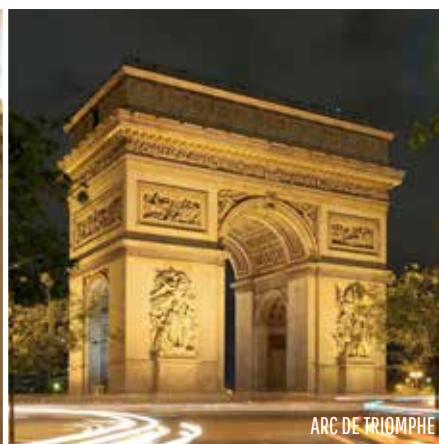


# FAQ

Pro B2B e-ticketing



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CENTRE DES   
MONUMENTS NATIONAUX 



# WELCOME TO THE B2B E-TICKETING PLATFORM OF THE CENTRE DES MONUMENTS NATIONAUX!

**Our platform is dedicated to tourism professionals  
and allows you to purchase tickets  
for over 70 emblematic monuments.**

Below you will find answers to the most frequently asked questions about our e-ticketing service for professionals. If you don't find an answer to your question, our customer service team will be happy to assist you.

*Contact us at the following address:*

✉ [billetterie.reservations-groupes@monuments-nationaux.fr](mailto:billetterie.reservations-groupes@monuments-nationaux.fr)

Download our Sales Guide to learn more about all our monuments and to plan your visits



<https://www.monuments-nationaux.fr/groupes-adultes-et-professionnels-du-tourisme#ressources>

CENTRE DES MONUMENTS NATIONAUX

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# GROUP BOOKINGS

## ONLINE BOOKINGS FOR GROUPS

For the **Arc de triomphe**, **Château of Vincennes**, **Conciergerie**, and **Sainte-Chapelle**, you can directly access the adult group visits schedule on our e-ticketing platform for professionals. Pay by card or bank transfer before the visit and get immediate confirmation. Or, for greater flexibility, select your visit time-slot options and confirm later by payment (the duration of your selection varies by monument). Your tickets for a set date and time will be sent to you by email and you can present them at the entrance to the monument.

MONUMENTS	RESERVATION REQUIRED	MAXIMUM NUMBER OF PEOPLE PER GROUP (including guide) per time slot	HOLDING TIME FOR TIME SLOT WITHOUT CONFIRMATION
ARC DE TRIOMPHE	<i>7 or more people</i>	35 people	30 days
CHÂTEAU DE VINCENNES	<i>8 or more people</i>	35 people	No time slot holds
CONCIERGERIE	<i>8 or more people, or a guided group of any size</i>	26 people	60 days
SAINTE-CHAPELLE	<i>8 or more people, or a guided group of any size</i>	26 people	60 days

## GROUP BOOKINGS FOR THE CMN NETWORK'S OTHER MONUMENTS

La réservation s'effectue en deux étapes :

There are two steps to complete a booking:

① **Contact the monument:** Contact the monument's booking department directly, specifying the date of your visit and the number of people (you can find the contact information for the monument's booking department by clicking on the monument's image on the e-ticketing platform, or in the Sales Guide).

② **Confirmation and payment:** After your booking is confirmed by the monument, you can pay for your tickets in advance on our e-ticketing platform for professionals, or you can pay for them at the monument's entrance on the day of your visit. If you paid in advance online, all you need to do is present your booking confirmation and your electronic tickets when you arrive for your visit.

## SPECIAL VISITS (school groups, socially disadvantaged groups)

Please note that online booking for school groups, extra-curricular groups and disadvantaged groups (social, medico-social, disabled, legal) is only available for the Arc de Triomphe and requires payment by credit card or bank transfer.

If you would like to organize this type of visit for another monument, please contact the monument concerned directly.

## GUIDED TOURS

For all requests for guided tour bookings, please contact the booking department:

[visites-conferences@monuments-nationaux.fr](mailto:visites-conferences@monuments-nationaux.fr)

# MANAGING ONLINE BOOKINGS FOR GROUPS

## THE SCHEDULE APPEARS TO BE FULLY BOOKED. MY GROUP HAS MORE PEOPLE THAN THE MAXIMUM NUMBER OF PEOPLE ALLOWED PER TIME SLOT. HOW CAN I MAKE A BOOKING FOR A LARGE GROUP?

Si votre groupe est supérieur au nombre autorisé (par exemple, 75 personnes), il est nécessaire de le diviser en plusieurs sous-groupes. Assurez-vous de répartir les réservations sur des créneaux différents. Pour éviter que le calendrier de vente n'affiche complet, ajoutez au panier uniquement le nombre maximum de personnes autorisées par créneau (voir les détails dans la partie Réservation en ligne pour les groupes). Vous pouvez ensuite réserver plusieurs créneaux horaires pour l'ensemble du groupe.

