

## **PREAMBLE**

After deliberations, the Indre-et-Loire Departmental Council decided to institute a series of rules for visits to the department's monuments and museums.

The departmental monuments and museums have a public-service mission that consists of conserving and exhibiting a rare and precious heritage that belongs to the community, and enriching that heritage through acquisitions. They provide access for anyone to learn about this heritage while enjoying the process of discovery.

The department's monuments and museums, along with their collections, are unique works, many of whose stories span multiple centuries. It is vital that they be preserved in full for the generations to come.

It is the duty of the agents working at the departmental monuments and museums to greet and inform guests, to ensure their visits and events go smoothly, and to protect the safety and security of people, property and monuments. They are tasked with enforcing these rules, under the authority of the monument and museum managers.

Each visitor is asked to adhere to the protection and safety measures and not to interfere with the sites' visiting conditions.

## **ARTICLE 1 - SCOPE**

These rules pertain to the indoor areas, parks and gardens at departmental monuments and museums.

They apply to:

- visitors to the department's monuments and museums;
- people and groups authorized to occupy their spaces for meetings, receptions, conferences, concerts, shows and various other events, without prejudice to any special terms and conditions that may be transmitted to them; and
- any person from outside the municipality who is present in a monument and/or museum for professional purposes.

## **ARTICLE 2 - ACCESS CONDITIONS**

The access conditions and opening hours for the general public are as posted at the entrances to the departmental monuments and museums and on their websites. They may be modified for special events.

Access to each site is governed by the admission fees, whose terms and conditions are defined by the Departmental Assembly. Those orders are available on request from the welcome desks at the departmental monuments and museums.

Entrance to and movement within the sites are subject to a valid entrance ticket:

- a paid or free ticket issued at the cash desk, valid for the day and non-refundable and non-exchangeable;
- a pass issued by a certified authority; or
- a voucher for groups.

Visitors must remain in possession of that ticket, which may be requested at any time.

In the case of excessive crowds, a disturbance or shortage of welcome teams at the departmental monuments and museums, or in any other situation that might compromise personal or property safety, a site may be completely or partially closed or its opening hours adjusted.

Each site's manager or representative can take any measures they deem necessary in response to the circumstances.

Unaccompanied minors cannot access the sites, except for special activities.

Lost children are entrusted to a departmental monuments and museums agent, who will escort them to the welcome desk. Any children not collected by their family before the site closes will be taken to the local gendarmerie or police station.

### **ARTICLE 3 - LEFT LUGGAGE AND LOST PROPERTY**

For a more pleasant visit and the proper conservation of heritage assets, a left luggage service is available to individual visitors. It is reserved solely for use by visitors to the site. This service may not be available, for security reasons.

Left luggage offices can accept items within the limits of their capacity. Larger objects may temporarily be refused during busy periods.

The following must not be put in left luggage:

- money;
- identification papers;
- chequebooks or credit cards; or
- objects of value, namely jewellery, cameras or video cameras.

The departmental monuments and museums disclaim any responsibility for the theft of objects put in left luggage.

All items in left luggage must be collected that same day before the site closes.

Objects not collected by closing will be considered lost property.

Lost property found at the site is taken to the left luggage office and then, after a period of one month, sent to the lost property service at the departmental monument's or museum's local police station.

Luggage, bags and sealed parcels, as well as any item that could present a threat, found outside the left luggage office, may be immediately destroyed by the competent services without notice, for security reasons.

#### **ARTICLE 4 - VISITOR BEHAVIOUR**

To preserve the quiet atmosphere needed for visits to departmental monuments and museums and to ensure the events held there run smoothly, visitors are asked not to disturb the premises with their attitude, their words or disrespectful or indecent clothing.

Any acts that might endanger or undermine the safety or security of people or property are strictly prohibited, namely including:

- an inappropriate attitude or words toward the personnel or any other person at the establishment;
- unfounded use of emergency equipment (fire extinguishers, fire hoses, fire alarms, etc.);
- lying down on benches or the floor/ground, except in emergency situations;
- races, jostling, sliding and climbing;
- walking or running on ruins;
- swimming or splashing about in ponds or pools;
- blocking the paths of other visitors;
- exercises or games that could disrupt the site's peace and quiet, cause accidents or damage the structures or vegetation;
- moving about other than on foot, with the exception of people with reduced mobility;
- carrying children on one's shoulders;
- affixing posters or mobile signs, doing graffiti or writing, and making marks;
- damage to plants, picking flowers, fruit or vegetables without the prior authorization of the site's managers, breaking or cutting branches, and mutilating or climbing trees;
- paper or other rubbish thrown on the ground;
- throwing stones or other objects from the tops of monuments;
- camping or setting up any camping or picnic equipment, even for just a few moments, except in the areas provided for that purpose (if such exist); and
- leaving personal items unattended, even for just a few moments.

Surveys may not be conducted within the sites, nor may any business, advertising or publicity take place without the prior authorization of the site's managers.

The general public may not use the provided computer tools to access websites other than those expressly authorized for the purposes of the exhibition space.

Items purchased from a departmental monument or museum's gift shop cannot be returned or exchanged.

All surveys and opinion polls of visitors are subject to prior authorization by the site's managers.

Any action that could undermine the safety or security of people, property or buildings is strictly prohibited.

In the public interest, visitors are required to follow any recommendations or instructions given to them by departmental monuments and museums agents. Otherwise, they may be compelled to leave the site immediately, with no refund of the cost of their admission.

Visitors are also expected to do their part by notifying the closest welcome agent or mediation agent of any accident or abnormal occurrence that they may witness.

