

## INDRE-ET-LOIRE COUNCIL MUSEUMS AND HERITAGE SITES **VISITOR GUIDELINES**

### **INTRODUCTION**

Following discussion, Indre-et-Loire Council has decided to implement regulations (to replace the 25/02/2021 version) for people visiting council-owned museums and heritage sites.

The museums and heritage sites provide a public service to protect, exhibit and expand unique and precious collections belonging to the council. They give the general public the opportunity to experience and enjoy the area's heritage.

The museums, heritage sites and their collections are unique and many of them have existed for several centuries. They must be protected in their entirety for the benefit of future generations.

Staff at the museums and heritage sites are here to support visitors, provide information, ensure tours and events run smoothly and safeguard people, assets and heritage sites. Management teams at the museums and heritage sites authorise staff to enforce the regulations set out in this document.

Visitors are asked to comply with safety and security measures and adhere to guidelines so everyone can enjoy their visit.

### **ARTICLE 1 – SCOPE**

The regulations set out in this document relate to the interiors, grounds and car parks at council-owned museums and heritage sites.

They apply to:

- visitors to the museums and heritage sites,
- people and groups authorised to use the museums and heritage sites for meetings, functions, conferences, concerts, performances or other events without prejudice to any specific instructions they may be given,
- anyone outside the council visiting the museums and heritage sites for personal reasons.

### **ARTICLE 2 – CONDITIONS OF ENTRY**

The conditions of entry and opening times are displayed at the entrance to the museums and heritage sites and on their websites. They may be subject to modification in exceptional circumstances.

The terms of the right of admission are decreed by the council committee. The decree is available to view on request at the museum and heritage site reception desks.

Visitors must hold a valid form of admission to enter and visit the payable areas of the sites:

- a payable or free ticket provided by the ticket office, valid for the day, no exchanges or refunds
- a pass from an authorised supplier
- a tour group booking confirmation

Visitors must retain their ticket as they may be asked to present it at any time.

In the event of high visitor numbers, exceptional circumstances, staff shortages or any event that may endanger people or assets, the site may close all of or part of the building to visitors or the opening times may be affected.

The management team at each site shall make the appropriate decision based on the circumstances.

Unaccompanied minors are only allowed on-site for specific events.

Any unattended children at the museums and heritage sites shall be assigned to a member of staff and accompanied to reception. Any children not collected by a parent or guardian at closing time shall be taken to the local police station.

### **ARTICLE 3 – CLOAKROOMS AND LOST PROPERTY**

Lockers are available to visitors for their convenience and for the protection of the collections. They are only available to visitors. The cloakroom may not be available due to security reasons.

Capacity restrictions apply to lockers. Storage of large items may be temporarily refused during busy periods.

Do not leave the following items in lockers:

- cash
- ID
- chequebooks or debit/credit cards
- valuables such as jewellery, cameras or camcorders

Visitors leave items in the lockers at their own risk.

Any items left in the lockers must be collected before the site closes.  
Unclaimed items shall be removed as lost property.

Lost property is kept in the cloakroom for a period of one month. Beyond this period, it is sent to the lost property department at the nearest police station or the nearest town hall (for rural areas with no police station) after one month.

Unattended luggage, bags, parcels or any suspicious items may be removed or destroyed by security services without warning.

## ARTICLE 4 – BEHAVIOUR

Visitors must not exhibit antisocial or disruptive behaviour, use offensive language or wear inappropriate clothing to maintain the calm environment required to visit the museums and heritage sites and to ensure the smooth running of any events held at the sites.

Any form of harassment or threat to endanger people or assets is strictly forbidden. For example, visitors must not:

- exhibit antisocial behaviour or use offensive language towards staff, visitors and anyone at the site
- handle safety equipment without reason (extinguisher, fire hose reel, fire alarm, etc.)
- lie on benches or floors unless in the event of an emergency
- run, chase, push, slide or climb
- walk or run on ruins
- swim or paddle in pools
- obstruct visitors
- do anything or play any games that may disturb the peace, cause accidents or damage the sites, collections or grounds in any way
- use any form of transport other than walking (exc. disabled visitors)
- carry children on your shoulders
- put up posters or signs, leave inscriptions, graffiti, marks or stains
- damage the grounds, pick flowers, fruit or vegetables without permission from the site management, snap or cut foliage, damage or climb trees
- dispose of litter anywhere other than the bins provided
- throw stones or any other item from the top of buildings
- camp or set up any form of camping or dining equipment, even for a short period, anywhere except the designated camping or picnic areas (where applicable)
- leave personal items unattended, even for a short period

No surveys, trade, advertising or propaganda are allowed within the sites **without prior authorisation from the council.**

Items purchased at the gift shops cannot be exchanged or refunded.

Permission from the site management is required for visitor surveys.

Any activity which may endanger people, assets and buildings is strictly forbidden.

Visitors must comply with the visitor guidelines and any instructions given to them by staff at the museums and heritage sites. Failure to comply may result in visitors being removed from the site immediately without refund.

