

VISITOR RULES AND REGULATIONS AT THE CITE DE L'ESPACE



PREAMBLE

The *Cité de l'Espace*, open to the public since June 1997, is operated by SEMECCEL, as delegated by the Public Service Department of the City of Toulouse. Its mission is to disseminate space science culture to its visitors by using tools that are both pedagogical and entertaining.

The present rules and regulations, pursuant to the provisions made in the SEMECCEL *Cité de l'Espace* statutes, aim to ensure that visitors are able to carry out their visit in the best possible conditions and that the visitors respect one another.

Article 1 – Rules and Regulations—Terms and Conditions of Application:

The present rules and regulations apply to visitors of the *Cité de l'Espace*, to people and groups authorized to temporarily occupy the premises for meetings, receptions, or various events, as well as to people coming to have lunch at the onsite restaurant or make purchases at the boutique.

Minors under 16 must be accompanied by a legal representative—or another adult with authorization from the legal representatives—to be allowed entrance to the site. Minors over 16 must be accompanied according to the same terms as the younger minors, or must have authorization from their legal representatives. The *Cité de l'Espace* reserves the right to check for the existence of authorizations.

Certain areas, based on their scheduled events and activities, may have special safety instructions (with specific hours), whose provisions complement those stated here. If this is the case, the additional applicable provisions will be displayed at the entrance to said area or event.

TITLE I

ACCESS TO THE CITE DE L'ESPACE

Article 2 – Days and Hours of Operation:

The *Cité de l'Espace* is open to the public in accordance with the calendar and schedule displayed at the entrance. They are provided for information purposes only. Depending on the circumstances, the *Cité de l'Espace* reserves the right to modify them, particularly with the view of maintaining the safety of visitors and/or employees.

It may also be closed in exceptional cases for special events.

Article 3 – Restricted Access:

Access to areas under construction, indicated with signs, is expressly forbidden to the public.

Article 4 – Terms and Conditions of Parking Lot Use:

Traffic laws are applicable in the parking lots of the *Cité de l'Espace*. Long-term parking is prohibited without special authorization.

Article 5 – Liability in the Event of Theft in the Parking Lot:

The risk of parking in the parking lot is borne by the vehicle owners. The *Cité de l'Espace* will not be held liable for any damage to vehicles not caused by itself or its staff.

Article 6 – Video Surveillance:

In accordance with decree #96-926 from October 17, 1996 concerning video surveillance, the *Cité de l'Espace* informs its visitors that it is equipped with a video surveillance system.

Article 7 - Rates:

Rates are displayed outside the entrance to the *Cité de l'Espace* and in the ticket office.

Article 8 – Access Checking:

Tickets have a validity period and can be used to enter and exit the *Cité de l'Espace* for the duration of this validity period. Tickets cannot be returned, refunded, resold, or exchanged.

Visitors can move freely around the premises (subject to the conditions of access specific to each area and event) within the acceptable capacity limits of the various floors and for each exhibition or event area. When this capacity is reached, lines are created on the initiative of security services. Areas are accessible according to criteria and/or limitations.

Ticket checks may be made inside the *Cité de l'Espace* by the establishment's staff. The security personnel have authorizations linked to the anti-terrorist security plan (searches, inspection of suspicious packages...).

Article 9 – Terms and Conditions for Circulating around the Cité de l'Espace:

Excluding all other forms of transport, strollers are allowed inside the *Cité de l'Espace*, as are wheelchairs for ill or disabled people—apart from those that operate on flammable fuels.

Strollers are not allowed inside the entertainment venues; they can be left in the lobby during the show.

All venues have reserved places for disabled visitors and are wheelchair accessible.

The *Cité de l'Espace* accepts no liability for any damages caused by wheelchairs or strollers—to third parties or to their own occupants—and accepts no liability for theft.

To facilitate the movement of visitors in wheelchairs or with strollers, a special access plan can be activated (details at the front desk or PC security).

Article 10 – Prohibited Items and Limited Access:

The following are prohibited:

- All types of firearms and ammunition;
- Explosive, flammable, or volatile substances;
- Illegal substances;
- Objects that are dangerous, heavy, bulky, likely to cause a nuisance to other visitors, or to pose a danger to *Cité de l'Espace* exhibitions;
- Works of art, unless specifically authorized by the *Cité de l'Espace* management;
- Animals, except guide dogs for the visually impaired.

Access to exhibition areas is not allowed to visitors in possession of:

- Sharp or blunt objects (however, elderly and disabled people are allowed to have canes with a tip);
- Suitcases, shopping bags, motorcycle helmets, and other large luggage;
- Umbrellas, except the foldable type;
- Camera stands or flashes, radios, portable video games, and generally, any bulky or dangerous objects (photos for commercial purposes are prohibited on the premises);
- Roller skates, rollerblades, bikes, skateboards, and scooters.

Objects cannot be dropped off for safekeeping.

Visitors are kindly asked to turn off their cell phone during shows.

TITLE II

GENERAL BEHAVIOR OF VISITORS

Article 11 – Overview:

Generally speaking, visitors are asked to avoid creating any type of disturbance—through their attitude, conduct, or words—so as to allow other visitors to properly enjoy their experience. Visitors are also asked to respect safety instructions.

The *Cité de l'Espace* is a non-smoking establishment, both indoors and outdoors.

This ban also applies to electronic cigarettes.

