou
75191 Paris Cedex 04.

A form must then be completed by the applicant and returned to the Centre Pompidou along with the payment. Upon receipt of payment, the Centre Pompidou shall, at its own expense, send all membership packages to the Customer by post within 21 days.

Article 3.4: Reduced price

The “Youth and/or Student” price is only available to nationals of the European Union or the European Economic Area who are under 26 years of age at the time of order. The Centre Pompidou reserves the right to request proof of entitlement to this discounted price.

The “Artist” price is only available to members of Sécurité sociale des artistes auteurs, SACD, SCAM and the Cité Internationale des Arts on presentation of valid proof of affiliation.

The “Teachers and Intermediaries” price is available to teachers on presentation of an Education Pass or a teacher's card and to intermediaries in the social and accessibility fields previously notified to the Centre Pompidou.

The “Artist” and “Teachers and Intermediaries” prices are only available on site.

Article 3.5: Conditions of use

The Centre Pompidou membership card is strictly personal. It may not be lent or transferred to another person. Only holders of a valid membership card are entitled to free admission to the Centre Pompidou and to the benefits membership confers. The Centre Pompidou reserves the right to ask the Customer for additional ID for access control purposes.

If the membership card is stolen, the Customer must contact the Centre Pompidou to deactivate the lost membership card by sending an email to contact.adherent@contact-centrepompidou.fr.

In the case of proven membership card fraud (identity different from that indicated on the membership card without declaration of loss by the holder), the Centre Pompidou reserves the right to suspend or deactivate the membership card in question. No full or partial refund shall be made.

A duplicate membership card may be issued. The cost shall be €5.

In the case of theft, issuing a duplicate membership card shall be free only on presentation of the receipt for filing of a complaint issued by a police station.

In the case of non-compliance with the visit regulations, the Centre Pompidou reserves the right to deactivate the membership card without any refund being due for the period of validity not used.



Article 4: General terms and conditions of sale applicable to all Centre Pompidou Services

Article 4.1: Prices and payment methods

The price of all Services covered by these general terms and conditions of sale, in particular individual tickets, session-based services, dated services for groups and membership packages, is specified in euros and includes all taxes and management fees.

The price applied is the price in force on the date the Service was purchased. Services may only be purchased in euros.

Prices and rights to discounts or free admission are detailed in the Appendices to these general terms and conditions.

Any payment method not expressly specified in these general terms and conditions shall be refused by the Centre Pompidou. Accepted payment methods are specified in the Appendices to these general terms and conditions.

The Centre Pompidou reserves the right to modify prices at any time.

Article 4.2: Modification and cancellation by the Centre Pompidou

The Centre Pompidou reserves the right to modify its Services in the event that all the conditions for offering them as planned are not satisfied.

With the exception of cases of force majeure as provided for in Article 4.6 that make it impossible for the Centre Pompidou to fulfil its obligations, in the event of cancellation of the Service by the Centre Pompidou and at the Customer's request, the Centre Pompidou undertakes, if possible, to offer a postponement to the Service concerned. If postponement is not possible, the Customer may be refunded. They must request the refund within three months from the date of cancellation or modification on presentation of the ticket and their bank details (bank account details or credit card number with its expiry date), to the exclusion of any other compensation, by sending an email to: contact@contact-centrepompidou.fr

or by post to:

Public Development Department / Cancellation

Public Division

Centre Pompidou

4 rue Brantôme

75191 Paris Cedex 04

Article 4.3: Fraudulent use

It is strictly forbidden to duplicate or counterfeit a ticket in any manner whatsoever.

Any person who illegally reproduces a ticket and/or uses a counterfeit ticket shall be subject to criminal prosecution.

The Centre Pompidou shall refuse access to the site to any holder of a ticket bearing a barcode that has already been scanned.

Article 4.4: Loss and theft of tickets

The Centre Pompidou accepts no responsibility in the event of loss or theft of the Customer's ticket(s), including within the site in question.



