

INTERNAL RULES APPLICABLE TO THE PUBLIC INSIDE THE ACCOR ARENA

1. DEFINITIONS

In these rules:

Accor Arena refers to the Accor Arena as a set of properties made available to its operator, the Société Anonyme d'Exploitation of the Palais Omnisports of Paris Bercy, by the City of Paris under a public service delegation agreement;

Arena Complex refers to the areas inside and outside the Accor Arena, consisting of the Controlled Spaces, Public Spaces and the car parks (see the rules specific to the car parks);

Event is any sporting events organised under the terms and conditions defined by the Sport's Code; any show organised under the terms and conditions defined by French order 45-2339 of 13 October 1945 as amended relating to any shows, or any other public or private event not necessarily giving rise to the marketing of tickets to the public, and which take place within the Arena on one or more days, consecutively or not;

Grand Hall is the Accor Arena's main reception area for the public;

Main Event Hall is the main closed area of the Building, containing a central area with concrete stands and mobile metal stands around this central area, and is where all or part of the Event takes place, and only accessible to people having a ticket;

Rules refers to these internal rules;

Controlled Spaces are all Arena Complex spaces not included in the Public Spaces, and for which access is restricted to the public having a ticket, a pass or a valid accreditation;

Public Spaces are those areas of the Arena Complex that can be accessed by the public without a ticket or pass, and include the Grand Hall, box office and esplanade of the Accor Arena.

2. FIELD OF APPLICATION OF THE RULES

2.1 The Rules apply to all members of the public, with or without a ticket, present within the Arena Complex and to the people authorised to temporarily occupy spaces for receptions, meetings, seminars or other reasons.

2.2 All members of the public in the Arena Complex must comply with these Rules and with the laws and regulations in force.

3. ACCESS

3.1 The Accor Arena opening and closing times

The Accor Arena is open at the times displayed at the entrances to the Arena Complex, except for the specific times of an Event indicated on the tickets and on the site www.accorarena.com.

Depending on the Events scheduled to take place there, the Public Spaces and some spaces in the Arena can have special opening times, in which case the applicable special provisions are communicated by any means.

Entering the Arena outside the opening times is prohibited. When events aren't on, access is authorised only to the Public Spaces during the opening times of these spaces.

Unless specifically provided for, the public must have left the Arena thirty minutes after the end of an Event.

3.2 Conditions of access to the Arena

Access to the Public Spaces is unrestricted during the authorised times and in accordance with the conditions laid down in the Rules.

For reasons connected, in particular, with the high level of sound, minors aged under 3 are not allowed to enter the Controlled Spaces, even if accompanied. Accor Arena reserves the right to refuse entry to minors aged under 16 who are not accompanied by an adult or carrying proof of parental permission.

It is specified that no refund will be made if this clause is applied.

Regardless of their age, all members of the public who want to enter the Controlled Spaces must have a ticket, pass or accreditation that is valid and suitable for the type of space they want to enter.

Any exit from the Controlled Spaces is final, except in exceptional cases at the request of an Event's organiser.

Access to work areas or areas under development is strictly prohibited for members of the public.

Except with the Accor Arena's prior written authorisation, no means of transport is allowed into the Arena except for manual or electric wheelchairs for disabled people.

4. SAFETY AND SECURITY

4.1 Security controls

For reasons of safety and security of people and property, members of the public entering the Arena Complex may be the subject of measures of checks and controls. Consequently, the public undertake to submit to any measures of checks and controls including, in compliance with current legislation, passing through security gates, security pat-downs and bag checks.

Any person refusing to submit to these will be refused access to the Arena. It is specified that no refund will be made if this clause is applied.

4.2 Compliance with safety instructions

For emergency or security reasons, or to ensure the smooth operation of the Accor Arena, the public must always comply strictly with the instructions of the Accor Arena security and reception staff whose job is to carry out interventions required in the event of incidents, accidents, violence, evacuation of the Arena, and the application of the Rules.

4.3 Evacuation and alarm systems

If it is necessary to evacuate the Arena, this will proceed in an orderly and disciplined way under the leadership of the safety and security staff. The public must follow the instructions given by the staff. To enable the evacuation to take place as quickly and safely as possible, the public must head immediately and calmly towards the emergency exits provided for this, where the dedicated staff will lead them outside.

The alarm systems can only to be activated when necessary. Any abuse in triggering the alarm systems will be the subject of legal proceedings.

Access to the car parks is not allowed in the event of an evacuation of the Arena.

4.4 Respect for the areas

The areas and spaces of the Accor Arena must be used in accordance with their intended purpose. All thefts and damage will be the subject of legal proceedings.