## HOW CAN I UPDATE MY BOOKING OR PROVISIONAL BOOKING?

- **To add people to your time slot:** make a new booking or provisional booking for the same time slot (subject to spots available).
- **To reduce the number of people:** cancel your reservation and make a new one with the updated number of visitors.

## HOW CAN I CANCEL MY PROVISIONAL BOOKING?

Click on the **Options** ('Provisional bookings') button in the menu bar (upper right of your screen), then click on **X** to "Cancel".



Produit	Prix unitaire	Quantité	Total
Réservation obligatoire - Créneaux groupe adulte - Billet jumelé Ste-Chapelle - Conciergerie : Tarif revendeur	17,00 €	16	272,00 €
Réservation obligatoire - Créneaux groupe adulte - Guide conférencier (carte de guide professionnel en cours de validité) - BJ	0,00 €	1	0,00 €

## HOW CAN I CONFIRM MY PROVISIONAL BOOKING?

- 1 Click on Options in the menu bar.
- 2 Select the provisional booking you wish to confirm. Even if you only have one provisional booking, you still need to select it.
- 3 Then, click on Add to cart for payment.
- 4 Once your payment is complete, you will receive a confirmation email.
- 5 To download your tickets, go to the Orders section and click on Find orders).



Produit	Prix unitaire	Quantité	Total
Réservation obligatoire - Créneaux groupe adulte - Billet jumelé Ste-Chapelle - Conciergerie : Tarif revendeur	17,00 €	16	272,00 €
Réservation obligatoire - Créneaux groupe adulte - Guide conférencier (carte de guide professionnel en cours de validité) - BJ	0,00 €	1	0,00 €



## THE TIME SLOT THAT I WOULD LIKE TO BOOK IS UNAVAILABLE. WHAT CAN I DO?

That time slot has either already been booked or is unavailable for group visits. Thank you for your understanding.

## ACCOMPANYING LEADERS OF GROUPS

**How do I add an accompanying leader (a guide or a leader for a group of over 20 people) to my booking?**

Before making a provisional booking, go to Customer > **Create/Manage a companion**, then enter the person's information (surname, first name, e-mail address and telephone number). If you are not yet sure who the accompanying leader will be, enter “**Standard tour guide**” or “**Standard accompanying leader**”.

**Do I need to book a ticket for the group's accompanying leader?**



The screenshot shows the top navigation bar of the 'CENTRE DES MONUMENTS NATIONAUX' website. The main header area is dark blue with the text 'E-billetterie B2B' and 'Trouvez votre visite parmi nos 100 monuments nationaux'. On the left, there is a dark red sidebar with a menu containing three options: 'Créer un client', 'Gérer un client', and 'Créer/gérer un accompagnateur'. The 'Créer/gérer un accompagnateur' option is highlighted with a white underline. Below the header, there is a light grey form titled 'Accompagnateurs' with fields for 'Nom', 'Prénom', 'Mél.', and 'Téléphone'. There is an 'Ajouter' button with a dropdown arrow on the right. At the bottom of the form, there are two buttons: 'SUPPRIMER' and 'SALVEGARDER'.

• **Accompanying leader eligible for a free ticket:** Yes, a free ticket is required (either a 'Tour guide' free ticket or, if they are an accompanying leader of a group of more than 20 people, an 'Accompanying leader' free ticket). The tour guide will need to present their credentials at the monument entrance.

• **Accompanying leader not eligible for a free ticket** (group of less than 20 people): Yes, a paid ticket is required and must be included in the group.

# TICKET VALIDITY

- Non-dated e-tickets are **valid for three years from the date of purchase**.
- **Group e-tickets for a set date and time**, booked using the e-ticketing platform for professionals for the monuments offering this service (Arc de triomphe, Carcassonne castle and ramparts, Château of Vincennes, Conciergerie, Sainte-Chapelle), **are only valid for the date and time slot selected at the time of booking**.

## TICKET FORMAT

- **Tickets are sent in PDF format**, with one ticket per person (1 A4 page per ticket).
- **It is also possible to receive tickets in csv format**, in the form of a list of numbers to be integrated as barcodes/QR codes on your vouchers. If you opt for this solution, you will need to submit the ticket mock-up to our teams for validation before use. To do this, please contact us at the following address: [billetterie.reservations-groupes@monuments-nationaux.fr](mailto:billetterie.reservations-groupes@monuments-nationaux.fr)