Article 12 – Respecting the Premises:

The following are prohibited:

- Breaking through barriers meant to contain the public, and using emergency exits/external emergency staircases (except during an emergency);
- Wearing clothes intended to conceal one's face inside the *Cité de l'Espace*, except for reasons established by law, such as health or professional reasons.
- Putting up posters, creating graffiti, markings, or stains on *Cité de l'Espace* buildings or exhibits;
- Engaging in races, pushing, shoving, sliding, or climbing;
- Throwing paper or trash on the ground, particularly chewing gum;
- Eating and drinking inside buildings that are not intended for this purpose;
- Engaging in any trade, advertising or propaganda, panhandling, distributing leaflets of any kind;
- Using the areas, equipment, or presentation elements in a way that is not compliant with their intended use; performing any act that is likely to cause damage;
- Taking photographs and videos for commercial purposes without special administrative authorization;
- Organizing paying guided tours without having obtained a license to do so from the *Cité de l'Espace*;
- Damaging furniture or removing it from its enclosure;

- Using museological elements in a way that is not compliant with their intended pedagogical use.

Please take care:

- Not to bother visitors with noisy demonstrations or by listening to electronic devices;

- To respect the trees, flowers, and lawns

Article 13 - Injunctions and Recommendations:

For the common good, visitors are required to defer to the recommendations or injunctions from *Cité de l'Espace* staff.

TITLE III

PROVISIONS RELATING TO GROUPS

Article 14 – Mandatory Companion:

Group visits require the constant presence of a group leader who ensures that the present rules and regulations are respected.

The leader may be required to provide justification of obligatory collective insurance or an authorization to provide care for a minor in the event of an accident.

If a guide is assigned to a group, he/she cannot, under any circumstances, operate without the presence of the group leader.

Article 15 – Terms and Conditions of Visits:

Group visits that take place during hours of operation must not disturb other visitors, and to this end, groups shall be divided up as needed.

Like all other visitors, group members are subject to all prohibitions under the present rules and regulations.

TITLE IV

FILMING, RECORDING, AND COPIES

Article 16 – Shooting Authorization:

Facilities and technical equipment cannot be photographed, filmed, or recorded for commercial purposes without written authorization from the *Cité de l'Espace*. However, amateurs are allowed to shoot as long as they do so without stands or flashes. The *Cité de l'Espace* reserves the right to prohibit shooting and recording of any kind and in certain areas or during certain events.

All shooting must be conducted for strictly private use and cannot be used for commercial purposes under any circumstances.

Article 17 - Reproduction Rights:

Reproducing elements from presentations, works, drawings, models, and documents on display (apart from the exception referred to in Article 16) and producing reports are subject to authorization from the *Cité de l'Espace*. The beneficiaries of such authorizations will be provided the current regulations and special dictates and must comply with them, particularly concerning image reproduction rights, works, drawings, models, the correct order, and possible reproduction rights.

TITLE V

APPLICATION OF SAFETY RULES

Article 18 – Terms and Conditions:

Visitors must restrain from any act that could threaten the safety of people or property.

Any accident or abnormal event must be immediately reported to a staff member. Emergency telephones are available and signposted at various locations around the *Cité de l'Espace*.

Article 19 – Building Evacuation:

If it is necessary to evacuate the *Cité de l'Espace* or one of its buildings, the evacuation shall take place with order and discipline and under the leadership of security personnel and evacuation officials, in accordance with the instructions they have received.

Article 20 – Handling Accidents:

In the event of an accident or illness, the sick or injured person shall not be moved, given anything to drink or given any medication before help arrives. All accidents must be reported to PC security.

Article 21 – Children's Safety:

During their family or group visit, in all indoor and outdoor areas of the *Cité de l'Espace*, children remain under the responsibility of their parents or companions, who must provide continuous surveillance, even during guided or themed tours, educational workshops, or any other event organized at the *Cité de l'Espace*. Furthermore, for security reasons, some of the more dynamic events have criteria or limitations that must be met, which are displayed at the entrance of each one.

The *Cité de l'Espace* accepts no liability for minor children and provides no surveillance over them, including with regard to people meeting them, or their entrance and exit, whether or not they are accompanied by an adult, whose identity will not be checked. Minors remain entirely under the responsibility of their parents, with respect to any injuries they may suffer as well as to any damages they may inflict on the *Cité de l'Espace* or on third party visitors.

Article 22 – Lost and Found:

All found items must be handed over to a staff member to be deposited at PC security; they remain available for retrieval for 72 hours. After that, they are delivered to the police station's lost and found department.

Article 23 – Alert or Distress Measures:

In any situation that could compromise the safety of people or property inside the *Cité de l'Espace*, alert measures may be taken, including entrance closures, exit monitoring, and evacuation without financial compensation.

In the event of disturbances, strikes, or any situation that could compromise the safety of people or property, the *Cité de l'Espace* may be partially or totally closed and entrances may be monitored using all appropriate means.

The *Cité de l'Espace* shall take all measures that the circumstances require.

TITLE VI

APPLICATION OF THE PRESENT RULES AND REGULATIONS

Article 24 - Liability:

The *Cité de l'Espace* cannot be held liable for disturbances or accidents resulting from a breach of the present rules and regulations.

Article 25 - Sanctions for Noncompliance:

Failure to comply with the requirements of these rules and regulations puts the offenders at risk of expulsion from the establishment and, where necessary, judicial proceedings.

All information relating to these rules and regulations and their application can be obtained from the head of security.

Toulouse, February 9, 2015

The Director General of the S.E.M.E.C.C.E.L

(*Société d'Economie Mixte d'Exploitation de Centres Culturels Educatifs et de loisirs*)