

Booking TEEFA5 is Confirmed

ExperienceFirst <bookings@exp1.com>

Wed 2022-05-25 19:27

To: Sunhao Chu <chusunhao@outlook.com>



Sunhao Chu

Booking Reference

TEEFA5

Number of guests

1

Date and time

28 May, 2022 02:30 PM

Tour language and duration

English, 2–4 hours



¿Hablas español?



Eiffel Tower Climbing Tour

Meeting point:

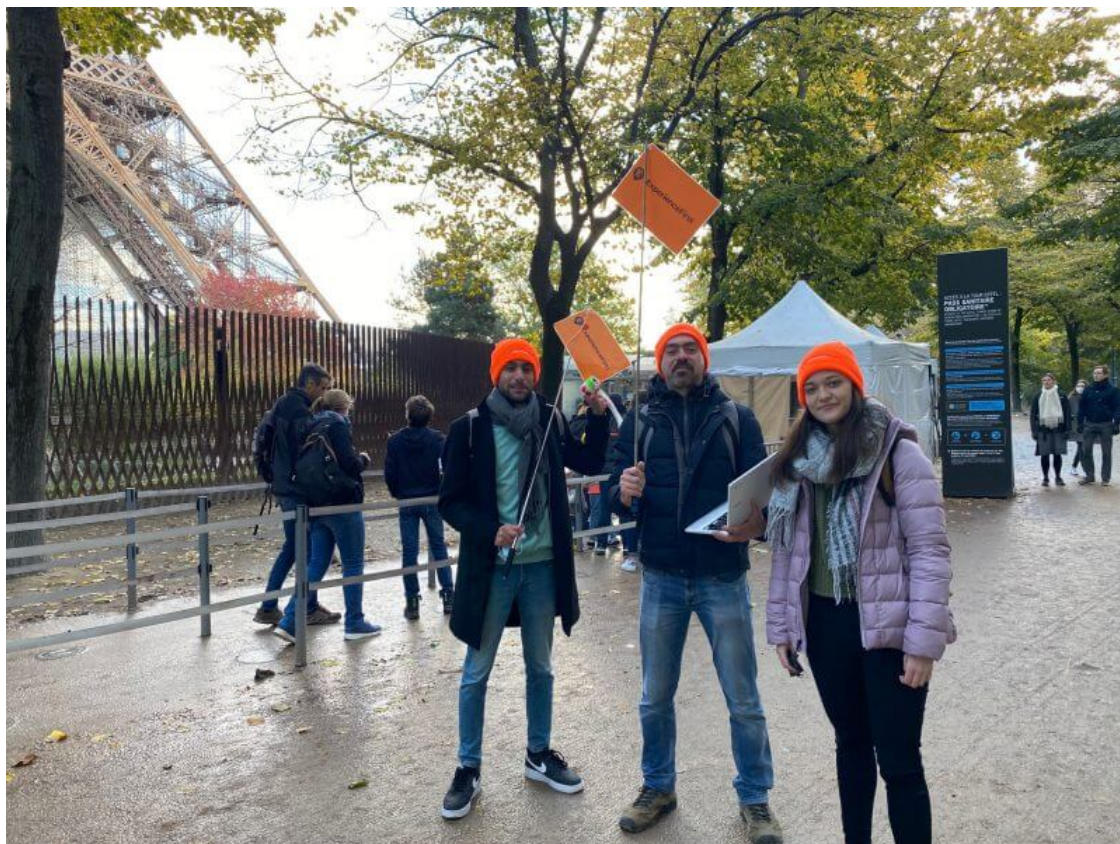
Please meet us outside the Eiffel Tower and do not pass through any security checks. You will find us outside the South Security Entrance (Entrance #1) of the Eiffel Tower on Allée des Refuzniks. (The Allée des Refuzniks is a dirt footpath just outside of the Eiffel Tower near the trees and the benches.)

For easier navigation, you can paste these coordinates into Google Maps: [48.857358,2.293079](#). See the pictures below.



The check-in starts 30 minutes before the start time. Please arrive at least 15 minutes before your tour time because the tour usually starts on time. If you booked through your Paris pass, please have your Paris passes readily available so that you can get checked in by our staff and get your passes scanned. For more details, visit our [welcome page](#).

Our team will be wearing orange hats and holding an **orange sign** that says “**ExperienceFirst**”



FAQs

Cancellation policy:

You are allowed to cancel up to 24 hours before the tour start time without penalty. Cancellation requests made within 24 hours of the tour will not be granted.

Sanitation Pass:

For the latest COVID-19 and Pass Sanitaire requirements for the Eiffel Tower, visit [this website](#), which is regularly updated.

Can I upgrade my tour to access the top of the Eiffel Tower?

Yes! You can upgrade your tour to include Summit Access by following [this link](#). Please note, you will not be able to upgrade during the tour. This will be your only chance.

When does the tour start?

The tour will begin on time. Please arrive at least 15 minutes before your tour time. Have your Paris passes readily available so that you can get checked in by our staff and get your passes scanned.

Can I change the tour date?

You can reschedule your booking once up to 24 hours before the tour start time. When you reschedule your booking, you will not be allowed to cancel the booking or reschedule it further.

To manage your booking please press [here](#).

Wait time

This is not a skip-the-line tour, and COVID restrictions, construction work, and security measures at the Eiffel Tower could result in wait times of over an hour after you check in. Arrive 15 minutes early for check-in and prepare to wait with your group up to 90 minutes before entering the tower. Thank you for your patience with our staff on site.

Does the tour take place if it rains?

The activity runs regardless of weather conditions. In the rare situation when the Eiffel Tower closes, ticket-holders will be allowed to reschedule to another time (subject to availability) or offered a refund.

What happens if the summit is closed?

Thank you for understanding that sometimes the Eiffel tower closes the summit due to safety reasons. In this case you will receive a partial refund for the amount of the summit upgrade portion. For more about summit closures and what to expect, [read our summit guide](#).

Are there lockers at the tower ?

There are no lockers at the tower so please avoid bringing big luggage and baby strollers.

Also please watch this informative [video](#) so you will be prepared.

Any questions? Chat with us by clicking [here](#).