

# Online booking for adult groups – Centre des monuments nationaux

Introduction.....	1
General information per monument.....	2
Arc de triomphe.....	2
Sainte-Chapelle.....	3
Conciergerie .....	4
Joint ticket: Sainte-Chapelle and Conciergerie.....	4
Online procedure for group bookings at <a href="http://pro-tickets.monuments-nationaux.fr">pro-tickets.monuments-nationaux.fr</a> .....	6
FAQ .....	10
Provisional bookings.....	10
Accompanying leaders of groups .....	11
Free entry .....	11
Other methods of payment.....	11
The day of your group visit.....	11
Invoice .....	12
Reimbursement.....	12
Group bookings for school groups, socially disadvantaged groups and guided tours.....	12
Account creation on the the CMN’s B2B e-ticketing offiche (Sign up) .....	12

## Introduction

Discover the brand-new online feature for making reservations for adult groups at France’s national monuments! It’s easier and faster than ever to make a reservation for a group visit: get an instant, online confirmation in just a few clicks!

For the Arc de triomphe, Conciergerie, and Sainte-Chapelle, you can directly access the adult group visits schedule on our e-ticketing page for tourism 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.

## General information per monument

### Arc de triomphe

**Booking conditions:** All group visits (7 people or more) must be booked in advance. The Arc de Triomphe accepts no more than 35 visitors per group (including the guide). If the group exceeds 35 people, it may be divided into smaller groups.

**Online payment method:** credit card or bank transfer.

**Provisional bookings:** You have the option of booking 10 visit slots for this monument without paying immediately. Confirm your choice by paying the visit fee no later than 30 days before the scheduled date of your visit.

**Private tour guides:** Your group may be accompanied by its own guide. To do so, the guide must hold a valid professional guide's card and visibly display the badge authorising him or her to lead the tour.

**Visit conditions:** The group leader must present himself at the access point on the forecourt with the QR code (tickets) confirming the visit, either printed or digital (priority queue). A 15-minute delay is tolerated, after which access may be refused if there is a large number of visitors.

### COME TO THE MONUMENT

#### BY PUBLIC TRANSPORT

- o Metro lines 1, 2, 6 Charles-de-Gaulle-Étoile station
- o RER A station Charles-de-Gaulle-Étoile
- o Bus lines 22, 30, 31, 52, 73, 92 and Balabus
- o Then take the underground near the Champs-Élysées or Grande-Armée exits.

#### BY CAR AND COACH

- o From outside Paris, exit at Porte Maillot and avenue de la Grande-Armée or exit at Porte Dauphine and avenue Foch. Coach parking: avenue des Ternes, avenue de Wagram.
- o Accessibility: no lift from the underground to the platform, drop-off point for people with reduced mobility on Place Charles-de-Gaulle, Grande-Armée side.

#### ACCESS CONDITIONS

- o Maximum baggage allowed: 40 x 40 x 20 cm, no left luggage on site. Wheeled luggage is prohibited.
- o Prohibited items: weapons, animals, glass bottles, selfie poles, tripods, motorbike helmets, scooters, rollerblades, sharp objects, pushchairs (pushchairs can be left with the access control staff).
- o Please note: it is forbidden to eat food inside the monument. The Arc de Triomphe does not have places to eat.
- o Access: stairs with 284 steps, lifts available for people with reduced mobility on request from reception and security staff (lifts to the museum and PRM lift from the museum to the terrace).

## DISCOVER THE MONUMENT

- o Recommended length of visit: 45 minutes
- o Visit document: in French, English, German, Italian, Spanish, Dutch, Portuguese, Japanese, Chinese, Russian and Arabic. Free application also available to download.
- o Tour application

Ticket validity: Your tickets are only valid for the chosen day and timeslot.

### Sainte-Chapelle

Booking conditions: Prior booking is compulsory for any unaccompanied group of adult visitors (**minimum of 8 people**). It is also compulsory for any group of any size with a tour guide. This monument does not accept groups of more than 25 visitors per timeslot in addition to the group's tour guide or accompanying leader (**26 people in total**). If there are more than 26 people in a group, the group may be divided into smaller groups spread out over several timeslots.

