



Visa Live at le Louvre

FAQs

Sweepstakes Subscription

WHAT INFORMATION IS REQUIRED TO ENTER THE TICKET SWEEPSTAKES?

To enter the ticket sweepstakes, you will need to provide your name and your email address.

WHO CAN ENTER THE TICKET SWEEPSTAKES?

Participants must be 18 years or older and must be residents of Metropolitan France in order to enter the ticket sweepstakes and to attend the event.

IS THERE AN AGE REQUIREMENT TO ATTEND?

All attendees must be 18 years or older to attend. You may be required to show a government issued ID upon entry.

HOW DOES THE TICKET SWEEPSTAKES WORK?

Participants can register for the sweepstakes between May 13-21. Winners will be notified by email, at which point they have 48 hours to confirm their attendance or they will forfeit their opportunity to attend. Each winner will receive 2 tickets to use for themselves and a guest. Once you confirm your attendance, you will receive a confirmation email with a booking ID. Tickets will be sent to the registered email address of the primary ticket holder on May 26.

HOW MANY TICKETS CAN I WIN?

Winners will receive two tickets to use for themselves and a guest. Please note, tickets are not transferable and will be issued to the name and email address of the primary ticket holder only.

WHEN WILL I KNOW IF I'VE WON?

Winners will be notified by email on May 21 with a unique code they will use to confirm their attendance. Once you receive the email notifying you that you've won, you will have 48 hours to enter the code and confirm your attendance or you will forfeit the opportunity to attend.



HOW MUCH DOES IT COST TO ENTER?

There is no cost to enter the sweepstakes. The prize is composed of two tickets to the event. Should you be selected to win, Visa is not responsible for any costs that may be incurred to attend the event, such as transportation or accommodation.

WILL THE EVENT BE WHEELCHAIR ACCESSIBLE?

Yes. To make an accessibility-related request, please email VisaLiveatleLouvre@weezevent.com.

Ticketed Guests/Select Winners

I'VE CONFIRMED MY ATTENDANCE! WHEN WILL THE TICKETS BE SENT TO ME?

Tickets will be sent on May 26 to the registered email address of the primary ticket holder. Note, tickets are not transferable.

I'VE CONFIRMED MY ATTENDANCE BUT DID NOT RECEIVE A CONFIRMATION EMAIL WITH A BOOKING ID. WHAT SHOULD I DO?

Please check your spam or junk folder. If you still cannot find your confirmation email after claiming your tickets, please reach out to VisaLiveatleLouvre@weezevent.com.

CAN I TRANSFER MY TICKETS TO SOMEONE ELSE?

Tickets are non-transferable. Tickets for you and your guest will be sent to the registered name and email address of the primary ticket holder. Tickets can only be scanned once. If you can no longer attend, you will need to cancel your tickets [by logging in to this page](#) using your email address and the booking ID provided in your confirmation email, then follow the prompts to cancel.

HOW DO I CHECK THE STATUS OF MY ENTRY?

To ensure that your attendance has been confirmed and your tickets pre-booked, you [can log in to this page](#) using your email address and the booking ID number provided in your confirmation email. You will see your tickets listed upon logging in.

I CAN NO LONGER ATTEND THE EVENT. WHAT SHOULD I DO?

If you can no longer attend, you can cancel your tickets [by logging in to this page](#) using your email and the booking ID provided in your confirmation email. You will see your tickets listed and can follow the



prompts to cancel. You will have to cancel each ticket individually. As a reminder, tickets cannot be transferred.

DO I NEED TO PRINT MY TICKET?

We recommend showing your ticket on your mobile phone. If you do not have a mobile phone, you will need to print hard copies.

IS THE EVENT WHEELCHAIR ACCESSIBLE?

Yes. To make an accessibility-related request, please email VisaLiveatleLouvre@weezevent.com.

WHERE IS THE ENTRANCE LOCATED?

Detailed arrival instructions and entrance information can be found on your ticket. Your tickets will be sent to you by email on May 26.

WHAT TIME DOES THE EVENT START?