4.5 Lost minors

Any lost minor will be taken to the checkroom in the Grand Hall. Thirty minutes after the end of the Event, he or she will be entrusted to the police.

4.6 Video-protection

To ensure the safety of people, prevent damage to property, protect public buildings and prevent terrorist acts, Arena is equipped with a video-protection system, in accordance with Articles L.223-1 to L.223-9, L.251-1 to L.255-1 and R.251-1 to R.253-4 of the French Internal Security Code and French law no. 2011-267 of 14 March 2011. This system has been authorised by the Police Commissioner of Paris (Prefectoral decree no. 20160151 VS 75 of 15 February 2016). Images are kept for 30 days.

A right of access is provided for in compliance with current legislation (in particular Article L.253-1 of the French Internal Security Code, Regulation no. 2016/679, known as the Data Protection Regulation, and French law of 06 January 1978 as amended). This right of access is exercised by contacting the Accor Arena Security Department at Direction Unique de Sécurité - 8, boulevard de Bercy - 75012 PARIS or +33 (0)143 4145 55.

5. BEHAVIOUR OF THE PUBLIC

5.1 General behaviour

Access to the Arena Complex is strictly prohibited to any person displaying violent, racist or offensive behaviour, as well as any person who is inebriated or under the influence of drugs.

5.2 Prohibited behaviour:

The following are prohibited:

- crossing fences and barriers;
- using emergency exits, except in evacuations;
- blocking or hindering the emergency exits;
- accessing unauthorised areas, work areas or areas under development;
- accessing the Accor Arena roofs;
- entering the court during a sporting event or on stage during a concert, disrupt the course of an Event or pose a threat to the safety of people and property;
- racing, chasing, brawling, sliding or climbing in the Arena Complex, including the outdoor spaces;
- selling or distributing any object or document (including tracts, prospectuses, advertisements) in the Arena Complex, except for persons accredited by the Accor Arena or the organiser;
- carrying out opinion surveys, engaging in religious or political activities, collecting for charity, subscriptions, signatures;
- damaging or moving the furniture installed in the Arena Complex;
- using the spaces and/or equipment of the Accor Arena in a way not complying with their intended purpose;
- degrading or placing graffiti, posters, marks, dirt on the walls, grills, windows, or on any structures and, in general, undertaking any action likely to result in degradation;
- tearing the seats;
- behaving in a way likely to cause injuries or disturbances to others;
- being disguised or camouflaged so as to be no longer recognisable;
- provoking, by any means of provoking among other by his or her attitude, conduct or words; spectators to hate or violence against an artist, umpire, referee, player, or any other person or group of people;
- introducing, trying to introduce, wearing or exhibiting insignia, signs or symbols representing a racist or xenophobic ideology;

- introducing or trying to introduce rockets or explosive devices of any kind, or any object likely to constitute a weapon;
- firing projectiles;
- organising gambling or games of chance;
- staying in passageways, entry or exit points, or stairways during an Event.
- It is strictly prohibited to climb on the banks and grass, or to use the esplanade and terraces as playing fields, including ball games. In general, roller skates, skateboards, scooters, bikes, motorised two- or four-wheel vehicles, etc. are forbidden within the Arena Complex.

Offenders can be expelled from the Arena, Accor Arena reserving the right to initiate any proceedings against them. It is specified that no refund will be made if this clause is applied.

For the well-being of all, and respect for artists and sportspeople, it is recommended that mobile phones are switched off.

6. PROHIBITED ITEMS, BULKY ITEMS AND CHECKROOM

6.1 Prohibited items

Introducing into the Arena any item presenting a danger to others or oneself is prohibited.

Introducing into the Arena glass bottles, metal cans, sharp and/or sharpened items, alcoholic drinks, food and, in general, any item that can serve as a projectile or weapon as defined in Article 132-75 of the French Criminal Code, any dangerous item and any pyrotechnic article, any explosive, flammable or volatile substances, any size of signs or banners of a political, ideological, religious or advertising nature is prohibited, it being specified that other items can be prohibited at the request of an Event's organiser.

Introducing animals into the Arena is prohibited except for guide-dogs accompanying holders of a disability card as provided for in Article 174 of the French Family and Social Assistance Code.

6.2 Bulky items

Bulky items, bags (other than handbags) with a volume greater than 30 litres, umbrellas, stands or flash units for cameras, and motorcycle helmets must be checked into the checkroom. These items must be checked in by the security staff at the entrance to the Arena, then stored in the checkroom in exchange for a checkroom ticket.

The Accor Arena staff can refuse to store items likely, by their nature, to represent a danger.

6.3 Checkroom and found items

The public must retrieve their items when they leave the Arena. If the checkroom ticket is lost, the checked items cannot be retrieved before the checkroom is closed.

