

Royal Château of Amboise Visitor Regulations:

SECTION 1 – GENERAL REGULATIONS

Article 1-1: These regulations are to inform visitors of the conditions under which they may visit Royal Château of Amboise, which is owned by the Fondation Saint-Louis (Saint Louis Foundation). These conditions primarily apply to the establishments open to the public and are supplemented by provisions that remain the sole responsibility of the private owner. These regulations are intended to ensure the safety of persons and property, the preservation of the site and the quality of visits.

Article 1-2: A reception and surveillance system is in place at the Royal Château of Amboise to inform visitors and to assist them should problems arise.

The entire Fondation Saint-Louis team is responsible for ensuring compliance with the visitor regulations.

The site is covered by video surveillance for the purpose of protecting persons and property. The images are kept for a maximum of one month. To exercise your data protection rights, in particular your right to access images of you, or for information about this system, you can contact: contact@chateau-amboise.com.

SECTION 2 – ACCESS TO THE CHATEAU

Article 2-1: Opening and closing times are set by the Secretary General of the Fondation Saint-Louis and vary according to the month/season. The closing times displayed in the monument and on the website are those of the ticket office. The domain closes 45 minutes after the ticket office. For visitors with reduced mobility, access is recommended at least 1 hour before the ticket office closes. Visitors are asked by reception and security staff to make their way to the exit so that the last visitor has left the premises by closing time.

Article 2-1: The Secretary General of the Fondation Saint-Louis sets the applicable prices and the conditions under which certain visitors may benefit from a reduced price.

The following are eligible for a reduced price:

- people with disabilities,

- large families,
- students, upon presentation of a valid student card for the current academic year,
- job seekers, upon presentation of valid proof dated within the past 2 months,
- Royal Château of Amboise subscribers (subject to the annual conditions for card holders).

Current prices are displayed at the monument entrance, in the ticket office and can be found on the website.

The following are eligible for free admission: journalists and tour guides, upon presentation of a valid professional card.

Article 2-3: Entry and movement around the Royal Lodge, the St. Hubert Chapel and the gardens are subject to possession of an admission ticket (ticket, season ticket, voucher). In the event a fraudulent admission ticket is presented, the visitor will be refused access. The visitor may nevertheless seek redress from the retailer from whom they purchased said ticket. Visitors must not dispose of their ticket, as they may be asked to show it at any time.

Closure of a section of the visitor areas does not entitle visitors to a reduction or refund on their admission ticket.

Article 2-4: Visitors who bring their dogs to the Royal Château of Amboise must ensure that they remain under constant supervision, are kept on a lead of less than 2 metres in the gardens, and carried in all indoor areas. Only assistance dogs are allowed in all areas. All other animals must be carried on a lead in the gardens, in a suitable pet carrier, under close supervision and kept away from children. Exotic pets are not allowed to enter the monument.

Article 2-5: In accordance with the provisions of Article L211-16 du Code Rural et de la Pêche Maritime (Rural and Maritime Fishing Code) and Decree n° 2008-1158 of 10th November 2008, Category 1 dogs (attack dogs) and Category 2 dogs (guard and protection dogs) are only allowed to access the Royal Château of Amboise if they are kept on a lead by an adult and wear a suitable muzzle. Failure to comply with this regulation will result in immediate refusal of access or immediate removal from the domain.

Article 2-6: There is a dedicated, un-monitored, area for pushchairs on the Guards' Walk, on the ground floor of the Royal Lodge. Pushchair contents must be emptied before you continue your visit. Failure to do so will result in the pushchair being treated as an abandoned package, with the legal and financial consequences set out in Article 3-1. To ensure everyone's safety, pushchairs are not permitted on the upper floors.

