

LUMA Arles
Parc des Ateliers – Visitor Guidelines
Version updated on March 24, 2022

Section 1 – Scope

The purpose of these regulations is to inform visitors of the conditions governing their visit. They are designed to ensure the safety and security of visitors and personnel, to safeguard the site and the artworks, and to facilitate an enjoyable visit to the various spaces (indoor and outdoor) within the Parc des Ateliers.

These regulations apply to all visitors, as well as to all persons and groups temporarily authorized to use the premises for meetings, receptions or other events.

These regulations shall be brought to the attention of the public by all appropriate means. They are notably posted on Level -2 Rez-de-jardin of The Tower, as well as on the LUMA Arles website: www.luma.org/en/arles.

Reception and security staff are present to provide visitors with information, to aid them in case of difficulty and to ensure compliance with these visiting regulations.

LUMA Arles reserves the right to change or modify these regulations at any time.

Section 2 – Access to the Parc des Ateliers and exhibition areas

Article 1 – Opening hours

The opening hours of the Parc des Ateliers and of each exhibition are available from LUMA Arles reception staff and on our website at www.luma.org/en/arles.

The LUMA Arles management may decide on additional evening hours, early openings or special opening hours, depending on the exhibitions and/or events scheduled. These special events and/or opening hours will be posted on our website at www.luma.org/en/arles.

Article 2 – Terms of admission

Entry to The Tower, to other buildings and to the entirety of the Parc des Ateliers in general may be subject to varying terms of admission (free or paid) depending on the exhibitions and/or events organized within the Parc des Ateliers.

The terms of admission are available on our website at www.luma.org/en/arles.

For free admission with required timed-entry reservation, as well as for paid admission, visitors must hold a ticket.

Tickets for guided tours or for any other activity within the Parc des Ateliers may be obtained from the Parc des Ateliers reception desk and/or on our website.

The Terms and Conditions of Sale are available online on our website at www.luma.org/en/arles.

Depending on capacity, reception staff or security officers may set up waiting lines either inside or outside of the various Parc des Ateliers buildings.

Depending on the number of visitors, and in order to avoid lengthy waiting times, a timed-entry system may be put in place in one or multiple exhibition areas. In such a case, visitors must arrive at the entry to the given exhibit within the time limits of their reservation.

Article 3 – Circulation within the Parc des Ateliers

Visitors are prohibited from entering exhibition spaces with any type of vehicle (including but not limited to: bicycles, scooters, skateboards, roller-skates).

Bicycle parking is available at the Parc des Ateliers entrances.

Visitors are furthermore prohibited from riding unicycles, bicycles, scooters, skateboards, roller-skates or any other type of vehicle on the Parc des Ateliers premises. Only cargo bikes used by LUMA Arles and Les Maisons d'Arles activities may be ridden within the Parc des Ateliers.

Strollers are permitted as long as their construction presents no danger to other visitors, artworks or buildings. For certain exhibitions and certain spaces, LUMA Arles reserves the right to prohibit entry with strollers or baby slings. In such a case, the restrictions shall be posted or mentioned by the receptionists or security guards at the area concerned.

Article 4 – Accessibility for persons with disabilities

The entirety of programs and services available to persons with disabilities are available on our website at www.luma.org/en/arles.

For visitors with illnesses or disabilities, wheelchairs are permitted within buildings and the landscaped park.

Folding wheelchairs may be requested from reception staff. This service is provided free of charge, subject to availability.

LUMA Arles declines all liability for any injury or damage caused by wheelchairs or strollers, either to third parties or to their own users.

Also permitted are:

- Guide dogs accompanying visitors who are blind or partially sighted
- Service animals
- Canes with rubber tip
- Optical aids (such as magnifying glasses)
- Walkers

Article 5 – Prohibited objects and animals

Access to the Parc des Ateliers and/or exhibition rooms is prohibited to visitors carrying any object that may present a danger or nuisance to other visitors, artworks or buildings. Specifically prohibited from the Parc des Ateliers are:

- Weapons or munitions of all types, whether real or imitation.
- Explosive, flammable or volatile substances such as spray-paint cans, illegal products and substances.
- Bags, suitcases, and containers larger than 45cm long x 29cm wide x 45cm high (pockets, wheels and handles included).
- All artworks, except with the express permission of the President of the Fonds de Dotation LUMA Arles or their authorized representative.
- Pets are permitted within the landscaped park but must remain on leash. Pets are prohibited in all exhibition areas, with the exception of service animals for the blind or partially sighted.

For all other items, it is at the discretion of LUMA Arles staff to determine their danger and permissibility.