Article 4.5: Refund and exchange requests

In accordance with Article L 221-28 of the French Consumer Code, the sale of tickets for a museum or services related to it is considered a provision of leisure services and does not give rise to any right to a withdrawal period.

Tickets purchased are neither refundable nor exchangeable, except in the event of cancellation by the Centre Pompidou of the Service as defined in article 4.2 above.

Article 4.6: Liability

Under no circumstances shall the Centre Pompidou be held liable for any non-performance or improper performance of the Services to which admission tickets give entitlement and which is attributable either to the Customer or due to an unforeseeable and insurmountable event affecting a third party or to a case of force majeure as defined in Article 4.7 of these general terms and conditions.

Article 4.7: Force majeure

The Customer and the Centre Pompidou cannot be held responsible for any non-performance resulting from a case of force majeure as defined by French case law and courts.

Article 4.8: Complaints

Any complaint must be made in writing and sent to the Centre Pompidou by registered letter with proof of receipt to the following address:

Public Development Department / Complaints

Public Division

Centre Pompidou

4 rue Brantôme

75191 Paris Cedex 04

Article 4.9: Personal data protection - Right of access to the file

The personal information requested from the Customer is necessary to process orders and issue tickets, membership cards and invoices. No decision based exclusively on the automated processing of your personal data is made in relation to such processing.

The data collected and processed is stored within the European Economic Area (EEA).

The data shall not be transmitted to any entity outside the Centre Pompidou, other than to those who are involved in providing this service and who are contractually bound to comply with confidentiality clauses.

In accordance with the French Data Protection Act (Law no. 78-17 of 6 January 1978) and European Regulation 2016/679, Customers may exercise the following rights:

- Right of access: the right to access the personal data that the Centre Pompidou holds in relation to such processing;
- Right of rectification: the right to obtain from the Centre Pompidou the rectification of any personal data that may be inaccurate;
- Right to erasure or right to be forgotten: the right to have personal data erased by the Centre Pompidou in relation to such processing;
- Right of opposition: the right to object, at any time, to the processing of personal data;
- Right to portability: the right to receive, in a structured format, the personal data held;
- Right to lodge a complaint with a supervisory authority and to an effective judicial remedy: the right to lodge a complaint with the French supervisory authority, the CNIL, in the event that the processing of personal data infringes a Customer's rights.



Any request relating to these rights may be made by sending a letter enclosing proof of identity (e.g. a photocopy of an ID document) to the following address:

Public Development Department / CNIL

Public Division

Centre Pompidou

4 rue Brantôme

75191 Paris Cedex 04

Or by email to contact@contact-centrepompidou.fr.

The Customer may agree at the time their personal information is collected to receive newsletters on the latest exhibitions, events and promotional offers published by the Centre Pompidou. To do so, the Customer should simply tick the corresponding box.

In accordance with the regulations in force, they may unsubscribe from these lists:

- either by clicking on the unsubscribe link provided at the bottom of all Centre Pompidou emails; Any request for additional information relating to exercising personal data rights should be emailed to
- or by sending an email to the following address: contact@contact-centrepompidou.fr.

Any request for additional information relating to exercising personal data rights should be emailed to dpo@centrepompidou.fr.

Article 4.10: Entire agreement

The contract consists of these general terms and conditions and the following Appendices, which form an integral part thereof:

- Appendix 1: Free admission and discounts
- Appendix 2: Accepted methods of payment

Article 4.11: Dispute resolution

These General Terms and Conditions of Sale are written in French and will be executed and interpreted according to French law.

1. In the event of a dispute, the consumer will first address the Centre Pompidou to seek an amicable solution via the following address: contact@contact-centrepompidou.fr.

2. In line with the provisions of the Consumer Code concerning “the mediation process for consumer disputes”, the Customer has the right to use the mediation service offered by the Centre Pompidou.

>> The mediator offered is AMIDIF (Association des Médiateurs Indépendants d’Ile de France / Association of Independent Mediators of Ile-de-France). To submit a complaint, please contact them using the contact details below. This body can also respond to your questions relating to the procedure itself.