Article 2-7: The disabled access is located on rue Augustin Thierry and must be accessed in a vehicle. You will be greeted via the intercom by a member of our reception team who will direct you to the designated parking area and access to the ticket office (where visitor guides and accessories are distributed). The presence of an able-bodied companion is mandatory. The first two floors of the Royal Lodge and the entire gardens are wheelchair accessible. The second floor, the only area not accessible to wheelchair users can be experienced via a special version of the Histopad tablet (available free of charge at the ticket office, in 12 languages). The tablet,

which contains text, images and videos without sound, enables visitors with hearing impairments to experience and enjoy the entire visitor route. A freely accessible lift connects the disabled parking area to the toilets, café, shop and ticket office. In the Guards' Room (the first room on the visitor route), tactile models of the Château are available for visitors with visual impairments. These allow visitors to understand the monument's layout through touch. Adapted markers (contrast bands...) are also situated throughout the visitor route to keep visitors safe.

Article 2-8: The lift at shop level, which serves the toilets and the terraces, is reserved for wheelchair use. Access to the gardens, the Royal Lodge, the ground floor, first floor, garden level and to the St. Hubert Chapel is via ramps. Should a visitor deem it necessary, they can borrow a wheelchair from the ticket office upon request, subject to availability and upon presentation of a valid identity document. The wheelchair must be returned in good condition at the end of the visit.

The Royal Château of Amboise accepts no responsibility for any damage caused by these wheelchairs or suffered by their users, as a result of their use.

Article 2-9: Baby change facilities and toilets are available for Royal Château of Amboise visitors in the Orangery. Two cubicles are reserved for people with reduced mobility.

Article 2-10: It is forbidden to bring the following into the Royal Château of Amboise:

- weapons and ammunition, with the exception (by special dispensation) of public officials responsible for police or gendarme duties and carrying a professional ID card, provided that management has been given prior notice; and/or those carrying out certain private security activities as set out in the national security code.
- explosive, flammable, or volatile substances,
- dangerous, foul-smelling, excessively heavy or bulky objects,
- sharp, pointed, or cutting objects,
- drones that have not been pre-authorized by management,
- musical instruments, scooters, rollerblades, skateboards and folding bicycles,
- aerosol canisters (dye, paint, and lacquer) or any other product containing a substance or process that could damage the works, buildings and/or the security equipment,
- banners or other documents of a proselytising, political or religious nature.

Article 2-11: Visitors are advised not to bring luggage, suitcases or bulky bags that may inconvenience other visitors or damage the works. Visitors with luggage and bulky bags must leave them in the paid lockers provided for this purpose in the Orangery.

SECTION 3 – GENERAL VISITOR BEHAVIOUR

Article 3-1: To protect the patrimony and public order, visitors must not:

- touch works of art or décors,
- engage in violent behaviour, make threats, insults or defamatory remarks,
- cross barriers and measures intended to protect areas and works of art,
- examine works of art with a magnifying glass,
- lean on the furniture, windows, pedestals, tapestries, wall hangings and other display elements,
- apply graffiti, inscriptions, marks or stains anywhere,
- run, push, slide, or climb, particularly on the ramparts and the stairs,
- throw anything from the ramparts, this risks liability for criminal prosecution,
- leave luggage unattended, even momentarily, this could result in a security clearance of the area, resulting in a fine of €10,000 payable to the Royal Château of Amboise,
 - tamper with fire alarms or emergency equipment (fire extinguishers, fire hydrants, standpipes, etc.), this could result in a fine of €10,000 payable to the Royal Château of Amboise,
- play outdoor games (ball, frisbee, etc.),
- be naked,
- engage in any act of proselytising,
- damage the interior décors, walk on flower beds, pull up plants in the gardens or leave rubbish on the lawns,
- dispose of rubbish anywhere other than the bins provided for this purpose,
- obstruct other visitors' movement, block passages and exits in particular by sitting on stairs, or spreading out equipment without authorisation,
- lie down on banquettes or beds in the monument's rooms,
- smoke, vape or spit in the interior areas, the towers, the roofs, the walkways, the galleries and the grooming yard,
- throw cigarette butts on the ground,
- get close to the log fires or interfere in any way with the fireplaces,
- eat or drink in the Royal Lodge and the St. Hubert Chapel,
- throw paper or rubbish, in particular chewing gum, on the ground,
- shout and/or listen to music, indoors and outdoors,
- disturb other visitors in any way, in particular listening to audio devices or using mobile phones, their use must be kept brief and discreet,
- engage in any commercial activity, advertising, propaganda, or soliciting,
- organise any political/patriotic demonstration not authorised by management,
- steal any kind of object, from interior or exterior areas,
- leave an animal unattended (animals must be kept on a lead outside and carried in your arms inside buildings (see articles 2-4 and 2-5),
- enter private areas of the monument reserved for staff and construction sites,
- leave animal waste anywhere, bins are available for this purpose in the grounds,