Article 6 – Security checks

For reasons of security, staff may request visitors to open their bags, luggage or parcels for inspection at the entrance, exit or throughout the Parc des Ateliers.

Article 7 – Refusal of inspection / discovery of a prohibited object

Failure to comply with articles 5 and 6 above will result in refusal or revocation of admission and the visitor's immediate expulsion from the site.

Article 8 – Visitor services

Depending on the exhibition, specific equipment (folding chairs, flashlights, tablets, etc.) may be made available to visitors. These items shall be lent to visitors in exchange for the deposit of an identity card.

Visitors are responsible for all equipment that they borrow. They are required to return borrowed equipment upon exiting and in the same condition in which it was received.

Visitors who return equipment in a poor or damaged state may be held liable for the cost of repair or replacement.

Section 3 – Cloakroom and lockers

Article 9 – Cloakroom facilities

A cloakroom, in the form of individual lockers, is located at Level -2 of The Tower and is available for use by all visitors to the Parc des Ateliers.

Handbags and purses may be deposited in the lockers.

The following items, however, should not be left in lockers:

- Cash
- Identity papers
- Checkbooks or credit cards
- Valuables.

Depositing any such items in the lockers is done at the visitor's own risk.

Article 10 – Mandatory use of cloakroom

Certain exhibitions in the Parc des Ateliers may require the mandatory deposit of the following items in the cloakroom:

- Canes without rubber tip
- Umbrellas, unless they can be collapsed and contained within a garment or handbag, or if they are rubber-tipped and being used as a cane by an elderly person or person with disabilities
- Towels, suitcases, packages, backpacks and carry-on type bags larger than 45cm long x 29cm wide x 45cm high (pockets, wheels and handles included)
- Motorcycle helmets
- Large paper or non-transparent or non-flame-retardant plastic bags
- Reproductions of artworks or sculptures
- Musical instruments
- Tripods, monopods or camera supports.

Article 11 – Items not collected from the cloakroom

All items deposited in the cloakroom must be retrieved the same day, before the site closes. Items not retrieved by closing time are considered lost property.

Article 12 - Liability

The management declines all liability for any loss, theft or damage to items placed in cloakroom lockers.

Section 4 – Visitor conduct

Article 13 – Rules of conduct

Visitors are required to adhere to all security measures and to refrain, in their behavior, speech and dress, from causing disturbances or disruption within the premises.

Some artworks may contain images or scenes that certain visitors may find offensive. In such a case, a warning will be posted at the entrance to the exhibit or nearby the work in question.

Visitors are requested to carefully observe the guidelines relating to certain artworks as are posted throughout the exhibition spaces (e.g. photography not allowed, age restrictions, allergy risk, etc.).

Article 14 – Prohibited conduct

Any action interfering with a safe and pleasant visiting experience is strictly prohibited. The following are specifically not allowed:

- Appearing inebriated within the Parc des Ateliers premises.
- Using illegal substances within the Parc des Ateliers premises.
- Smoking or vaping in exhibition areas (as stipulated by article L3511-7 of the Public Health Code and implementation order no. 2006/1386 of 11/15/2006).
- Smoking on terraces, with the exception of the Level 1 terrace, where smoking is allowed.
- Spitting or relieving oneself outside of the designated sanitary facilities.
- Attempting to cross barriers and, unless in an emergency, using emergency exits and emergency staircases.
- Attempting to cross partitions demarcating work zones.
- Affixing graffiti, posters or other markings. Trash cans are available for the disposal of paper, trash, chewing gum, etc.
- Bringing food or drink into exhibition spaces, or using the restaurant areas within the Parc des Ateliers for the consumption of external food or beverages.
- Collecting money, pursuing any business activity, distributing advertisements or propaganda or distributing documents of any kind.
- Conducting oneself (whether in speech, dress, action or behavior) in a rowdy, insulting, violent, aggressive or indecent manner vis-à-vis other visitors or staff.
- Disturbing other visitors with loud noises, specifically from portable radios, speakers, instruments or telephone conversation. Visitors are thus strongly urged to silence or discontinue the use of their telephone in any situation where it may disturb other visitors or ongoing activities.
- Using spaces or materials in a manner other than their intended use.
- Appearing barefoot or shirtless.
- Making a display of religious or cultural practice, or any act of political or religious proselytism.
- Touching artworks or décor, leaning on windows, climbing on pedestals or other display structures.
- Crossing safety boundaries intended to protect the artworks on display.
- Behaving in a manner that may pose a danger to visitors or the artworks on display. Running, pushing, and carrying children on shoulders is specifically prohibited.
- Pointing at artworks with any sharp or pointed object, particularly pens, pencils or any sharp or cutting device.