Doors open at 18:00 and showtime is at 19:30. We recommend arriving 15-20 minutes prior to doors opening to allow ample time for ticket checks and security. Last entry is at 21:00.

WHAT DO I NEED TO BRING?

You will need to show your tickets (digital or printed) for you and for your guest, in addition to your ID. Please note, tickets are not transferable.

WHAT IS THE BAG POLICY?

There will be a strict bag policy in place. Bags must be A4 or smaller (21 cm x 30 cm). There will be no bag storage onsite. Bags are subject to search by security personnel at any time.

WHAT ITEMS WILL NOT BE ALLOWED INTO THE VENUE?

As part of the bag check on entry to the event, security officers will confiscate items including, but not limited to:

- Aerosols over 250ml
- Alcohol
- Animals
- BBQs
- Bicycles, scooters, roller skates, skateboards
- Blowtorches
- Camera stands and supports (selfie poles, tripods, etc.)



- Cans and glass
- Cool boxes
- Drones
- Fireworks, flares and other pyrotechnics
- Knives
- Legal highs
- Lighting devices and their supports
- Liquids
- Musical instruments
- Pets
- Professional recording equipment
- Protective helmets
- Smoke bombs
- Sound systems
- Spray cans
- Tables and chairs
- Walking sticks and canes. However, crutches and walking sticks with tips are permitted for the elderly and people with reduced mobility
- Water bottles
- Weapons
- Other items which may be perceived to be a potential hazard to the operation of the site.

WILL THERE BE FOOD & BEVERAGE AVAILABLE?

Water will be available. Bringing in your own bottle is prohibited.

CAN I BRING MY OWN FOOD & DRINK?

No outside food or beverage will be allowed into the venue. Only industrially sealed and unopened food is allowed.

WHAT IF IT RAINS?

As this is an outdoor event, the concert will take place rain or shine and will not be rescheduled.

HOW IS MY IMAGE BEING CAPTURED AND USED FOR THE EVENT?

The concert will be filmed and live streamed on Roblox to allow those who have not won tickets to enjoy this iconic event. In addition, as part of its communication, Visa and its partners will use certain shots of the event (photographs, video and/or audio recordings) to publish on their social media and official accounts of their social networks. Therefore, if you have won two tickets, it is possible that some images captured represent you or your companion in an identifiable way.



Visa may use the images captured during the event on all of the following media (including all their current and future extensions), for the entire world and for the following periods (from the date of the Concert) for commercial communications purposes:

- the Roblox video game platform until 31 December 2024;
- the websites of the Organiser (www.visa.com and www.visa.fr) and its partners (www.louvre.fr) until 31 December 2024;
- the official social media pages of the Organizer and its partners (Facebook, Instagram, Tik Tok, Twitter/X, Snapchat, Pinterest, LinkedIn, YouTube, etc.) for a period of five (5) years, tacitly renewable for successive periods of one (1) year; and
- the Organiser's internal communication media for a period of five (5) years tacitly renewable for successive periods of one (1) year;

In accordance with the [Terms & Conditions](#) and thanks to the information provided by Visa on different media, by participating in this event, you:

- are clearly informed of the possible capture, exploitation and dissemination of your image;
- have the means to oppose this capture, exploitation and dissemination (see "How to oppose the use of my image? ");
- must inform your companion of the methods of capturing, distributing and exploiting his image and his right of opposition.

HOW TO OPPOSE THE USE OF MY IMAGE?

If you or your companion do not want your image to be captured, used or shared by Visa, you can:

- (i) prior to the concert, exercise your right of opposition by contacting us at the following address VisaLiveatleLouvre@weezevent.com ; or
- (ii) on the day of the concert, exercise your right of opposition according to the terms indicated on the ticketing site, on the ticket and on the various posters present on the event site. A Visa team will be on hand to give you a red lanyard ensuring that your image is not exploited;
- (iii) following the event, withdraw your consent to the use of your image and/or request the deletion of images processed by Visa, under the rights relating to the regulations on the protection of personal data, by contacting the following address: VisaLiveatleLouvre@weezevent.com.

For more information, see Articles 8, 9 and 10 of the [Terms & Conditions](#).