

Frequently Asked Questions

Practical informations

What are the museum's opening hours ?

The museum is open daily, except on Tuesdays, from 10 am to 6 pm.

Cash Desk closing time: 5:15pm

Last admission (permanent collections and temporary exhibitions) : 5:30pm .

Rooms begin closing at 5:45pm (3rd and 4th floor begin closing at 5:30pm).

Please note that the museum will close at 5 p.m. **on 24 and 31 December**, on the Eve of Easter Day and on the Eve of Pentecost.

Please note: The museum may be forced to close earlier, if we reach visitor capacity.

Access

Metro : Léna (line 9), Boissière et Trocadéro (ligne 6).

Bus : 82, 32 et 63.

Vélib' bike-rental stations nearby. Note that there is no bike parking at the museum (or on the museum grounds).

Admission fees

MNAAG Ticket (admission both to permanent collections and temporary exhibitions): full rate is 11,50 euros ; reduced rate is 8,50 euros.

This ticket allows you a second entry in the following 14 days. (Online booking is needed prior to the second visit). Please keep your ticket; you will need it to enter the museum.

Entry to the permanent collections and temporary exhibit is free the first Sunday of each month and on special events such as « Museum's Night ».

Is online booking required ?

Due to the health crisis, in order to fulfill the government guidelines about physical distancing that prevent the spread of Covid-19, we currently limit the number of visitors by using an online reservation system with time slots.

Online booking is mandatory on Saturdays and Sundays from 1pm, including the first Sunday of the month.

On week days and on week-ends before 1pm you can buy your tickets directly at the museum (subject to availability). However, we suggest that you book your tickets online which is possible up to two hours prior to your visit.

How can I book a ticket online ?

Please follow this link <https://billetterie.guimet.fr/> to buy your ticket (or to book a free ticket). If needed, a tutorial is available [on](#) the online booking's homepage.

I made a reservation but I didn't receive any order confirmation or ticket.

If the transaction was successful, order confirmation and tickets can be found in your « member area » (« guest » account). If not, please check the spam folder in your mail box.

Do I have to respect the time-period written on my ticket ?

We allow 15 minutes before or after the time written on your ticket. Access cannot be granted beyond this period, as it would not allow the museum to respect its mammal reception capacity.

How can I change or cancel my reservation ?

Unfortunately it is not possible to change your reservation.

<https://billetterie.guimet.fr/fr-FR/conditions-generales-de-vente>

Under what conditions can I get a refund ?

In case of cancellation or modification by the MNAAG of said benefit or error processing request, you are entitled to a refund, according to our general terms and conditions of sale.

<https://billetterie.guimet.fr/fr-FR/conditions-generales-de-vente>

What are the method of payments available ?

At the Ticket Office: credit cards, cash or bank checks, drawn on a French bank. Considering Covid-19 health concerns, we strongly suggest you use a contactless form of payment, such as a credit card, if possible.

Online: by credit card only.

American express cards are not accepted.

Free admissions

Even if you are eligible for free admission, you must get a ticket from the Ticket Office or make an online reservation. Valid proof of such eligibility is required and must be provided/shown to the Ticket Office and/or the Ticket Desk.

Admission is free for the following visitors (valid proof required):

- visitors under the age of 18^[SEP]- 18-25 year-old residents of the EU
- visitors carrying a disability card (and the person accompanying them)
- job seekers
- people on income support
- holders of a valid "Pass Education" card (primary and secondary school teachers in French public schools and private schools receiving government subsidies)
- art students
- holders of a valid Carte Culture (and the person accompanying them)^[SEP]
- holders of a valid ICOM or ICOMOS card^[SEP] members holding membership cards from Société des amis du Musée Guimet (SAMG)
- professional guide/interpreter

- journalists

You can find the full list here:

<https://www.guimet.fr/wp-content/uploads/2020/07/Regime-tarifaire-vente-en-ligne.pdf>

You can visit the museum's permanent collections and temporary exhibitions for free the first Sunday of each month and during special events.

How can I get a reduced rate (discount ticket)?

Valid proof is required and must be shown to the Cash Desk and/or the Ticket Desk.

Visitors eligible for a discount ticket:

- teachers without Pass éducation
- holders of membership cards of other national museums

You can find the full list here:

<https://www.guimet.fr/wp-content/uploads/2020/07/Regime-tarifaire-vente-en-ligne.pdf>

The museum does not offer reduced rates or a discount ticket on the basis of age criteria.

Is there a Museum Pass ?

-For visitors between 26 and 30 years old, there is the « Pass Jeunes MNAAG », valid for 1 year starting the date of issue. The price is 15 euros. More info here: <https://www.guimet.fr/francais/pass-mnaag/avantages/>

-You can also join the Société des Amis du Musée Guimet (SMAG) and benefit with unlimited access to permanent exhibitions and expositions, among other advantages.

