



AMBOISE
CHÂTEAU ROYAL



PUBLIC ACCESSIBILITY REGISTER
Royal Château of Amboise

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I. THE ACCESSIBILITY APPROACH OF THE ROYAL CHÂTEAU OF AMBOISE

The Royal Château of Amboise, owned by the Saint Louis Foundation, implements an accessibility approach—an important issue for all establishments open to the public.

Beyond the steps taken to obtain the Tourisme & Handicap distinction, first received in 2017, the Royal Château of Amboise continues to adapt its touring facilities to make itself accessible to anyone wishing to visit.

Whether visiting independently or on a guided tour, with family or in a group, handicapped individuals can contact the château prior to their visit by phone (+33 (0)2.47.57.00.98) or by email (contact@chateau-amboise.com) to best organize their arrival. Visitors will then be informed of the specific reception procedures via the PRM (Persons with Reduced Mobility) entrance, as well as the special pricing and tour options available to them.

All of this information can also be found in the access section of the website: <https://www.chateau-amboise.com>

II. ACCESSIBILITY OF THE ESTABLISHMENT



Accessibilité de l'établissement



Bienvenue au Château royal d'Amboise

Fondation Saint Louis

– Le bâtiment et tous les services proposés sont accessibles à tous

☒ oui

☒ non



– Le personnel vous informe de l'accessibilité du bâtiment et des services

☒ oui

☒ non



Formation du personnel d'accueil aux différentes situations de handicap

→ Le personnel est sensibilisé.



C'est-à-dire que le personnel est informé de la nécessité d'adapter son accueil aux différentes personnes en situation de handicap.

→ Le personnel est formé.



C'est-à-dire que le personnel a suivi une formation pour un accueil des différentes personnes en situation de handicap.

→ Le personnel sera formé.



Matériel adapté

→ Le matériel est entretenu et réparé

☒ oui

☒ non

→ Le personnel connaît le matériel

☒ oui

☒ non



Contact : contact@chateau-amboise.com



Consultation du registre public d'accessibilité :



☒ à l'accueil



☒ sur le site internet

N° SIRET : 77569761800038

Adresse : Montée de l'Emir Abd El Kader, Amboise

TRANSLATION OF THE FORM TO BE COMPLETED

Accessibility of the Establishment

Welcome to the Royal Château of Amboise
Saint Louis Foundation

• **The building and all services are accessible to all :**

☐ Yes ☐ No

• **The staff informs you about the accessibility of the building and services :**

☐ Yes ☐ No

Front desk staff training for different situations of handicap :

- ☐ Staff is sensitized. (i.e., staff is informed of the need to adapt their welcome for different people with disabilities).
- ☐ Staff is trained. (i.e., staff has completed training for welcoming different people with disabilities).
- ☐ Staff will be trained.

Adapted Equipment

- Equipment is maintained and repaired: ☐ Yes ☐ No
- Staff knows the equipment: ☐ Yes ☐ No

Contact: contact@chateau-amboise.com

Consultation of the public accessibility register :

☐ At the reception ☐ On the website

SIRET No.: 77569761800038

Address: Montée de l'Emir Abd El Kader, Amboise

II. A. SERVICES OFFERED

- **Access**

- Adapted access for persons with motor disabilities and reduced mobility: PORTE DES LIONS, RUE AUGUSTIN THIERRY 37400 AMBOISE GPS : N.47.413144 / E.O. 988904.



- Adapted parking area reserved near the royal lodgings.
- Direct access to the ticket office via an elevator from the private entrance and terraces.



Elevator leading from the ticket/shop level to the toilets (1st level) and to the gardens/lodgings (2nd level).



- Surface adapted for wheelchair passage.
- Flat exterior path, though with some slopes in the gardens; persons with reduced mobility must therefore be accompanied by an able-bodied person.

Access ramp between the guards' walkway and the pillar room.