Online payment method: Credit card or bank transfer.

Provisional bookings: You may **book 10 timeslots provisionally** for visits of this monument without paying immediately. You must confirm your choice by paying the visitor fees **60 days** before your chosen visit date at the latest.

Private tour guides: Your group may be accompanied by its own tour guide. To book a group visit with a private tour guide, the latter should hold a valid accredited tour guide card and should wear a badge that authorises them to lead the guided tour.

Visit conditions: Please note that it is compulsory for groups of at least eight people accompanied by a tour guide to use a headphone audio system designed for guided tours. This monument does not provide such headphone audio systems, so please ensure that you have such devices on you before your visit.

The Sainte-Chapelle is included in the scope of the **Palais de Justice**. This monument abides by safety and security rules that are specific to this site and are designed to protect it. Please visit the monument's [website](#) to get detailed information on conditions for entering the monument and on security checks.

Group visit access: **10 Boulevard du Palais, 75001 Paris, France**

Please introduce yourself to the security officer at the 'Group access' sign.

Ticket validity: Your tickets are only valid for the chosen day and timeslot.

## Conciergerie

Booking conditions: Prior booking is compulsory for any unaccompanied group of adult visitors (**minimum of 8 people**). It is also compulsory for any group of any size with a tour guide. This monument does not accept groups of more than 25 visitors per timeslot in addition to the group's tour guide or accompanying leader (**26 people in total**). If there are more than 26 people in a group, the group may be divided into smaller groups spread out over several timeslots.

Online payment method: Credit card or bank transfer.

Provisional bookings: You may **book 10 timeslots provisionally** for visits of this monument without paying immediately. You must confirm your choice by paying the visitor fees **60 days** before your chosen visit date at the latest.

Private tour guides: Your group may be accompanied by its own tour guide. To book a group visit with a private tour guide, the latter should hold an accredited professional tour guide card that is still valid and should wear a badge that authorises them to lead the guided tour.

Group visit access and conditions: **2 Boulevard du Palais, 75001 Paris, France**

Please introduce yourself to an officer at the monument's security checkpoint.

The Conciergerie is included in the scope of the Palais de Justice. This monument abides by safety and security rules that are specific to this site and are designed to protect it. This monument abides by safety and security rules that are specific to this site and are designed to protect it. Please visit the monument's [website](#) to get detailed information on conditions for entering the monument and on security checks.

Ticket validity: Your tickets are only valid for the chosen day and timeslot.

## Joint ticket: Sainte-Chapelle and Conciergerie

Visit conditions: Prior booking is compulsory for any unaccompanied group of adult visitors (**minimum of 8 people**). It is also compulsory for any group of any size with a tour guide. This monument does not accept groups of more than 25 visitors per group per timeslot in addition to the group's tour guide or accompanying leader (**26 people in total**). If there are more than 26 people in a group, the group may be divided into smaller groups spread out over several timeslots. The **visit timeslot selected is the time when your group will visit the Sainte-Chapelle**. Your group must visit the Conciergerie in the two hours before or after the group's visit of the Sainte-Chapelle. Please note the opening times and last admission times for the Conciergerie (see below).

### Conciergerie:

**From 1 January to 31 December**

9.30am–6.00pm

Last admission to the monument: 5.30pm.

Online payment method: Credit card or bank transfer.

Provisional bookings: You may book 10 timeslots provisionally for visits of the Sainte-Chapelle on a joint ticket without paying immediately. You must confirm your choice by paying the visitor fees **60 days** before your chosen visit date at the latest.

Private tour guides: Your group may be accompanied by its own tour guide. To book a group visit with a private tour guide, the latter should hold an accredited professional tour guide card that is still valid and should wear a badge that authorises them to lead the guided tour.

Visit conditions:

**Sainte-Chapelle:** Please note that it is compulsory for groups of at least eight people accompanied by a tour guide to use a headphone audio system designed for guided tours. This monument does not provide such headphone audio systems, so please ensure that you have such devices on you before your visit.