- change infants, except in the Orangery toilets, where changing facilities are available,
- relieve themselves anywhere except the Orangery toilets.

Any violation of these regulations that may harm other visitors, the reputation or property of the Fondation Saint-Louis is punishable with a fine and legal action.

Article 3-2: Visitors under the age of 15 must be accompanied by their parents or a responsible adult. Consequently, they must take particular care to comply with the various points set out above/below. Minors over the age of 15, whether accompanied or not, remain the full responsibility of their parents, legal guardians, or any responsible adult. Therefore, the Royal Château of Amboise can seek redress against those with parental responsibility in the event of damage, abuses, or, more generally, for failure to comply with the visitor regulations.

Article 3-3: Toilets are available in the Orangery and must be left in a good condition for all visitors. Any visitor who relieves themselves anywhere other than this designated area will be sanctioned.

Article 3-4: When circumstances warrant, members of the security team can ask visitors to open their bags anywhere in the Royal Château of Amboise. Visitors are required to comply with instructions given to them by Royal Château of Amboise staff to ensure compliance with these regulations.

Article 3-5: Equipment is included in the admission fee (wheelchairs, Histopad...). Any accidental damage to this equipment must be reported immediately and declared to the respective insurers after the exchange of contact details.

Article 3-6: It is forbidden to play with or climb on the turnstiles at the monument's entrance and exit. Each section can only accommodate one person at the entrance and two people in the Hertault Tower. These limits are in place to avoid any risk of injury or damage. Failure to comply, will result in the person(s) concerned being fined €100. In the event of refusal, the police will be called.

SECTION 4 – PROVISIONS RELATING TO GROUPS

Article 4-1: Visitors in groups must not, under any circumstances, disturb other visitors. Each group member must stay close to their group leader.

Article 4-2: Visitors in groups must comply with the general terms and conditions of sale; in particular, the 'liability' and 'guides/chaperones' sections, as well as with the code of conduct for school groups. School group chaperones must not leave their groups unattended.

SECTION 5 - PHOTOGRAPHY, RECORDINGS, COPIES AND SURVEYS

Article 5-1: Photographs and video and/or audio recordings by (non-professional) visitors for personal use are permitted without flash throughout the Royal Château of Amboise museum

areas. However, photographs and recordings of tour guides or staff members are prohibited during visits, unless management has granted video and audio authorisation.

Article 5-2: The following require prior authorisation from management:

- film shoots,
- recording of multimedia programmes: radio, televisual, digital,
- photography/video for professional, advertising, fashion, and more broadly, commercial purposes,
- photographs or videos of the works on display inside the Château and in the shops are subject to copyright in accordance with Intellectual Property rights, except in the copyright exemptions covered by Article LI 22-5 of the Intellectual Property Code,

- drone photography/filming, subject to prior authorisation from the Civil Aviation Authority, the Indre-et-Loire Prefecture. In the event of a violation of safety rules, the offender risks 1 to 6 months imprisonment and a fine of **€15,000 to €75,000**, plus the confiscation of the drone.