- Admission fees for handicapped persons and an accompanying person:

2026 RATES	ADULT	STUDENT	CHILD (7-18 YEARS)
Handicapped admission & accompanying person (includes adapted Histopad)	13.10€	11.80€	9.30€

- **Comfort**

- A wheelchair is at your disposal at the ticket office if needed, as well as a magnifying glass.



- Seating is available throughout the tour route.
- Adapted toilets in the Orangery. Priority access by elevator from the 'cour de Pansage,' level 1.

- **Mediation tools**

- Tactile models of the château are available for visually impaired visitors.



Tactile model displayed in the château guards' room.

- The first two floors of the royal lodgings and the entire garden are accessible by wheelchair. As the uppermost floor is not accessible, mediation is offered via the Histopad to experience it completely. Comprising text, images, and videos without relying on sound, it allows hearing-impaired visitors to discover the entire tour under excellent conditions.

- Adapted guided tours upon request.

- Remote guided tours of the Royal Château of Amboise may be broadcasted to retirement homes, nursing homes (EHPAD), and long-term care hospitals in partnership with Travel Me.

- **Facilities**

- Simplified signage and an illustrated tour booklet.



- Installation of door sills and access ramps to remove isolated steps.
- French and English reception at the ticket office equipped with a magnetic induction loop.
- Emergency evacuation flashing lights in the royal lodgings.



II.B NON-ACCESSIBLE SERVICES



1. Deuxième étage du logis royal inaccessible aux personnes à mobilité réduite



Ce service sera accessible le :



Ce service ne sera pas accessible  (voir l'autorisation)



Une aide peut être disponible à la demande ou sur réservation :

☐

oui

☒

non



2. Visites des coulisses non adaptées pour les personnes à mobilité réduite



Ce service sera accessible le :



Ce service ne sera pas accessible  (voir l'autorisation)



Une aide peut être disponible à la demande ou sur réservation :

☐

oui

☒

non



3.



Ce service sera accessible le :



Ce service ne sera pas accessible  (voir l'autorisation)



Une aide peut être disponible à la demande ou sur réservation :

☐

oui

☐

non

TRANSLATION OF THE FORM TO BE COMPLETED

1. Second floor of the royal lodgings inaccessible to persons with reduced mobility.

- This service will be accessible on: _____ []
- This service will NOT be accessible [] (see authorization)
- Assistance can be made available upon request or reservation: [] Yes [] No

2. Behind-the-scenes tours not adapted for persons with reduced mobility.

- This service will be accessible on: _____ []
- This service will NOT be accessible [] (see authorization)
- Assistance can be made available upon request or reservation: [] Yes [] No

3. _____

- This service will be accessible on: _____ []
- This service will NOT be accessible [] (see authorization)
- Assistance can be made available upon request or reservation: [] Yes [] No

III. EQUIPMENT MAINTENANCE

EQUIPMENT	INTERVENTION FREQUENCY / DATE	DESCRIPTION
Elevator	Every month or every two months	Inspection of control points / Safety
Magnetic induction loop	2008	Installation of a magnetic induction loop
Histopads	Recurring As needed	Checking logs and software versions, managing out-of-service units, and time-gate adjustments
Audio tracks	Monthly	Functionality and audibility tests

IV. IV. PERSONNEL TRAINING

DATE	NOMBRE DE SALARIÉ	INTITULÉ DE LA FORMATION	LIEU	ORGANISME
2008	5	Introduction to Sign Language	Amboise	
2008	4	Introduction to Sign Language	Amboise	
2008	7	Learning how to support people with disabilities	Amboise	Interface handicap
2009	6	General Public Visit	Amboise	Interface handicap
2010	1	Heritage outreach and visual impairment	Blois	Interface handicap
2011	1	Accessibility Training	Paris	Interface handicap
2011	3	Accessibility / promoting the commitment to excellence at the major sites of the Loire Valley	Amboise	Interface handicap

V. DOCUMENTS RELATED TO THE MONUMENT'S ACCESSIBILITY



www.tourisme-handicaps.org

Je soussignée, Annette MASSON, Présidente de l'Association Tourisme & Handicaps, co-gestionnaire du Label Tourisme & Handicap, certifie que :

Château Royal d'Amboise

37530 AMBOISE est labellisé Tourisme & Handicap depuis

le 17 février 2022

Pour les 4 handicaps

Et ce pour une durée de 5 ans à partir de la date de labellisation, soit le 16 février 2027.