The Conciergerie and the Sainte-Chapelle are included in the scope of the Palais de Justice. These monuments abide by safety and security rules that are specific to this site and are designed to protect it. Please visit the monument's websites ([Conciergerie](#) and [Sainte-Chapelle](#)) to get detailed information on conditions for entering the monuments and on security checks.

Group visit access:

**Sainte-Chapelle:** 10 Boulevard du Palais, 75001 Paris, France

Please introduce yourself to the security officer at the 'Group access' sign.

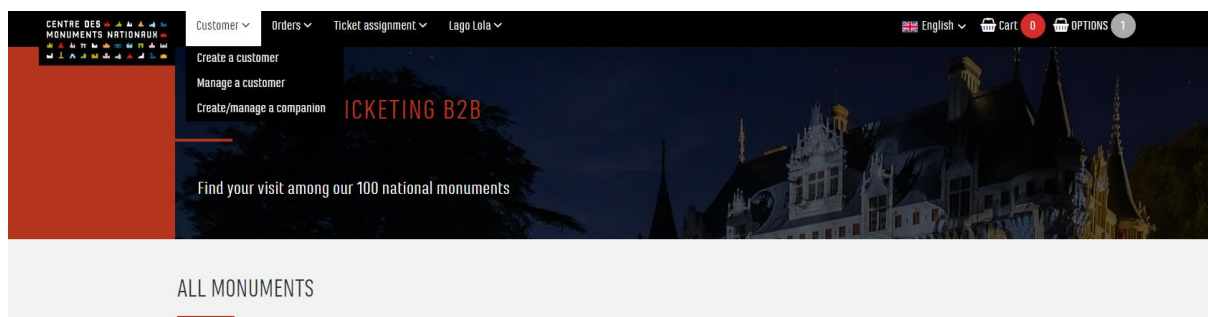
**Conciergerie:** 2 Boulevard du Palais, 75001 Paris, France

Please introduce yourself to an officer at the monument's security checkpoint.

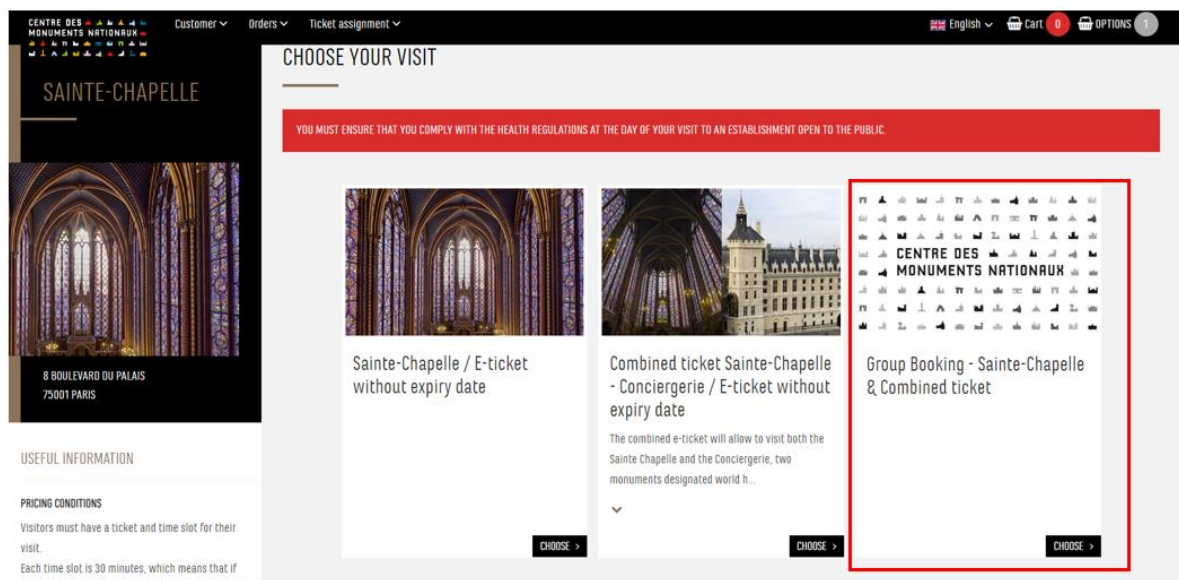
Ticket validity: Your tickets are only valid for the chosen day and timeslot.