In the interests of safety, visitors must inform the nearest staff member of accidents or unusual circumstances.

## ARTICLE 5 – SECURITY: ITEMS AND ANIMALS

No items which may endanger people, collections or sites due to their nature or purpose are allowed. They include:

- weapons and ammunition
- explosive, inflammable or volatile substances
- heavy, bulky or malodorous objects

Visitors must leave the following items in the cloakroom:

- any pointed, sharp or blunt items
- bags or items with a measurement in excess of 40cm
- motorcycle helmets
- camera stands and equipment, pushchairs during busy periods
- umbrellas, unless folded inside an item of clothing or handbag, or for use by elderly or disabled visitors (end cap required)

For security reasons:

- security searches may be required before leaving bags or package in lockers. Cloakroom staff reserve the right to refuse items should they fail to comply with site security.
- Staff may conduct bag searches requiring visitors to open their bags or packages at the entrance, exit or anywhere on site, irrespective of current legislation.

Visitors are not allowed to consume food and drink, except in designated places. Out of consideration for other visitors, phones must not be used to make or receive calls. No smoking or vaping allowed inside the museums and heritage sites.

Assistance animals for disabled visitors are allowed in museums and monuments. Information about admission for other types of animal is available on the website and at the entrance of the museums and heritage sites.

Visitors who fail to comply with the guidelines in this article shall be denied entry.

## **ARTICLE 6 – SAFETY: FIRE AND FIRST AID**

In the event of evacuation, visitors must proceed in an orderly fashion and follow instructions by staff in accordance with guidelines.

In the event of accidents or fainting episodes, do not move the patient, make them drink or provide any medication of any kind before the emergency services arrive.

Should there be a doctor, nurse or paramedic among the visitors, they shall be asked to present proof of occupation and remain with the patient until they are evacuated. They shall be asked to leave their name and address with a member of staff.

Should visitors notice a fire, they must immediately:

- 1- inform a member of staff
- 2- trigger the fire alarm call points inside the buildings to contact the fire department

## **ARTICLE 7 – SAFETY: PROTECTION OF THE COLLECTIONS**

In the interests of protecting the collections, visitors must not:

- touch any pieces or decorative items, lean on glass cases, bases or other display items unless as part of object handling desks or tours for visually-impaired visitors
- cross barriers or cordons in front of objects on open display
- open or close doors and windows unless instructed to do so for security reasons

All site visitors must raise the alarm should they notice an item has been moved or removed.

In the event of attempted robbery, security measures may be implemented whilst vital investigations take place, i.e. exit closures and security checks.

In the event of accidents or damage to materials, any staff member who witnesses the event must provide a statement.

The use of flash, lights and other lighting equipment is strictly forbidden to protect the displays and out of consideration for other visitors.

Visitors who wish to draw or paint within the site for amateur or professional purposes must have written authorisation from the management team and must comply with guidelines.

## **ARTICLE 8 – TOUR GROUPS**

Tour groups are led by a leader who agrees to comply with the regulations in full. Staff at the museums and heritage sites shall only communicate with the group leader.

Guided tours and events for groups must be booked in advance.

The size of each group is stated upon booking based on the museum or heritage site's capacity.

School group leaders must adhere to the number of helpers required for each activity they book.

Tour groups must remain considerate of other visitors by avoiding obstructing walkways. Subject to visitor numbers and in the interests of safety, groups may be asked to split up to avoid obstructing walkways.

Groups must book a time slot. Admission is subject to the presentation of booking confirmation.

Groups that arrive on-site with no prior booking shall be refused entry or shall have to wait if the site is at full capacity or if the site requires groups to book in advance.

Group tours must be conducted in accordance with regulations.

The museums and heritage sites are not liable for the information provided by external guides.

## **ARTICLE 9 – COPYRIGHT**

Display items in the permanent collection galleries can be photographed or filmed for private and non-commercial purposes. Indre-et-Loire Council shall not be held responsible for any undeclared public use.

Photography and filming in temporary exhibition galleries are subject to restrictions stated at the gallery entrance or near the display items.

Photography and filming of technical installations or equipment are not allowed.

Any photographs, filming or audio recordings in which staff or the general public may appear require permission from both Indre-et-Loire Council and the people in question. Indre-et-Loire Council shall not be held responsible in the event of the violation of these terms.

Without prejudice to the terms in the previous article, professional photography, filming, recordings for radio, television and podcasts are subject to authorisation from Indre-et-Loire Council.

Authorisation from Indre-et-Loire Council is required to copy the museum's works. Authorised parties must comply with the regulations set out in this document and specific instructions given to them in regard to protecting the works and any reproduction rights.

## **ARTICLE 10 - IMPLEMENTATION**

Staff at the museums and heritage sites are in charge of implementing the regulations set out in this document.

Failure to comply with regulations may result in removal from the site or legal proceedings.

The regulations set out in this document are available to the general public on-site:

- at reception
- on each museum or heritage site's website