

## Update regarding reopening of sites and our visits post Covid-19

September 3rd, 2020

### Current situation in Paris

Museums, shops, restaurants and cafés are open in Paris, with social distancing measures in place. Most public places that you enter will provide hydroalcoholic gel at the entrance, many will require you to make use of it before entering. Masks must be worn at all times in Paris when you are out in public, including in the street, when using public transport, inside museums, shops and any building welcoming the public.

In order to get up to date information regarding travel to, from and within France, and all the safety measures that currently in place, we recommend that you consult [this website](#) that has been put together by the European Union.

### Our tours in museums, monuments and neighborhoods are back

We are delighted that museums have reopened and culture is once again accessible. We list specific details for each site below, but first we would like to detail the measures that we have put in place to ensure your comfort and security during your visits with us.

### Certifications

We are compliant with international, governmental and local protocols and have received the stamps of approval as below:

[The 'Safe Travels' Global Tour Operator protocol of the World Travel & Tourism Council](#)  
[The 'Caring Attitude' Paris Tourism Commitment Charter of the Paris Tourist Office](#)

We follow the [French Government guidelines](#).

All of our tour guides and collaborators are informed of all the measures that should be observed and implemented during our visits.

**As a result of this, the following procedures will be applied to all visits from 1 September 2020.**

- Group sizes are limited in accordance with the general rules in place in Paris currently.
- Our guides will ask you to respect the social distancing measures in place on the day of your visit (currently 1m between individuals or family groups)
- Masks must be worn by all participants aged over 11. Guides will also wear masks.
- We will have approved disposable masks available if you do not have your own
- (please note you will need to wear a mask in the streets and on all forms of transportation in Paris including taxis)
- We will provide single dose pods of hydroalcoholic solution
- We would ask that you bring your telephone and earphones in order to be able to hear your guide at all times during the visit. If you do not have earphones we will provide disposable ones for you. If each member of your party does not have their own phone we will provide you with one for the duration of the visit.
- You do not need to print your vouchers, mobile vouchers are accepted on all our tours

## **Museums & monuments visited on our tours**

### **Cancellation and refund policy**

Our standard cancellation and refund policy currently applies to all our tours. You can cancel your tour up to 24 hours before the tour departure time, for any reason, and receive a full refund.

### **Army Museum & Napoleon's Tomb at the Invalides**

**Group size limited to 8 people plus guide.**

**Private tours on request.**

Consult the [visiting conditions](#) of the Army Museum.

### **Catacombs**

The establishment has not yet communicated their conditions for group visits.

**The date for reopening our tours will be decided and communicated here when the site has specified their conditions for group visits.**

**Private tours on request.**

Consult the [visiting conditions](#) of the Catacombs

## Conciergerie and Sainte Chapelle (included in the visit of Notre Dame's Island)

**Our small groups visit including these two monuments resumes is operating.**

Private tours on request.

Consult the [visiting conditions](#) of the Conciergerie and Sainte Chapelle

## Eiffel Tower

**The date for reopening our tours will be decided and communicated here at a later date.**

Private tours on request.

Consult the [visiting conditions](#) of the Eiffel Tower

## Louvre Museum

**Our small group tours of the Louvre are operating.**

Private tours on request.

Consult the [visiting conditions](#) of the Louvre Museum.

## Necropolis of the Kings & Queens - Basilica of St Denis

**Our tours will resume in Spring 2021.**

Private tours on request.

Consult the [visiting conditions](#) of the Basilica of St Denis.

## Orsay Museum

**Our small group tours of the Musée d'Orsay are operating.**

Private tours on request from 23<sup>th</sup> June 2020

Consult the [visiting conditions](#) of the Musée d'Orsay

## Pantheon

The outdoor viewing area on the dome will not reopen until 2021.

**Our visits will resume in Spring 2021.**

Consult the [visiting conditions](#) of the Pantheon.

## Pompidou Center

**Our small groups tours of the Pompidou Center are operating.**

Private tours on request.

The museum has not yet published information indicating specific measures for visitors.

## Versailles Palace

Open for individual visitors since 6<sup>th</sup> June. The palace have not yet confirmed an opening date for group visits.

**Memories France visits will resume** (subject to conditions subsequently communicated by the establishment).

Consult the [protective measures](#) put in place by the Palace of Versailles.

**For all our other visits, please check the calendars per tour, they are all up to date.**

## How to contact us

We are here to help should you have any questions or concerns. Don't hesitate to contact us should you require any information, or if you would like to enquire about other sites in Paris.

**Email:** [contact@memories-france.travel](mailto:contact@memories-france.travel)

**From the US / Canada (toll-free):** 800-208-6339

**International:** +33-801-230-206

**From France (toll-free):** 0-801-230 206

We will be delighted to welcome you to Paris, and to share our love of our beautiful city with you.

Best regards,

The Memories France team