## Online procedure for group bookings at [pro-tickets.monuments-nationaux.fr](https://pro-tickets.monuments-nationaux.fr)

1. Sign in to <https://pro-tickets.monuments-nationaux.fr/fr-FR/accueil-b2b>. If you do not yet have an account on our professional e-ticket office, you can create one straight away at : <https://pro-tickets.monuments-nationaux.fr/fr-FR/b2b-inscription>. Please note that your account will be validated within 48 hours (working days).
2. Before you select your visit, you can enter the contact details of the group's accompanying leader for each booking. You can do this by first clicking on *Customer* --> *Create/Manage a companion*, then by entering their surname, first name, e-mail address and telephone number.



3. Select the monument for which you would like to make a booking. Please note that online booking for groups is currently only available for the Arc de Triomphe, Sainte-Chapelle and the Conciergerie.
4. Click on **Group booking**. Kindly note that for group booking for the combined ticket Sainte-Chapelle/ Conciergerie, you need to click on the Sainte-Chapelle.



5. Add to your basket the number of people in the group for which you are booking a timeslot for your visit by clicking on '+' or by entering the number manually. If your group is accompanied, please also add to the basket the option 'Guide' or 'Accompanying leader of a group of over 20 people'. If you have tickets in stock (paper tickets or e-tickets), please contact us ([developpement@monuments-nationaux.fr](mailto:developpement@monuments-nationaux.fr)), so that we can give you the option of booking your visit slot with your tickets in stock ("I already have a ticket").

Visitors must have a ticket and time slot for their visit.

Each time slot is 30 minutes, which means that if you have a 10 am reservation you should enter the monument by 10.30 am at the latest.

A second security check will be carried out before entering the monument.

The monument is free during European Heritage Days (the 3rd weekend of September) and the 1st Sunday of the month (from January 1 to March 31 and from November 1 to December 31). Additional information in the "Free conditions" section, located at the bottom of the website page.

**Bagages :**

No baggage deposit is offered within the monument.

**Billet :**

The e-ticket is to print at home or present on your mobile phone or tablet.

**Visit conditions:** Please note that it is compulsory for groups of at least eight people accompanied by a tour guide to use a headphone audio system designed for guided tours. This monument does not provide such headphone audio systems, so please ensure that you have such devices on you before your visit.

**The Sainte-Chapelle is included in the scope of the Palais de Justice.** This monument abides by safety and security rules that are specific to this site and are designed to protect it. Please visit the monument's website to get detailed information on conditions for entering the monument and on security checks.

**Group visit access:** 10 Boulevard du Palais, 75001 Paris, France  
Please introduce yourself to the security officer at the "Group access" sign.

**Ticket validity:** Your tickets are only valid for the chosen day and timeslot.

Ste-Chapelle : Reseller rate	11,50 €	-	0	+
Combined ticket Ste-Chapelle - Conciergerie: Reseller rate	17,00 €	-	0	+
Accompanying person (1 accompanying person per group of 25 people)	0,00 €	-	0	+
Guide (valid professional guide card)	0,00 €	-	0	+
I already have a ticket - group visit	0,00 €	-	0	+