Article 5-3: The reproduction of works of art requires prior written authorisation from management. Recipients are required to comply with the current regulations and the specific requirements communicated to them, especially with regard to the protection of the works to be copied, public order and any copyright.

Article 5-4: Any survey or opinion poll conducted on visitors and staff members requires prior written authorisation from the Secretary General of the Fondation Saint-Louis.

SECTION 6 – SAFETY OF PERSONS, WORKS AND COLLECTIONS

Article 6-1: Visitors shall refrain from any act that may threaten the safety of persons and property.

Article 6-2: Visitors carrying small backpacks and baby carriers must ensure they are placed in front of them to ensure the safety of persons, works and collections.

Article 6-3: Visitors are requested to immediately report any accident or abnormal event to a member of the reception or security team. For this purpose, an information form may be provided at any time by a member of the ticket office team or security staff. This form can be completed by visitors who wish to share information or leave a comment for management or other departments. Visitors can also email this information to this address: contact@chateau-amboise.com

Article 6-4: In the event of a fire starting, visitors are requested to remain as calm as possible. As soon as the alarm sounds, visitors must evacuate the building. This must be done in an orderly and disciplined way in accordance with the instructions given in the automated evacuation messages.

Article 6-5: In the event of a terrorist attack, visitors will be invited by monument staff to proceed as quickly and quietly as possible to the containment areas and to turn off their ringtones and notification messages.

Article 6-6: In the event of an accident or illness, please contact the reception staff who are trained in first aid, so that they can contact the emergency services. It is not permitted to move the sick or injured person, to give them anything to drink or administer any medication before the emergency services arrive.

If there is a doctor nurse or first-aider among the visitors, they are requested to remain with the sick or injured person until the emergency services arrive, unless the victim is administering their own treatment. They are requested to provide proof of their professional status and to leave their name and address with the security guard on site. If necessary, a doctor will be called by the monument's staff. If the victim refuses help from the emergency services, a waiver must be signed.

Article 6-7: Priority is given to pedestrians throughout the domain and to emergency services when they are called to intervene in the domain.

Article 6-8: For the protection of the works and the comfort of visitors:

- the use of flash, lights and other lighting devices is prohibited in the direction of the works,
- the use of tripods, selfie sticks, photography poles, or stands is subject to specific prior authorisation from management.

No photographs may:

- damage the integrity of the works, or infringe on the rights of those present,
- obstruct visitor movement,
- make visitors feel uncomfortable.

SECTION 7 – USE OF MEDIA/RESOURCES

Article 7-1: Histopads (a tablet to enrich visits to the monument) are provided at the start of the visit. Visitors must wear the tablet's strap around their neck. All visitors who use Histopads are required to take care of them, they must not be discarded or left behind. At the end of the visit, Histopads must be returned to the designated tray, in the same place where they are distributed. There is a poster displayed there to show the exact location.

Article 7-2: Histopads, included in the admission price, are distributed to children over the age of 7 and to adults.

Article 7-3: As part of the CSR (Corporate Social Responsibility) initiative undertaken by the Fondation Saint-Louis, brochures in good condition may be returned to the reception desk, so they can be redistributed to other visitors.

SECTION 8 – COMPLIANCE WITH THE REGULATIONS

Article 8-1: Visitors must comply with the instructions and advice from Royal Château of Amboise staff.

Article 8-2: Failure to comply with these regulations may result in the offender being removed from the Royal Château of Amboise and, where applicable, in non-refund of fees and/or legal proceedings.

Article 8-3: The Royal Château of Amboise cannot be held liable for accidents resulting from breaches of these regulations.

Article 8-4: Visitor comments and complaints may be emailed to this address: contact@chateau-amboise.com

Article 8-5: The Royal Château of Amboise management and staff are responsible for enforcing these regulations, which are communicated to visitors by means of notices displayed in the ticket office and are available to read on the website.