Annette MASSON

Présidente

Fait à Paris, le 03 octobre 2025

Association Tourisme et Handicaps : 15, avenue Carnot 75017 Paris
Téléphone : 01 44 11 10 41 –
E-mail : ais-tourisme-et-handicaps@orange.fr
Association régie par la loi 1901

TRANSLATION

Tourisme & Handicaps (www.tourisme-handicaps.org)

I, the undersigned, Annette MASSON, President of the Tourism & Handicaps Association, co-manager of the Tourism & Handicap Label, certify that:

Château Royal d'Amboise (37530 AMBOISE) has been certified Tourisme & Handicap since February 17, 2022, for all 4 disability categories.

This certification is valid for a duration of 5 years from the date of issuance, ending February 16, 2027.

Annette MASSON

President

Executed in Paris, October 03, 2025

Amboise, le 13 janvier 2009

NOTE DE SERVICE

A L'ATTENTION DES MEMBRES DU GROUPE DE PROJET SUR L'ACCESSIBILITE DES HANDICAPES AUX VISITES GUIDEES
Mme Natacha Chantoiseau, Mme Isabella Cossais, M. Thierry Eyriac, Melle Cécile Fève, Mme
Brigitte Lasselot, Mme Elisabeth Laré et Mme Catherine Reyes,

Objet : Convocation à une journée de formation appliquée au projet d'accessibilité des personnes handicapées aux visites guidées.

Vous êtes invités à participer à la formation délivrée par l'association Interface Handicap et qui se déroulera dans la salle des Lys, le vendredi 6 février 2009, de 11h à 12h30 et de 14h à 17h. Cette journée sera notamment consacrée à l'accompagnement du projet de visite guidée pour les publics en situation de handicap. Le repas du midi sera pris en commun.

Pièce jointe : programme de la journée de formation

Le Directeur adjoint,

Marc Métay

TRANSLATION

Royal Château of Amboise
Amboise, January 13, 2009

SERVICE MEMORANDUM

FOR THE ATTENTION OF THE ACCESSIBILITY PROJECT GROUP MEMBERS FOR GUIDED TOURS:

Ms. Natacha Chantoiseau, Ms. Isabella Cossais, Mr. Thierry Eyriac, Ms. Cécile Fève, Ms. Brigitte Lasselot, Ms. Elisabeth Laré, and Ms. Catherine Reyes.

Subject: Convocation to an applied training day for the accessibility of guided tours to persons with disabilities.

You are invited to participate in the training provided by the Interface Handicap association, which will take place in the Salle des Lys on Friday, February 6, 2009, from 11:00 AM to 12:30 PM and from 2:00 PM to 5:00 PM. This day will notably be devoted to supporting guided tour projects for visitors with disabilities. Lunch will be taken together.

Attachment: Training day schedule

Deputy Director

Marc Metay

Tours, le 30 novembre 2012

Syndicat mixte interrégional Mission Val de Loire
81 rue Colbert – BP 4322 – 37043 TOURS Cedex 1
Tél : +33(0)2 47 66 94 49 – Fax : +33(0)2 47 66 02 18
Courriel : smi@mission-valde Loire.fr – www.valde Loire.org

Monsieur Jean-Louis SUREAU
Conservateur
Château royal d'Amboise
BP 371
37403 AMBOISE

Réf. : ILRD/328_5

Objet : "Base contact" suite à la journée d'étude : « Accès, accueil, médiation du patrimoine et publics en situation de handicap moteur ».