AMIDIF* (Association des Médiateurs Indépendants d’Ile de France), 1 place de Fleurus, 77100 Meaux. Email address of the President of the association: Jean Bernini: njbernini@gmail.com

>> To submit your complaint, you can also use the European Commission’s Online Dispute Resolution Platform: [Click here](#).



**This mediator belongs to the national list of mediators that respect the mandatory quality conditions established by Directive 2013/11/EU on alternative dispute settlement for consumer disputes.*

If an amicable settlement is not reached, the dispute will be referred to the competent French courts.



	Free without ticket				Free when collecting a ticket				Reduced price																																																											
	Temporary exhibition in Gallery 1 or Gallery 2 - Collection ticket (H)				Temporary exhibitions in Galleries 3 and 4 + Collection ticket (H)				Children's gallery + Collection ticket				Collection ticket				All Exhibitions + Collection Daily ticket				Shows and Concerts' ticket				Dinner' ticket				Gilded tour' ticket (H)				Family hours' ticket (H)				Youth hours' ticket				Cycle Race and dinner ticket				Tours for visitors with a disability' ticket				Working Day ticket				Art Week, Un dimanche une œuvre' ticket				Valid proof to be provided											
All audience																																																																				
First Sunday of each month	17 €	16 €	0 €	0 €					18 €					18/14/10€	5 €	4,5/0€	10 €	10 €	10 €	10 €	0 €	55 €	24 €	For first Sundays : none For tours for visitors with a disability : COTOREP, MDPH or Ministère des anciens combattants et victimes cards																																												
Any day except first Synday of each month	17 €	16 €	15 €	15 €					18 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	0 €	55 €	24 €	For tours for visitors with a disability : COTOREP, MDPH or Ministère des anciens combattants et victimes cards																																												
Family pack	-	-	25 €	-					-					-	-	-	-	-	-	-	-	-	-	None																																												
Based on age																																																																				
Under 18 years	0 €	0 €		0 €					-					14/10€	3 €	4,5 €	8 €	10 €	9 €	-	45 €	20 €	Proof of identity																																													
18-25 year-old EU + EEA residents (3)	14 €	13 €		0 €					15 €					14/10€	5 €	4,5 €	10 €	10 €	10 €	9 €	-	45 €	20 €	Proof of identity and proof of residence																																												
18-25 year-old non-EU + non-EEA nationals (4)	14 €	13 €							12 €					15 €					14/10€	5 €	4,5 €	10 €	10 €	9 €	-	45 €	20 €	Proof of identity																																								
Based on social benefits																																																																				
Sentinel Operation military personnel	17 €	16 €	0 €	0 €					18 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Sentinel Operation business card or letter																																												
Civilians and military personnel with disabilities	0 €	0 €	0 €	0 €					-					14/10€	3 €	4,5 €	8 €	8 €	9 €	0 €	45 €	20 €	COTOREP, MDPH or Ministry of Veterans and Victims of War (Ministère des anciens combattants et victimes) cards																																													
Persons accompanying people with disabilities	0 €	0 €	0 €	0 €					-					14/10€	3 €	4,5 €	10 €	10 €	10 €	10 €	0 €	55 €	24 €	COTOREP, MDPH or Ministry or veterans and victims or war (ministère des anciens combattants et victimes) cards belonging to the person with the disability.																																												
Job seekers	0 €		0 €	0 €	0 €	0 €					-					14/10€	3 €	4,5 €	8 €	8 €	9 €	-	45 €	20 €	Proof of status from the employment agency (less than 6 months old) with identity document																																											
RSA, CMU or ASS benefit recipients	0 €	0 €	0 €	0 €	0 €					-					14/10€	3 €	4,5 €	8 €	8 €	9 €	-	45 €	20 €	Proof of payment (RSA), proof of acceptance or benefit (ASS) or proof of situation or acceptance (CMU) (proof less than 6 months old)																																												
ASPA (Solidarity Allowance for the Elderly [Allocation de solidarité aux personnes âgées]) recipients	0 €	0 €	0 €	0 €	0 €					-					14/10€	3 €	4,5 €	8 €	8 €	9 €	-	45 €	20 €	Retirement notification (proof less than 6 months old) with ID document																																												