For more information, we invite you to visit SMAG's website:

<https://www.amisdeguimet.com/>.

-The museum accepts the Paris Museum Pass (possible to purchase at the museum). Primarily for tourists, this Pass is valid for 2, 4 or 6 days. Do not confuse the Paris Museum Pass with 'la carte Paris Musées', only valid for the museums in the city of Paris and not valid for the National Museums that are part of the MNAAG.

For more information, visit: <http://www.Paris museum pass.fr>.

Is the Museum open on National Holidays ?

Yes it is, except on Tuesdays. The museum is closed January 1st, May 1st and December 25th.

How long does it takes to visit the Museum ?

It takes about 1 hour and a half to make a significant tour of the permanent collection, and about 45 minutes more for the temporary exhibition (on the garden level). The ticket is valid all day, with no time limit. Any exit is final.

Please note: The ticket allows you a second entry visit in the following 14 days (online booking mandatory). Please keep your ticket, as you will need it for this second visit.

Does my ticket allow me to enter the museum several times on the same day ?

Any exit is final. In line with the health recommendations, to enter the museum you will need an individual ticket valid only during the time-period indicated thereon.

Please note: The ticket allows you a second entry visit in the following 14 days (online booking mandatory). Please keep your ticket, as you will need it for this second visit.

How can I visit Ennery Museum ?

Ennery Museum can only be visited during guided tours on Saturday mornings. Online booking is mandatory (resa@guimet.fr).

More information (in french only):

<https://www.guimet.fr/musee-dennery/informations-pratiques-6/>

Can I visit the museum with luggage ?

It depends on the size: only bags not exceeding the maximum size (45x100x65 cm) are allowed. However, due to security measures (Vigipirate), suitcases, cabin luggage and oversized baggage are strictly forbidden inside the museum.

For smaller items self-service lockers are available, free of charge (subject to availability). You cannot access the museum with a shopping cart.

For more information: article 7 and 2 of the museum rules (in french only) (<https://www.guimet.fr/wp-content/uploads/2020/07/Reglement-de-visite.pdf>).

Accessibility

Visitors with a mobility impairment can access the museum via a ramp located on the left of our main entrance, on Place d'Iéna. For your comfort, we recommend that you are assisted by someone.

A lifting platform and a couple of elevators can be used to access every floor.

Two manual wheelchairs are available for loan at the information desk. You will be asked to leave an ID card or a passport (reservation is not possible).

The Hotel Heidelbach and the Musée d'Ennery are not accessible to people with mobility impairment. We apologize for the inconvenience.

The Information and Cash Desks, as well as the shop, have a magnetic loop for visitors with hearing aids.

Visually-impaired or blind visitors can ask for the list of tactile works at the information desk.

Guide and service dogs, are welcome. A medical certificate is required.

Guided tours for visitors with different disabilities are designed by the Cultural Activities Service. For further information, visit our website:

<https://www.guimet.fr/activites-culturelles/personnes-en-situation-de-handicap/>

How to get access to the Museum Library?

Documents from the museum's Library are available, in the study room. In order to consult an item on site, you need proof that your university, professional, or personal research requires you to study items from the museum's collection. The access to the reading room is free. You just need to register and present an ID.

To consult specific works, you can look at the French National Museum union Catalogue:

http://auroch.culture.fr/F?RN=394472819&local_base=bmn01.

I lost something in the museum, what can I do?

Please go to the Information Desk, we will inform you if any item was found. If you have already left the Museum, you can contact us during opening hours : 01 56 52 54 33.

Any item found in our Museum is returned exclusively to the owner during the Museum opening hours. Lost items are kept at the museum up to two months from the date found before they are brought to the central Lost and Found Service. The *Service des Objets trouvés* (Prefecture of Paris) is located at Morillons Street, 75015.

Rules and regulations :

<https://www.guimet.fr/wp-content/uploads/2020/07/Reglement-de-visite.pdf>

Plan your visit

Do you have any of the multi-sensory approaches (visual, audio, tactile), for visitors?

Maps in French and in English are at your disposal at the Information and Ticket Desks.

On the ground floor, you can see a wall size map next to the Museum Library or the shop which shows a general view of the building.

Tours on different subjects are guided by professionals attached to the museum. You can request all details about themes, dates and prices at the Information Desk.

Every first Sunday of the month, free tours are organized to present our permanent collections. You don't need to book for it, but we have a limited capacity. Please ask at the Information Desk about the meeting point.

Currently, we do not have audioguides, but a solution is currently under study to use in place of audioguides in the future.

Are domestic animals allowed?

Only guide dogs and service animals are allowed. A medical certificate is required.

Is the rooftop terrace open to the public?

The panoramic terrace of the main building is accessible during opening hours, only in summer. However, the terrace is closed in the event of bad weather.

How can I visit the Japanese Garden and the traditional Tea House?