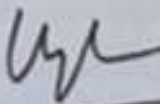
Monsieur

Dans le cadre du volet accessibilité/médiation de la démarche d'excellence des Grands sites du Val de Loire, la Mission Val de Loire a organisé le 20 novembre 2012, avec le concours de l'association Interface Handicap et en partenariat avec le Domaine national de Chambord, une journée d'étude et de formation portant sur l'accueil et la médiation du patrimoine à l'attention des personnes en situation de handicap moteur.

Nous avons le plaisir de vous adresser sous ce pli, une « Base contact » réalisée à cette occasion. Elle rassemble une somme d'informations et de ressources portant sur ce sujet et répertorie les associations locales et nationales, les prestataires et leurs champs d'interventions.

Je vous en souhaite bonne réception et vous prie d'agréer, Monsieur, l'expression de mes salutations distinguées.

La Directrice



Isabelle LONGUET

P. J. : "Base Contact"



Organisation
des Nations Unies
pour l'éducation,
la science et la culture



Val de Loire
Patrimoine mondial
depuis 2000

TRANSLATION

Mission Val de Loire (Interregional Joint Union)

Tours, November 30, 2012

Mr. Jean-Louis SUREAU, Curator
Royal Château of Amboise
BP 371
37403 AMBOISE

Ref.: IL/RD/328_5

Subject: Contact Database following the study day: Access, reception, heritage mediation, and public with motor disabilities.

Dear Sir,

As part of the accessibility/mediation component of the Loire Valley Major Sites excellence initiative, the Mission Val de Loire organized a study and training day on November 20, 2012, in collaboration with the Interface Handicap association and in partnership with the Domaine national de Chambord, focusing on reception and heritage mediation for persons with motor disabilities.

We are pleased to enclose the Contact Database produced for this occasion. It gathers a collection of information and resources on the subject and lists local and national associations, service providers, and their scope of work.

Sincerely yours,

Director

Isabelle LONGUET

Attachment: Contact Database



Programme « Grands sites du Val de Loire »

Médiation sensorielle et cognitive du patrimoine
pour les publics en situation de handicap auditif et mental

Journée d'étude du 15 Novembre 2011 au Château Royal d'Amboise

Bulletin d'inscription

Nom *Marie NÉTHY & Catherine REYES*

Prénom

Etablissement

Château royal d'Amboise

Fonction

Adresse courriel

marie.nethy@chateau-amboise.com

Participera à la journée d'étude

N.B : Il est possible d'inscrire plusieurs participants pour chaque établissement.
Dans ce cas merci de nous faire parvenir un bulletin d'inscription par personne.

Merci de bien vouloir renvoyer ce bulletin avant le **04 Novembre 2011**
à la Mission Val de Loire

par courrier au : 81, rue Colbert - BP 4322 - 37043 TOURS Cedex 1

par télécopie au : 02.47.66.02.18

Pour les abonnés, ce bulletin est téléchargeable sur l'extranet « grands sites du Val de Loire »

TRANSLATION

Loire Valley "Major Sites Program"

Sensory and cognitive mediation of heritage for audiences with hearing and mental disabilities

Study Day of November 15, 2011, at the Royal Château of Amboise

Inscription Bulletin

Last Name.....Marc METAY & Natacha Chantoiseau & Catherine Reyes_____

First Name....._____

Establishment.....Royal Château of Amboise_____

Function....._____

Email Address.....marc.metay@chateau-amboise.com_____

Will participate in the study day

Note: It is possible to register multiple participants from each establishment. In this case, we appreciate an inscription bulletin for each person in advance.