#### **ARTICLE 5 - SAFETY AND SECURITY: OBJECTS AND ANIMALS**

Items whose intended use or characteristics present a risk to the safety or security of people, artwork or monuments may not be brought on-site. This namely refers to:

- weapons and ammunition;
- explosive, flammable or volatile substances; and
- heavy, cumbersome or foul-smelling objects.

Access to the monuments' rooms is necessarily subject to putting the following items in left luggage:

- any pointed, sharp or blunt instruments;
- any bags or other items one of whose dimensions is more than 40 cm;
- motorcycle helmets;
- camera tripods and stands;
- baby buggies during busy periods; and
- umbrellas, unless collapsed and placed in clothing or a handbag or unless they have a tip and are used by the elderly or by people with reduced mobility.

For security reasons:

- visitors may be required to open their bag or package before it will be accepted at left luggage. Agents may refuse to take items whose presence does not seem to them to be compatible with site safety;
- departmental monuments and museums agents may at any time ask visitors to open their bags and packages and show their contents at the entrance, exit or any other place on the site.

Food and beverages may only be consumed on-site at specially indicated locations. For the comfort of the other visitors, telephone calls may not be made or received, and smoking and vaping are prohibited inside departmental monuments and museums.

Service animals for people with diagnosed disabilities are allowed at all the department's monuments and museums. Other animals may be either denied entry or allowed under certain conditions, depending on the departmental monument or museum. The pet policy is posted by the entrance to each monument and museum and on their websites.

Refusal to comply with this article will lead to denial of access to the site.

#### **ARTICLE 6 - FIRE SAFETY AND FIRST AID**

Should it become necessary to evacuate a site, this will happen in an orderly, disciplined fashion, under the direction of the departmental monuments and museums agents and in accordance with the instructions received.

In the event of a visitor's accident or illness, the sick or injured person may not be moved, given anything to drink or administered any medications before the emergency services arrive.

If a visitor performs their work as a doctor, nurse or first-aid worker, they will be asked for their medical licence or card and then asked to stay with the patient until he/she has been evacuated. They will also be asked to leave their name and address with the on-site agent.

If visitors see a fire begin, they must immediately report it:

1. verbally to an agent; and
2. by means of a "break glass" alarm unit installed in different areas and connected to the command station.

#### **ARTICLE 7 - SAFETY AND SECURITY: PROTECTION OF COLLECTIONS**

To protect the collections, the following in particular is prohibited:

- touching the artwork or the décor, leaning on windows, pedestals or other display props, except for any touch devices provided for that purpose and for the visually impaired by special dispensation from the site's managers;
- crossing barriers intended to protect the artwork and the décor; and
- opening and closing doors and windows where not instructed for personal safety reasons.

All visitors to the site are asked to raise the alarm if a piece is suspiciously moved or removed.

In the event of an attempted theft, alarm measures may be taken, namely pertaining to closing off access points and controlling the exits until the necessary investigations have been completed.

In the event of an accident or physical damage, a report will be completed by the monument's or museum's agents who observed the damage.

To protect the pieces and for the visitors' comfort, the use of flashes, lamps and other lighting devices is prohibited.

Visitors who want to draw or paint - as an amateur or a professional - within the site must have the manager's written authorization and must follow the instructions given to them.

## **ARTICLE 8 - PROVISIONS SPECIFIC TO GROUPS**

Group visits are led by a contact person who undertakes to ensure compliance with the present rules. That person is the sole point of contact for the departmental monuments and museums agents.

Group activities and guided tours are available by reservation.

Each group's headcount is determined at the time of reservation, based on the monument's or museum's capacity.

For school groups, the contact people must bring the required number of chaperones for each reserved activity.

Group visitors must leave space for other visitors to move through the site. Depending on the crowd size and for security purposes, groups may be asked to divide into smaller groups to make it easier for other visitors to move around.

Groups must reserve a specific time for their visit. Admission to the site will require presentation of the group voucher at the welcome desk.

Groups who arrive unannounced may not be accommodated or may need to wait before entering, if the site's capacity has been reached or if it requires groups to make advance reservations.

Group visits must conform to the visiting conditions set out in the present rules.

The departmental monuments and museums disclaim all responsibility for the content delivered by outside guides.

## **ARTICLE 9 - RIGHTS OF REPRODUCTION**

In the permanent collections rooms, the artwork may be photographed or filmed for the operator's private use only. The Indre-et-Loire Departmental Council disclaims all responsibility for any undeclared public use.

In the rooms where temporary exhibitions are on display, photography may be restricted. In that case, a notice will be posted at the entrance to the rooms or close to the pieces.

Photographing or filming the technical facilities and equipment is prohibited.

All audio/visual recordings and photographs of the departmental monuments and museums agents or the general public will require the agreement of the interested parties, in addition to the authorization of the Indre-et-Loire Departmental Council.

The Indre-et-Loire Departmental Council disclaims all responsibility toward third parties in the event of a violation of these provisions.

Without prejudice to the provisions of the preceding article, professional photography, the shooting of films, and the recording of radio and television programmes will be subject to special authorization from the Departmental Council.

The production of copies of the museum's artwork requires the authorization of the Indre-et-Loire Departmental Council. The beneficiaries of such authorizations shall be bound to comply with the present rules and any special instructions given to them, namely in respect of the protection of the artwork begin copied and any rights of reproduction.

#### **ARTICLE 10 - EXECUTION**

Departmental monuments and museums agents are tasked with enforcing the present rules. Disregard of the prescripts set out in these rules will expose the offenders to expulsion from the establishment and to legal proceedings, as the case may be.

The present rules are provided to the public at the sites:

- available at the welcome desk; and
- downloadable from each monument's and museum's website.