The Hotel Heidebach's Japanese Garden is opened to the public only on specific dates, and/or events organised by the museum. The garden is opened on European Heritage Days and Rendez-vous des Jardins. Traditional Japanese tea ceremonies are proposed during the Spring and Fall seasons.

Due to the current situation with Covid-19, the tea ceremony will not be held at the Tea House.

Can visitors take photos or videos without a special autorisation?

Photos or videos are allowed for your personal use, unless otherwise specified for copyright reasons. Flash, lamps and other lighting items are not allowed at the museum for visitors' comfort, and to preserve some pieces of

art.

Photos and videos are allowed in our temporary exhibition space, unless otherwise indicated.

It is prohibited to photograph or film any museum personnel without their advance permission.

For further information, check the 5th section of the MNAAG's Rules and Regulations.

(<https://www.guimet.fr/wp-content/uploads/2020/07/Reglement-de-visite.pdf>).

Is there a bookshop or giftshop at the museum?

There is a French National Museum store on the ground floor, open to all without an entrance ticket to the museum. The shop has the same opening hours as the museum.

Does the museum have a restaurant or area for food consumption?

Yes, the "Palais des porcelaines" restaurant is located on garden level. It opens from 10 am to 5:45 pm, open only to visitors with museum tickets.

Please note: No group or individual visitors can go to the restaurant before the hour indicated on their museum ticket.

Eating or drinking in the museum is prohibited. Nevertheless, drinking water will be tolerated only if the container is kept in a bag.

Is it possible to draw in the galleries ?

Yes; but only freehand drawing with pencil and/or color pencil is allowed in our museum. Charcoal drawing, pastel, watercolor, ink and felt pen are banned.

Cultural activities for adults

How to stay informed of the museum current events ?

You can subscribe to our Newsletter here: (in french)

<https://www.guimet.fr/abonnements/>

What activities do you offer for adults ?

Guided tours, presentations of our permanent and temporary exhibitions, symposiums, workshops, traditional Japanese tea ceremonies and other

activities are designed for adults. Please check our cultural activities program for further information:

<https://www.guimet.fr/activites-culturelles/adultes/>

How to book guided tours?

You need to pay at the Cash Desk for guided tours, in addition to the entrance ticket.

Some guided tour are without reservations, subject to availability; but, you can buy your ticket on the same day, from 10 am, at the cash desk. Each tour has a capacity of usually 20 or 30 people.

Visitors must book other guided tours on specific subjects. Please see our cultural program or go directly to our Information Desk.

The Musée d'Ennery's guided tours on Saturday morning are available by reservation only (resa@guimet.fr)

Are there special activities during the weekends and holidays?

There are very few events scheduled on Sundays and Holidays.

Nevertheless, on the first Sunday of each month, free tours are organised to present our permanent collections ("Guimet's Stopovers"). You don't need reservations, but capacity is limited and on a first come first serve basis. For further information, please visit our website:

<https://www.guimet.fr/premieres-decouvertes-des-collections-permanentes/>.

Which are the booking modalities for a group?

You must book for a group, numbering more than 6 people.

For groups with a guide unaffiliated with the museum, a reservation is required to guide the group, regardless of the group's size.

Groups of more than 6 people without a guide must have a reservation. All adults must pay; but a reduced fee may be offered.

There is no charge for school groups. Students and up to 6 adults, accompanying the group, are free of charge.

Guided tours for students can be organised. For further information, please clic here: <https://www.guimet.fr/activites-culturelles/scolaires/>.

Bookings for school groups must be made at: resa@guimet.fr

Please remember: eating or drinking in the museum is prohibited. Nevertheless, drinking water will be tolerated only if the container is kept in a bag.

Bringing children to the museum

How to prepare my visit with a baby?

Frontal baby carriers, strollers and light strollers are allowed in the museum. Please note: back carriers and non-foldable baby prams are not allowed. A nursery table is at your disposal in the restroom on the 3rd floor.

What kind of activities are organised for children?

There are different workshops and visits specifically for children, such as origami, puppets, story telling, and folding screens that help children to discover different civilisations from the permanent collections.

For further information about our program for children:

<https://www.guimet.fr/activites-culturelles/jeune-public/>

For further information about our activities designed for families:

<https://www.guimet.fr/activites-culturelles/famille/>

Do you have children's booklets?

Currently, children's booklets are not available.

Do parents stay with their children during workshops and visits?

Parents must stay up to the moment the museum's host assumes responsibility for the children.

However, if you want to share moments with your children, you can review the family activities program: <https://www.guimet.fr/activites-culturelles/famille/>

Recruitment

I want to work in the Guimet Museum. How do I apply for a job?

Send your CV and a cover letter to srh@guimet.fr or to:
Musée National des Arts Asiatiques-Guimet
Human Resources Department
6, Place d'Iéna
Paris 75016