

## VISITOR INTERNAL RULES

# PERFORMANCE VENUES AND STANDS

### Scope of application

Entry in the performance venue and holding a ticket render these internal rules fully applicable. They complete the château, museum and national domain of Versailles visitor rules with specific terms for performances.

These rules apply to all events organised by Château de Versailles Spectacles in the performance venues, whatever the date. Access to the venue may be denied, with no ticket refund, to anyone not complying with these provisions.

### General conditions of access

Château de Versailles Spectacles reserves the right to refuse access to the site to any illegally bought ticket holder and to any person whose behaviour could disturb the performance or the other spectators (rowdy or drunk, under the influence of drugs or behaving threateningly, etc.)

- Correct attire is required. Period costumes and fancy dress are forbidden.
- Any person entering the performance venue must have a paid ticket or an invitation. Spectators are required to respect instructions on the ticket.
- To avoid a long queue, please print your ticket or show it on a smartphone following the rule one ticket per smartphone.
- The spectator must be able to show his/her ticket at any time to control staff, until the end of the performance.
- If a ticket duplicate must be issued, only this duplicate is valid in the venue/on the stand.
- The reception area (cloakroom, ticket office, bar) and performance venue open 45 minutes before the beginning of each performance. Please refer to specific useful information for each performance in the ticket covering letter or on <https://en.chateauversailles-spectacles.fr/practical-information/comment-venir>.
- Any exit is final. No pass-outs are issued.
- Access to seats is exclusively under the authority of hospitality staff (ushers).

- It is forbidden to change place during the performance (except in case of free placement).
- Placement at the numbered seat is guaranteed only until 5 minutes before curtain.
- Venue doors close at the time scheduled for the beginning of the performance and any latecomer will only be placed at an opportune moment, without disturbing other spectators or artists and with no guarantee as to the seat mentioned on the ticket, for the entire length of the performance.
- Considering eventual noise disturbance, management reserves the right to refuse access to children under 5 even if they have a valid entry right. Access is forbidden to children under 3.
- Spectators with disability: seats are reserved for people in a wheelchair, the accompanying person is placed beside them at the end of the row. The ticket office must be informed at the time of purchase of this type of seats.
- Guide dogs are admitted inside the venue.
- It is strictly forbidden to access the stage before, during and after the performance. Access to backstage, technical areas and actors' changing rooms is strictly forbidden.

## In the venue/ on the stands

- To avoid any sound or visual disturbance, the use of mobile phones and smartphones is forbidden in the venue and on the stands. Appliances must be switched off during the event.
- No shooting of photographs or video, or sound recording is authorized without *Château de Versailles Spectacles*' written agreement. This prohibition is lifted after the end of the performance, during applause and bows.
- In the Royal Opera, it is forbidden to place objects (coats, clothes, keys, programmes...) on the edge of the boxes (dress circle, royal balcony and colonnade)
- In the venue, personal objects are under the responsibility of their owner.
- Any person with an attitude that could be detrimental to the smooth running of the performance and to the comfort of the public will be evacuated.
- Any use of the venue's electricity network by a spectator is forbidden.
- Drinks must be taken at the bar. It is forbidden to drink and eat in the venue or on the stands apart in transparent plastic water bottles not exceeding 50cl.
- It is forbidden to introduce political, religious, ideological or advertising signs or banners into the venue.
- It is forbidden to sit on the steps.

## Security

- Spectators agree to respect any control or verification measures intended to ensure the security of persons and property within the precinct of Château de Versailles.
- In this context, a search can be conducted at control points.
- If an evacuation is necessary, this must take place under the supervision of the hospitality and security staff of the Etablissement Public de Versailles, who are trained for this contingency.
- It is strictly forbidden to smoke and vape within the precinct of Château de Versailles, in the venue and entrance gallery and in the outside exits and on the stands.
- Access to the Domaine de Versailles is forbidden to people with large items of luggage (exceeding 55x35x20 cm).

## Cloakroom /Checkroom

- For most performances, a cloakroom/checkroom is available free of charge before access to the venue. Depositing clothes and objects is possible for the entire duration of the performance.
- A numbered ticket is issued as proof of deposit of an item. This ticket must be shown to retrieve the property.
- It is compulsory to deposit motorbike helmets and umbrellas.
- All deposits must be retrieved before the closing of the site. Objects not retrieved at closing will be considered as found objects.
- Château de Versailles Spectacles accepts no responsibility for the theft of objects not deposited in the cloakroom/checkroom.

## Programmes

Programmes can be sold before the performance and during intervals. There is no sale after performances.

## Bar and catering

For performances where a bar is available, this bar opens 45 minutes before and during intervals. There is no bar service after performances.

Collecting drinks with a “coupon” must be done before the performance if the show has no interval.

Sale of alcoholic beverages is governed by a category II license, or “fermented drinks license”, authorizing the sale of first and second group beverages (article 3321-1 of the French public health code). It is forbidden to minors.

## Other

- Any promotional action or leafleting inside and around the performance venue must be authorised by Château de Versailles Spectacles management.
- Spectators are informed by posting that they may be filmed if the performance is filmed or broadcast. They waive any right to proceedings on this ground.