UPDATE CART

6. Select a month, a day and then a timeslot for the visit.

**1** YOUR TICKET

**2** DATE & SESSION

Choose your date of visit

2024

< JAN FEB MAR APR >

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	
28	29	30	31			

Sélection :  
31 January 2024 - 13:15

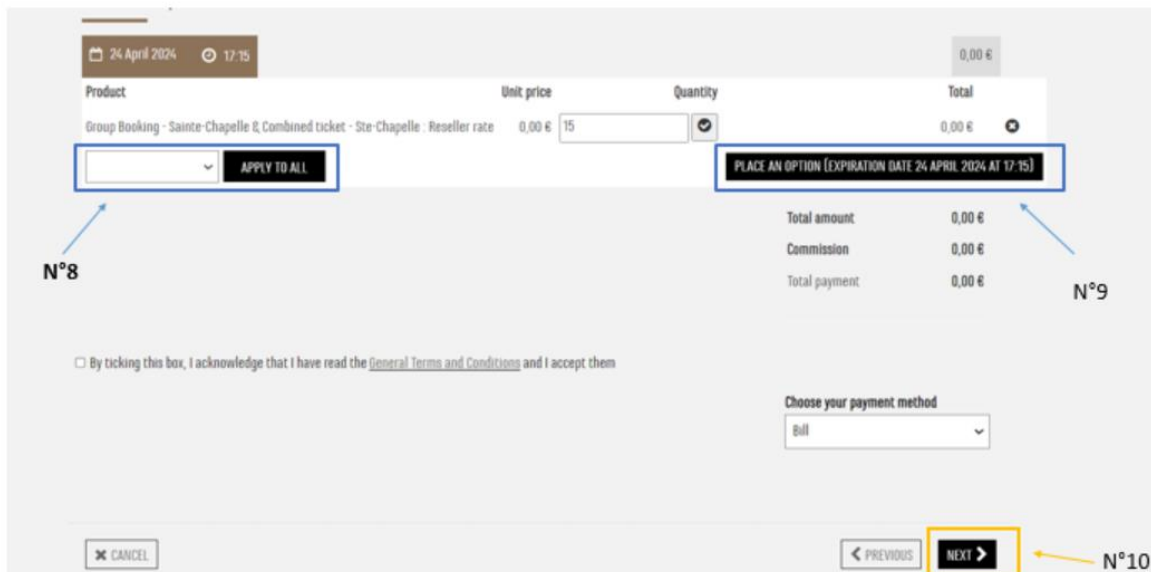
VALIDER LA DATE >

Choose your visit time

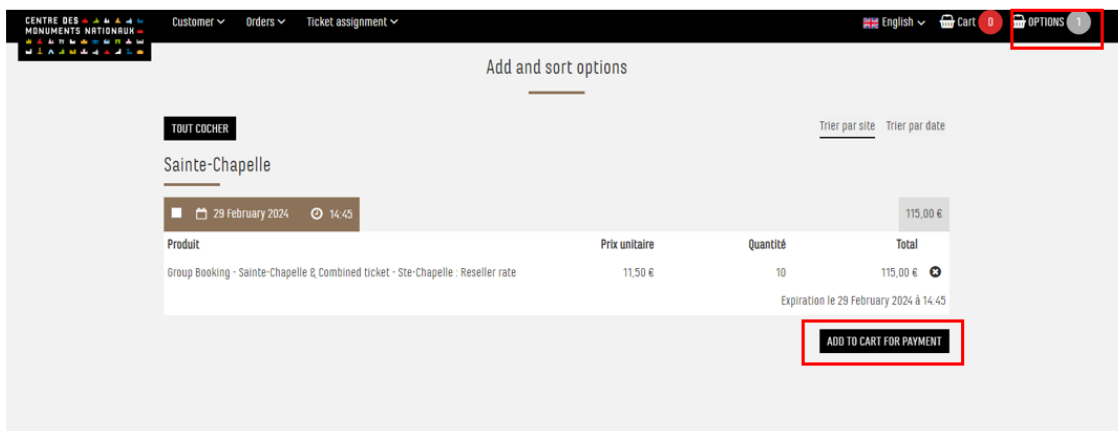
08:15	10:45	11:45	12:15	12:45	13:15	14:45
Reste : 26	Reste : 26	Reste : 26	Reste : 26	Reste : 26	Reste : 26	Reste : 26

7. Confirm your selected timeslot.

8. When you confirm your booking, you can add an accompanying leader to the registered group beforehand (see Step 2). If you would like to make your booking provisional only, the expiry date for its provisional status is also stated. If you do not have an accompanying person, please select "Without accompanying person/ Sans accompagnateur" to proceed to the next step.