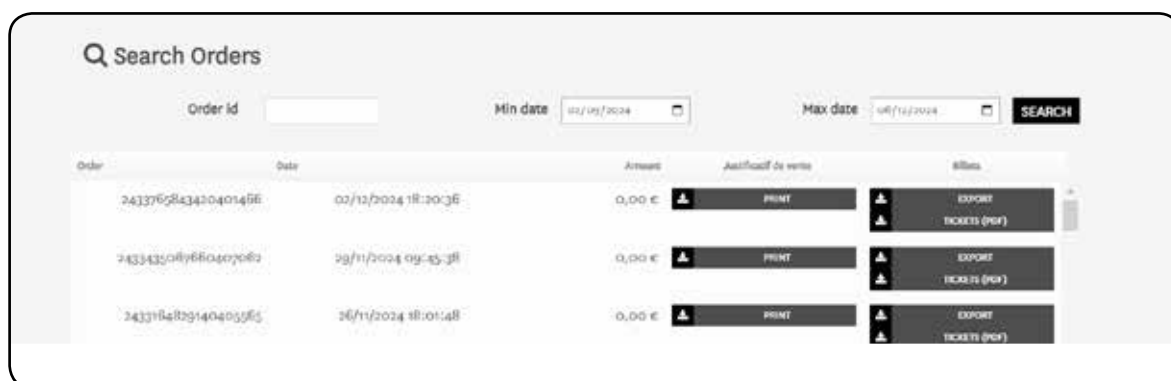
# PAYMENT AND INVOICES

## € WHAT PAYMENT METHODS ARE ACCEPTED?

You can pay for your ticket order by payment card. If you prefer, you can also pay by bank transfer. To do so, please contact our customer service department by email: [billetterie.reservations-groupes@monuments-nationaux.fr](mailto:billetterie.reservations-groupes@monuments-nationaux.fr). Please note that the tickets will not be sent to you until the transfer has been received.

## € WHAT PAYMENT METHODS ARE ACCEPTED?

- 1 Go to **Orders > Find orders**.
- 2 **Select the relevant order period and click Search**.
- 3 **Select the relevant order**.
- 4 Click on **Print to download** your invoice.



## CAN I USE PARIS MUSEUM PASSES (PMP) for my booking (online bookings for groups)?

Please contact our customer service department at:

[billetterie.reservations-groupes@monuments-nationaux.fr](mailto:billetterie.reservations-groupes@monuments-nationaux.fr)

to book your time slot using Paris Museum Passes.

## I ALREADY HAVE UNUSED TICKETS. Can I use them (online bookings for groups)?

Contact the same customer service department with which you booked the tickets to use the "I already have a ticket" option and book your time slot.

[billetterie.reservations-groupes@monuments-nationaux.fr](mailto:billetterie.reservations-groupes@monuments-nationaux.fr)

# ⊗ CANCELLATIONS AND REFUNDS

Can I get a refund if my group can no longer visit (online bookings for groups)?

Bookings made directly on the e-ticketing platform for professionals and confirmed by payment are non-refundable.

# ⊗ WHAT HAPPENS IF THE MONUMENT CANCELS MY VISIT (ONLINE BOOKINGS FOR GROUPS)?

If the monument cancels your visit, our customer service department will contact you to refund your payment. This only applies to bookings made directly online via the e-ticketing platform for professionals.



# TECHNICAL ASSISTANCE

## I AM UNABLE TO CREATE AN ACCOUNT. I KEEP GETTING AN ERROR MESSAGE. WHAT CAN I DO?

If you receive a message indicating that your email address is already in use, that means that your email address is associated with an account on the e-ticketing platform for the general public (<https://tickets.monuments-nationaux.fr/fr-FR/accueil>). Please use a different email address to create your B2B account.