Membership cards and PMP																																																																				
Centre Pompidou Members	0 €	0 €	0 €	0 €					-					14/10€	0 € (6)	4,5 €	8 €	8 €	9 €	-	45 €	20 €	Centre Pompidou membership cards																																													
Friend of the Centre Pompidou	0 €	0 €	0 €	0 €					-					14/10€	5 €	4,5 €	8 €	8 €	9 €	-	45 €	20 €	Friend of iCentre Pompidou membership card																																													
IRCAM members	17 €	16 €	15 €	15 €					18 €					14/10/5€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	IRCAM membership card																																												
Holders of the Centre Pompidou Metz Pass	14 € (+1 free)	13 € (+1 free)	12 € (+1 free)	12 € (+1 free)					15 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Centre Pompidou Metz Pass																																												
Members of Kanal-Centre Pompidou	14 €	13 €	12 €	12 €					15 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Kanal-Centre Pompidou membership card																																												
EIC (Ensemble Intercontemporain) subscribers	17 €	16 €	15 €	15 €					18 €					14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	EIC membership card																																												
Paris Museum Pass	17 €	16 €	15 €	0 €					18 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Paris Museum Pass 2, 4 et 6 jours																																												
With business cards																																																																				
National and regional interpreter-guides	0 €	0 €	0 €	0 €					-					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Card with photo																																												
ICOM, ICOMOS or CIMAM members	0 €	0 €	0 €	0 €					-					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Card with ID document																																												
Ministry of Culture staff	0€ x 2 pers	0€ x 2 pers	0€ x 2 pers	0€ x 2 pers					-					14/10€	3€ x 2 pers	4,5 €	8 €	8 €	10 €	-	55 €	24 €	Card with photo																																													
Affiliates of the Sécurité sociale des artistes auteurs, members of the Atelier des Artistes en exil	0 €	0 €	0 €	0 €					-					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Affiliation certificate with ID document																																												
Members of the Cité Internationale des Arts	17 €	16 €	0 €	0 €					18 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Card with photo																																												
French and foreign journalists	0 €	0 €	0 €	0 €					-					18/14/10€	0 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Card with photo																																												
Member of AICA (International Association of Art Critics)	0 €	0 €	0 €	0 €					-					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Card with photo																																												
Sotheby's Preferred members	0€ x 4 pers	0€ x 4 pers	0€ x 4 pers	0€ x 4 pers					-					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Card with photo																																												
For the educational community																																																																				
Primary + secondary education teachers (France) and school and educational institution staff	14 €	13 €	0 €	0 €					15 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Pass education																																												
Higher education teachers (France)	14 €	13 €	12 €	12 €					15 €					18/14/10€	5 €	4,5 €	10 €	10 €	10 €	10 €	-	55 €	24 €	Professional certification or practising certificate																																												
Students (France)	17 €	16 €	15 €	15 €					18 €					14/10€	3 €	4,5 €	10 €	10 €	10 €	9 €	-	45 €	20 €	Card with photo																																												
Art school and conservatory students (France) (5)	14 €	13 €	0 €	0 €					15 €					14/10€	3 €	4,5 €	10 €	10 €	10 €	9 €	-	45 €	20 €	Card with photo																																												

Update : 31/07/2023



Accepted methods of payment

	Debit and credit cards	Cheque or postal order	Cash	Culture vouchers (Cheque Line, holiday vouchers	Bank transfer
Methods of payment					
Centre Pompidou cash desks					
Automatic ticket machines					
Online sales of services for individuals and groups					
Telephone sales of services for groups					
Postal sales of membership cards, for communities					
Telephone sales of services for individuals					