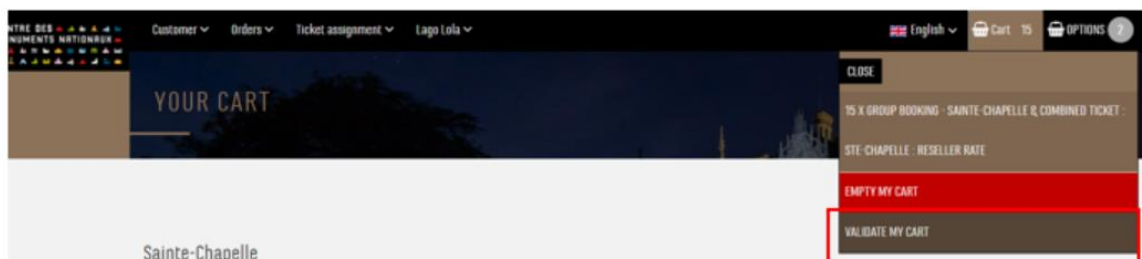


9. You may make your booking provisional if you like. To do this, click on the black button *Place an option*. The expiry date for the provisional status of this booking is also stated. You will have to pay for the booking by the expiry date for it to be confirmed. To pay for your provisional booking, click on Options in the top right, then click *Add to cart for payment*.





10. However, if you would like to confirm your booking and pay for it immediately, you can simply click on the button *Next* in the bottom right. You can also allocate the order to one of your customers registered on your professional account. If you do not wish to allocate the order, click on *Cart* → *Validate my cart* in the top right. You will then have to confirm the booking one last time by accepting our General Terms and Conditions of Sale. Then you will have to pay for the booking.



## FAQ

### Provisional bookings

#### **My group has more people than the maximum number of people allowed for one group of visitors. How can I book a visit for a large group?**

If your group has 75 people, for example, even though the number of people per group may not exceed a certain amount (see general information per monument above), you must divide your group into three separate groups prior to your visit. However, you can book for your entire group of 75 people by dividing the bookings into several time slots, subject to availability.

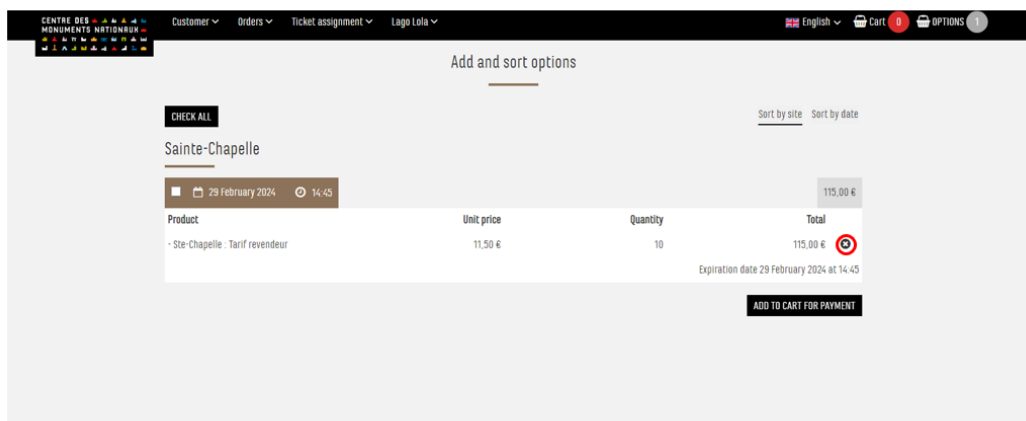
**To avoid the sales calendar showing sold out, please only add the maximum number of people authorised for each group slot to the basket.**

#### **How can I update my provisional bookings?**

If you would like to add people to your timeslot, you have to make an additional booking for the same timeslot with the number of extra people that you would like to add (within the limit of available spaces). So you will then have several provisional bookings for one timeslot. If you would like to reduce the number of people in your group, you have to delete your provisional booking and make a new one.

#### **How can I cancel my provisional bookings?**

To cancel a provisional booking, click on *Options* ('Provisional bookings') in the menu in the top right, then click on 'x'.



#### **How can I confirm my provisional booking?**

To confirm a provisional booking, click on *Options* in the menu in the top right, then click on *Add to cart for payment*. Once you have paid for your provisional booking, it becomes a confirmed booking and you will receive a confirmation e-mail. To download the tickets, go to *Orders* --> *Find orders* → *Search*.