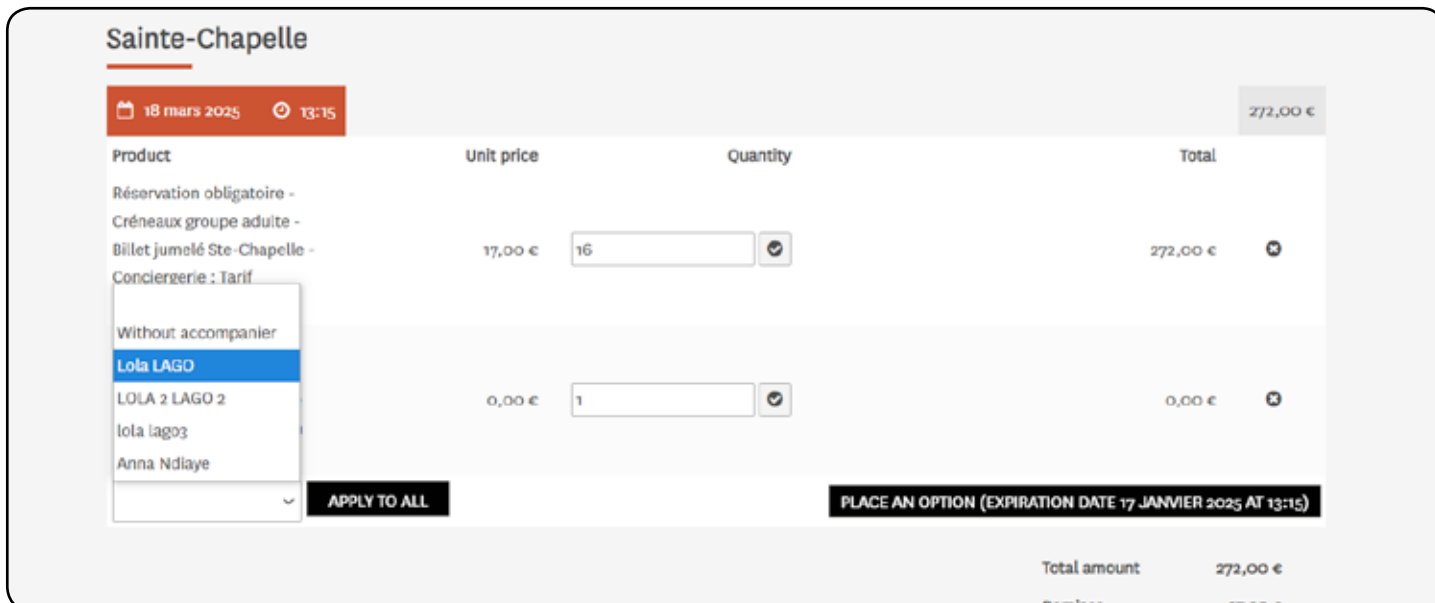
## I WANT TO CHANGE THE EMAIL ADDRESS ASSOCIATED WITH MY ACCOUNT. HOW CAN I DO THAT?

To change your account's email address, you need to create a new account. Please note that tickets and invoices in your old account cannot be transferred to your new one.

## I AM UNABLE TO FINALISE MY ORDER (ONLINE BOOKINGS FOR GROUPS). THE PLATFORM TELLS ME "NOT ALL ACCOMPANYING LEADERS ARE DESIGNATED".

To confirm your order, you need to enter the information for the group's accompanying leader before making the booking. You can do this by first clicking on **Customer --> Create/Manage an accompanying leader**, then by entering their surname, first name, email address, and telephone number. You have to complete this step before selecting a time slot. If you are unsure of the guide or accompanying leader who will accompany your group, please enter "**Standard tour guide**" or "**Standard accompanying leader**". If the monument closes due to extenuating circumstances, we will be able to contact your accompanying leader to inform you as quickly as possible.

When confirming your order to move on to payment, you need to select the accompanying leader whose information you entered and confirm the terms and conditions of sale (see example in the screenshot).



The screenshot shows the booking interface for Sainte-Chapelle. At the top, it displays the date "18 mars 2025" and time "13:15" with a total price of "272,00 €". Below this is a table with columns for Product, Unit price, Quantity, and Total. The table contains two rows: "Réservation obligatoire - Créneaux groupe adulte - Billet jumelé Ste-Chapelle - Conciergerie : Tarif" with a unit price of 17,00 €, a quantity of 16, and a total of 272,00 €; and "Without accompanying" with a unit price of 0,00 €, a quantity of 1, and a total of 0,00 €. A dropdown menu is open under the second row, showing options: "Without accompanying", "Lola LAGO", "LOLA 2 LAGO 2", "lola lago3", and "Anna Ndiaye". The "Lola LAGO" option is selected. Below the table, there is an "APPLY TO ALL" button and a "PLACE AN OPTION (EXPIRATION DATE 17 JANVIER 2025 AT 13:15)" button. At the bottom right, the "Total amount" is 272,00 € and "Remises" is 0,00 €.

## WHY DO I NEED TO ASSIGN MY TICKETS WHEN CONFIRMING MY ORDER?

When confirming your order, you can choose to assign the tickets either to your own email address (the one associated with your B2B e-ticketing account) or to the address of a customer, colleague, or guide. To do this, click on **Create** and add the required information to create a new contact directly in your account. The tickets will then be sent directly to the designated person.



The screenshot shows the "Attribution de la commande" interface. It has a header "Attribution de la commande" and a sub-header "Sélectionnez un contact à qui attribuer les billets de la commande". There is a "Créer un contact +" button. Below the header is a search bar labeled "Filtrer le tableau". A table with columns "Nom", "Prénom", "Email", and "Attribuer" is shown. The table contains one row: "Lago", "Lola", "mangagaby62@gmail.com", and "ATTRIBUER".

# FAQ

## PRO B2B E-TICKETING

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