Thank you for sending this bulletin before November 4, 2011
to Mission Val de Loire.

by mail to: 81 rue Colbert - BP 4322-37043 TOURS Cedex 1

by fax to: 02.47.66.02.18

For subscribers, this bulletin is available for download on the page "Loire Valley major sites"

- Establishment under planned accessibility agenda: Schedule for bringing the facility into accessibility compliance. > MMETAY
- Establishment under planned accessibility agenda comprising more than one period: Assessment of work and accessibility actions achieved halfway through the agenda duration.
- Guide document for welcoming persons with disabilities intended for public-facing staff, created by the ministry responsible for construction. >

Excerpt from Introduction: 8795.MCT/06/02916/03.1/Small Excerpt

TRANSLATION

Properly Welcoming Handicapped Individuals

I. Welcoming People with Disabilities

General tips common to all types of disabilities:

- Be available, attentive, and patient.
- Do not stare; act naturally.
- Treat the person with a disability as an ordinary customer, user, or patient; address them directly and not their companion (if present), do not infantilize them, and address them formally.
- Offer assistance, but never force it upon them. Guide dogs for the blind and assistance dogs must be permitted entry. Do not distract or pet them while they are working.

Note: Guide dogs for the blind and assistance dogs must be permitted entry. Do not distract or pet them while they are working.

II. Welcoming Persons with Motor Impairments

1) Main difficulties encountered:

- Moving around; steps, stairs, and slopes.
- Narrowness of corridors and doorways.
- Prolonged standing and waiting times.
- Reaching for, grabbing objects, or speaking.

2) How to address them?

- Ensure circulation spaces are sufficiently wide and clear.
- Whenever possible, provide benches and resting seats.
- Inform the visitor about the accessibility level of the venue so they can evaluate whether they need help.

III. Welcoming Persons with Sensory Impairments

A. Welcoming Persons with Hearing Impairments

1) Main difficulties encountered:

- Oral communication.
- Access to audio announcements/information.
- Lack of written information.

2) How to address them?

- Verify the person is looking at you before you begin speaking.
- Speak face-to-face, clearly, at a normal speed, without exaggerating articulation or shouting.
- Use short sentences and simple vocabulary.
- Use body language to complement your words (pointing, facial expressions).
- Provide pen and paper.
- Ensure prices and offered services are displayed visibly, legibly, and with good contrast.

B. Welcoming Persons with Visual Impairments

1) Main difficulties encountered:

- Identifying entrances and finding locations.
- Moving around and spotting obstacles.
- Reading and writing.

2) How to address them?

- Introduce yourself verbally and state your job title. In noisy environments, speak directly facing the person.
- Inform the person of actions you are taking to assist them. Specify if you are walking away or returning.
- If movement is required, offer your arm and walk slightly ahead to guide them at their pace.
- Describe the environment and spatial layout of the room.
- If the person needs to sit, guide their hand to the back of the chair.
- Use simple language and do not infantilize the individual.
- Use Easy-to-Read-and-Understand (FALC) materials where appropriate.

III. Welcoming Persons with Sensory Impairments

A. Welcoming Persons with Intellectual or Cognitive Impairments

1) Main difficulties encountered:

- Communication (difficulty in expression and understanding)
- Understanding and memorizing oral and auditory information.
- Ability to read, write, and do mathematical calculations.
- Awareness of time and space.
- Usage of tools and mechanisms.

2) How to address them?

- Use simple language and do not infantilize the individual.
- Allow the person the space to perform tasks they are capable of, at their own pace.
- In cases of incomprehension, utilize imagery, gestures, and other methods of physical communication.
- Use Easy-to-Read-and-Understand (FALC) materials where appropriate.
- If movement is required, offer your arm and walk slightly ahead to guide them at their pace.

B. Welcoming Persons with Physical Impairments

1) Main difficulties encountered:

- Significant physical strain or stress
- Uncontrolled movements or behaviors
- Communication

2) How to address them?

- Speaking in a calm, measured tone, without unnecessary visual contact.
- Be precise in instructions and propositions, and calmly repeat when needed.
- In case of tension, do not contradict or reproach. Ease and reassure the person as best as possible.