**What can I do if the timeslot that I would like to book is unavailable?** Please note that the timeslot has either already been booked or is unavailable for group visits. Thank you for understanding.

### Accompanying leaders of groups

#### **How can I add a new accompanying leader for a group booking?**

If you would like to add an accompanying leader for your group, click on *Customer --> Create/Manage a companion*, then enter their surname, first name, e-mail address and telephone number. You have to carry out this step before selecting the option. If you are unsure of the guide or accompanying leader who will accompany your group, state 'Standard tour guide' or 'Standard accompanying leader'.

#### **My group's accompanying leader is entitled to free entry. Should I book a ticket for them?**

A group's accompanying leader who is entitled to free entry should get a free ticket (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). They should nevertheless show their supporting document at the entry checks.

#### **My group's accompanying leader is not entitled to free entry. Should I book a ticket for them?**

A group's accompanying leader who is not entitled to free entry should, at the entry checks, show a ticket that has been paid for. So this accompanying leader should be counted in the number of people in the group.

### Free entry

#### **How can I book for people who are entitled to free entry?**

With online booking for groups, you cannot book for people who are entitled to free entry. The service is only designed for groups of adults who have to pay to get in. Thank you for understanding.

### Other methods of payment

#### **I have Paris Museum Passes. Can I use them for my online booking?**

Please contact us ([developpement@monuments-nationaux.fr](mailto:developpement@monuments-nationaux.fr)) so we can make available to you the option of booking a timeslot with your Paris Museum Passes ('PMP' option).

#### **I already have a stock of tickets. Can I use them for my online booking?**

Please contact us ([developpement@monuments-nationaux.fr](mailto:developpement@monuments-nationaux.fr)) so we can make available to you the option of booking your timeslot with the stock of tickets that you already have ('I already have a ticket' option).

### The day of your group visit

#### **On the day of our group visit, what should I show at the entry checks for getting into the monument?**

On the day of your group visit, you will have to show the date-and-time-stamped tickets (preferably printed, rather than on a smartphone). There is not one ticket covering the whole group, but there is one ticket per person. If your group has a tour guide, the latter should show their valid accredited tour guide card to enjoy free entry. The tour guide should visibly wear this professional card to enjoy the right to give an explanatory tour inside the monument.

## Invoice

### **How can I get an invoice for my group visit booking?**

To get your invoice, follow these steps:

1. Go to the *Orders, Find orders* section and click on *Search*.
2. The orders that you have placed and paid for will be listed.
3. You will then be able to download your invoice by clicking on the option *Print*.

## Reimbursement

### **My group can no longer come at the timeslot for which I have paid. Can I be reimbursed?**

No confirmed booking of a group visit can be reimbursed.

### **The monument has cancelled my visit. Am I entitled to a reimbursement?**

Yes. If the monument cancels your visit, you will be automatically reimbursed.

## Group bookings for school groups, socially disadvantaged groups and guided tours

### **And how do reservations work for school groups, socially disadvantaged groups, and guided tours?**

Reservations for school groups, socially disadvantaged groups, and adult guided tours are not available online through the CMN's e-ticketing tool for professionals. Please contact the monument's reservation service directly (contact information in the sales manual available for download under the following link : <https://www.monuments-nationaux.fr/groupes-adultes-et-professionnels-du-tourisme#ressources/en> ). On the day of the visit, you will present the reservation confirmation and make payment at the monument's ticketing desk.

## Account creation on the CMN's B2B e-ticketing office (Sign up)

### **I can't create an account. An error message is displayed. How do I create an account?**

If the professional e-ticketing service informs you that the e-mail address has already been used to create an account and that you do not yet have an account on the B2B e-ticketing service, this means that this address has previously been used for the CMN individual (B2C) e-ticketing service. Please use a different e-mail address from the one associated with your CMN public e-ticketing account ([tickets.monuments-nationaux.fr](https://tickets.monuments-nationaux.fr)). Thank you for your understanding.