Any visitor who witnesses the removal or defacement of property or artworks is requested to immediately alert LUMA Arles security staff.

Article 15 – Compliance with staff instructions

Visitors are required to comply with service-related orders by LUMA Arles staff. Failure to comply with the regulations laid out herein may result in expulsion from the site and potential legal action.

Section 5 - Filming, recording, copying and surveys

Article 16 – Photography for private use

Depending on the artworks on display, visitors may or may not be permitted to photograph. Permissions or restrictions regarding photography are posted in each exhibition.

Where visitors are allowed to take photographs, the use of flash, lighting or tripods remains off-limits.

Any restrictions on photographing or recording will be stated at the entry to the rooms or nearby the exhibits, particularly for shows and performances.

Visitors are reminded that the public reuse of photographs and video recordings of artworks is prohibited without the prior consent of the artist, author or rights-holder. As such, visitors are required to comply with existing legislation regarding ownership and copyright of any artworks photographed. LUMA Arles declines any liability in the event of infringement of these provisions.

Article 17 – Professional photographs and recordings

Professional photography, film shoots and radio and television broadcasts are required to obtain prior authorization from the Communication Department.

Copying artworks requires prior authorization from the President of the Fonds de Dotation LUMA Arles. Recipients of authorization must comply with the present regulations and with any specific instructions communicated to them, especially as regards the protection of the artworks to be copied and any reproduction rights.

Article 18 – Drawings

Visitors who wish to draw or paint within the premises, whether amateur or professional, must comply with any instructions communicated by LUMA Arles information staff.

Freehand pencil-on-paper sketches are exempt from all formalities, providing they are executed on a reasonably-sized support (clipboard, drawing board or sketchpad) that does not disturb other visitors or infringe upon safety.

The use of ink or fixatives is prohibited.

Article 19 – Image rights

Visitors are reminded that exhibitions and events taking place within the Parc des Ateliers may be filmed or photographed.

We also wish to inform visitors that their image may be recorded and disseminated in any medium for the purpose of presenting LUMA Arles activities.

Anyone who wishes not to have their image recorded or disseminated is invited to step out of view of any cameras present.

Any photograph or recording in which staff or the public may figure requires the prior consent of those concerned, in addition to the authorization of the President of the Fonds de Dotation LUMA Arles.

In the case of violation of these provisions, LUMA Arles declines any liability toward visitors who are filmed or photographed.

Article 20 – Surveys

Any opinion poll or survey involving visitors must receive prior authorization from LUMA Arles.

Section 6 - Safety of persons, artworks and buildings

Article 21 – Safety

Visitors shall refrain from any act that may threaten the safety of other persons or property. Any accident or abnormal incident must be immediately reported to a security guard.

In the case of an accident or illness, visitors should immediately alert a Parc des Ateliers security guard, who will inform the security department. Visitors are prohibited from moving a victim of illness or accident, or administering food, water or any type of medicine, until emergency services arrive.

If a doctor, nurse or rescue worker is present among the visitors and chooses to intervene, they should stay with the victim until relieved by LUMA Arles staff. They may be requested to leave their name and address with the security guard present.

Article 22 – Supervision of minors

Children under the age of 12 must be accompanied by an adult. Visitors in charge of minors are responsible for ensuring that they comply with the visitor guidelines.

Minors remain the responsibility of their parent or guardian, whether or not they are accompanied.

Lost children should be reported to a security guard, who will bring them to an information officer. Upon closing time, lost children will be entrusted to the main police station of the Arles Municipal Police.

Article 23 – Lost property

Visitors are kindly requested to report any found item to a staff member.

Items found within exhibition spaces or in outdoor areas will be held by LUMA Arles for a period of fifteen (15) days, and may be collected from an information officer upon the presentation of an identity card. Beyond this period, items will be handed over to the Arles Municipal Police.

Lost items that pose a threat to the safety or security of the establishment may be destroyed without delay or notice by the competent authorities.

Article 24 – Evacuation in the event of a disaster

In the event of a disaster, visitors should remain calm. If it becomes necessary to evacuate the building, evacuation shall proceed in an orderly and disciplined fashion under the guidance of security personnel and in accordance with their instruction.

Article 25 – Theft and assault

In the event of an attempted theft or assault within the Parc des Ateliers premises, security staff may implement emergency measures including closing accesses and exit controls.

Article 26 – Security cameras

Visitors are informed that, for the safety and security of persons and property, both indoor and outdoor spaces of the Parc des Ateliers, which are property of the company SCI Ateliers d'Arles Immobilier, are under video surveillance by SCI Ateliers d'Arles Immobilier.