The Accor Arena cannot be held liable for the deterioration or theft of these items.

Personal effects and items that have not been collected when the checkroom is closed are held for collection by their owners for a maximum of thirty days. After this, they will be destroyed.

Found items are placed in the checkroom facility provided for this purpose. They are held there for their owners for a maximum of thirty days, after which they will be destroyed.

7. ACCESS TO THE STAND

Acquisition of a ticket for an Event acquired at Accor Arena implies having read and understood the Rules and also, where applicable, the internal rules specific to the Event's organiser, and adhering to them without reservations.

To be valid, any ticket must be accompanied by the corresponding control stub (known as the ticket stub) or, for e-tickets, be printed in a compliant format.

Purchasing tickets other than from authorised points of sale exposes the holder of the ticket to the risks of infringement and be refused access to the Controlled Spaces.

The tickets cannot be refunded or exchanged, unless an Event is cancelled or postponed under the terms and conditions of the current Accor Arena ticketing service.

The public must respect the seat numbers shown on the tickets.

Access for latecomers to the numbered seats in the Main Event Hall is not guaranteed after the start time of the principal act, which does not give right to any refund.

The Accor Arena management and/or the organisers of Events reserve the right to move spectators to seats of the same category,

The tickets are single issue tickets. In the case of stolen tickets, proof of which is provided by a complaint filed with the Police, and under the express and cumulative conditions that (i) the tickets had been bought directly from the Accor Arena points of sale and (ii) it is technically possible to find the booking (customer's identity, proof of payment, seat number, etc.), the Accor Arena ticketing service can issue a duplicate ticket (solely for numbered seats) so that the holder of the duplicate ticket can access the seat booked initially. Any person occupying the seat that is the subject of the ticket reported stolen will be considered to be in possession of an illegal ticket and consequently may be asked to leave the Arena Complex.

Any person in the Controlled Spaces must always keep his or her ticket, pass or accreditation and be able to show it at any time when asked to by the Accor Arena staff, until the end of the Event

8. TOBACCO, ALCOHOL AND DRUGS

8.1 Tobacco

The Arena is a no-smoking site (tobacco and e-cigarettes). In accordance with the French Evin law of 10 January 1991, smoking is forbidden outside the spaces provided for this.

8.2 Use of alcohol

The sale of alcohol to minors is prohibited in the Arena.

Any person who is inebriated can be refused access to the Arena. Similarly, any person found to be drunk in the Arena Complex can be expelled. It is specified that no refund will be made if this clause is applied.

8.3 Drugs

It is strictly forbidden to use drugs inside the Arena Complex, under pain of removal. Any person under the influence of drugs will be refused entry or expelled. It is specified that no refund will be made if this clause is applied.

9. RECORDINGS AND PHOTOGRAPHS DURING AN EVENT

Without special authorisation from the organiser of the event, still cameras, video cameras and recording devices are not authorised in the Arena Complex,

Photographs and video and/or sound recordings cannot be made in the Arena Complex without express authorisation from Accor Arena or, if applicable, from the organiser of the Event. Similarly, Accor Arena's technical installations or equipment cannot be photographed, filmed or recorded without such an authorisation.

Any offender may be prosecuted. The security service is likely to check the device into the checkroom at the entrance.

The public is informed that, during the Events, they may be photographed and filmed (especially in the event of televised broadcasts, the production of DVDs by the Event's organiser, Accor Arena partner activation programmes, etc.).

10. LIABILITY

Accor Arena reserves the right to escort to the exit of the Arena any person contravening any one of the clauses of the Rules, without prejudice to proceedings that may be brought against the perpetrator of the offence.

In general, Accor Arena cannot be held liable for the cancellation or postponement of the Event, any change to the warm-up act, any modification to the programme or times of an Event, the content of cultural, musical or sporting events, or any modification to their content because of a third party, or any issue beyond its control, in particular: fires, explosions, floods, weather events, shortages of materials or disruptions to transport, lack of fluids or power, disruptions in telecommunications means, malfunction of video monitors, machine breakdowns, embargoes, requisitions of equipment, shortfalls or delays in deliveries from suppliers or the execution (including defects and delays) of work by service providers responsible for renovation work, strikes, lock-outs, riots, demonstrations, wars, decision or act by a public, legal or military authority, malicious or terrorist act, changes to regulations, epidemic.

We strongly advise against moving during an Event; Accor Arena cannot be held liable in the event of an accident.

The customer is liable for any direct or indirect damage caused to Accor Arena, its staff or third parties by him or her on the occasion of his or her presence, or of a person he or she is responsible for, in the Arena Complex.

11. MODIFICATION OF THE RULES

Any modification of the Rules must be immediately applicable without requiring any prior notification.