Images recorded by SCI Ateliers d'Arles Immobilier and/or its subsidiaries will be held for the duration of one month, and in the case of an incident may be viewed by qualified personnel of SCI Ateliers d'Arles Immobilier and by law enforcement officials.

Visitors wishing to exercise their rights under the French Data Protection and Privacy act, notably as regards their right of access to personal images and data or for any information regarding this provision, may contact the LUMA Arles Data Protection Officer by email at dpo@luma-arles.org, or by writing to the follow address: LUMA Arles – A l'attention du DPO – 7-9-11 rue de la République 13200 Arles.

To learn more about rights and protections governing personal data, visitors should visit our website at www.luma.org/en/arles and see the section "Privacy Policy".

Visitors may file a complaint with the CNIL at www.cnil.fr/plaintes.

Article 27 – Unexpected closure

In the case of overcrowding, disturbance or any event of nature that impedes the proper functioning of the site or its spaces, or in a situation where the safety of persons or property is placed at risk, the site may be closed or opening hours modified without prior notice, at any moment in the day. LUMA Arles will take any necessary action required by the prevailing circumstances.

Section 7 – Special provisions for groups

Article 28 – Visitation guidelines for groups

Group reservations are handled by the Visitors Services department. Conditions and instructions regarding group reservations are available on our website at www.luma.org/en/arles.

Groups are required to make advance reservation for a specific time slot through the Visitors Services department. Depending on capacity and technical or security constraints, the Visitors Services supervisor may modify or limit admission at any time.

Article 29 – Speaking

Guided tours to the exhibits or the site shall be conducted exclusively by the LUMA Arles team or by professionals with advance permission from LUMA Arles. With the exception of teachers leading class visits, no other persons are authorized to give guided tours.

Section 8 – Special provisions for outdoor spaces

Article 30 – Guidelines for the Parc des Ateliers landscaped park

The Parc des Ateliers landscaped park includes 9,365 m² of public lands and 12,584 m² belonging to SCI Ateliers d'Arles Immobilier, forming a total area of approximately 2.2 hectares.

The Parc des Ateliers landscaped park is subject to regulations and opening hours established by a decree issued by the City of Arles, which may be viewed on the City of Arles website and at the entrance to the Parc des Ateliers.

A site map of the landscaped park and its various spaces is attached to this decree.

Except for special events, entry to the landscaped park is free to the public during opening hours.

Beyond normal opening hours, access to the landscaped park is regulated by SCI Ateliers d'Arles Immobilier according to its own conditions and means, and in accordance with the existing guidelines.

The schedule of events and/or exhibitions in the landscaped park may be requested from reception staff or viewed on our website at www.luma.org/en/arles.

Article 31 – Outdoor spaces not included in the landscaped park

Outdoor spaces not included in the landscaped park are governed by the rules and guidelines laid out in the present regulations, unless specific instructions are provided on-site in the given area.

Article 32 – Use of the skatepark

The skatepark is an art installation by LUMA Arles.

The installation remains open to the public during normal opening hours. LUMA Arles reserves the right to modify or restrict access.

Specific rules concerning the use of this installation are posted at the entry to the skatepark.

All users acknowledge that they have read the rules of use and that they accept all conditions and assume full responsibility, notably concerning the risks involved with the practice of the authorized activities.

LUMA Arles declines any liability for injury or damages to persons and/or property caused by the use of the skatepark.

Section 9 – Compliance with regulations

Article 33 – Respect for guidelines

Visitors are required to abide by these regulations and to comply with specific instructions given by LUMA Arles staff, in accordance with the visiting regulations.

Any violation of these regulations may result in expulsion from the site by security personnel and possible legal action.

Article 34 – Penalties

Visitors are required to abide by these regulations and to comply with service-related instructions given by LUMA Arles staff. Any verbal or physical aggression on the part of a visitor toward a staff member in performance of their duties will be prosecuted in accordance with the provisions of the Penal Code.

Failure to comply with the provisions laid out in these regulations may result in immediate expulsion from the site. Expulsion is effective immediately and does not entitle the visitor to any refund.

Theft, destruction, damage or degradation of any object or property, or any similar such violation, may be subject to criminal prosecution.

Article 35 – Agreement to regulations

Entry to the Parc des Ateliers implies agreement to these rules and regulations.

Article 36 – Feedback and complaints

Questions or complaints can be sent via email to reservation@luma-arles.org.

QR codes and/or digital guestbooks may be made available to visitors to leave feedback. Comments will be read by LUMA Arles but will not be answered.

Only requests sent to reservation@luma-arles.org will be answered.