

Rules for visiting the Chassiron lighthouse.

We, Joseph HUOT, mayor of SAINT-DENIS D'OLÉRON ;

Having regard to the General Code of Local Authorities;

Having regard to the Public Service Concession Contract for the tourist management of the Chassiron lighthouse issued on 20th May 2022;

Having regard to the favourable opinion of the departmental ERP-IGH safety sub-committee of 12th June 2017;

Considering that it is necessary to regulate the terms and conditions for visiting the Chassiron lighthouse site, which is jointly operated by the municipality of SAINT-DENIS D'OLÉRON and the DEPARTMENT OF CHARENTE MARITIME ;

decide by decree

Article 1: Opening and closing periods and conditions of the lighthouse

Visitors can only access the lighthouse during the opening hours and days set each year by the Saint-Denis d'Oléron Town Hall. The lighthouse is generally open all year round, except on 1st January, a variable day in January and 25th December, and opening times vary according to the tourist season. Opening days and times are announced at the beginning of the year and can be consulted on the chassiron.net website.

The Chassiron lighthouse site is considered open according to the posted opening times, allowing access to the garden and building. The reception team may restrict opening times depending on the day's weather conditions, as these are likely to change suddenly given the lighthouse's proximity to the ocean. Access to the Chassiron lighthouse is forbidden in the absence of a member of the lighthouse reception team.

Access to the lighthouse is subject to quotas, so visitors may have to wait. Visitors are asked not to delay voluntarily at the top of the lighthouse to help manage visitor flows.

Article 2: Lighthouse visits suspended

Suspension of visits as a result of adverse weather conditions cannot justify any claim and under no circumstances entitle visitors to compensation. Visitors will be informed in advance if visits are suspended for service reasons (film and TV shoots, works, technical visits, etc.), except in case of absolute necessity. In such cases, a notice will be published on the chassiron.net website, and will not justify any claims or entitle visitors to any compensation.

Article 3: Access to the Chassiron lighthouse site

A car park with 79 spaces for cars, 2 disabled spaces and 8 bus spaces is available for visitors to the Pointe de Chassiron. There is also cycle parking at the entrance to the site.

Article 4: Entrance fee

Access to the lighthouse and museum is strictly limited to ticket holders. Access to the shops is free and open to all, subject to authorised time and number of visitors. Entry tickets for the lighthouse and museum are sold at the lighthouse ticket office and/or on the internet. Please check before your visit. In case of overcrowding, the reception team may temporarily suspend ticket sales and refuse to sell tickets for tours. The ticket office always closes 30 to 40 minutes before the site closes, but may exceptionally close earlier depending on how busy the site is. All prices are given in euros and are payable in euros only. The Saint-Denis d'Oléron town council sets the entrance fees for the lighthouse. These prices are available on the chassiron.net website.

The applicable rate is that in force on the date the ticket is purchased; it is displayed at the ticket office and outside the building. To benefit from certain advantages or reduced fares, you will be asked for proof at checkout. Pregnant women and people with a disability card can go directly to reception to avoid queuing with two accompanying adults. Payment for one or more tickets may be made in cash, by credit card or by cheque. A receipt is issued on payment. Being dated, the ticket is valid for "immediate" entry or for the reserved time slot shown on the ticket.

The ticket cannot be taken back, resold, refunded or exchanged.

However, another visit may be offered at another time slot by the reception service or, if there is no other possibility, the ticket may exceptionally be refunded under the following conditions:

- closure of the lighthouse due to bad weather,
- closure of the lighthouse for works,
- closure of the lighthouse for an incident,
- closure due to computer or electrical system malfunction.
- Serious accident, serious illness, hospitalisation or death of the customer, their spouse, descendants or ascendants,
- Death of a brother, sister, brother-in-law or sister-in-law of the customer,
- Serious damage caused by theft, fire or natural elements to the customer's residence or vehicle.

This gives the reception team direct control over visitor flows. Tickets will not be refunded in case of loss or theft. In the event of a dispute, please write to the Mayor of Saint Denis d'Oléron.

Article 5: Provisions relating to groups

A group of at least 10 adults, or an association, travel agency or school group on an organized outing is considered a group. Each group must reserve a slot in writing (by post or e-mail) for a specific day and time, excluding school holidays. In order to manage individual visits, and given the limited number of people in the lighthouse for everyone's safety, it is sometimes impossible to accommodate the whole group at the same time. Reservations do not give priority to other visitors. Groups are advised to arrive on time so that they can enjoy their visit; if they are too late (45 minutes), their visit to the lighthouse and museum may be cancelled without compensation. During school holidays, groups are not allowed to book and must queue like individual visitors. If a group fails to comply with these rules, it will be sent a written warning. The second time a group fails to comply with these rules, the management may refuse access to the building without compensation. Payment for the service must be made in a single instalment (cash, bank card, cheque or bank transfer).

Article 6: Access restrictions and visitor behaviour

Lighthouse staff are authorised to deny access to the lighthouse and the museum, or to remove any visitor who does not comply with the following regulations, without compensation. Visitors are expected to behave correctly towards the staff and other visitors. The lighthouse team may refuse access to the monument to any person whose attitude, behaviour or dress is considered likely to create a disturbance in the garden or inside the monument, or to interfere with the visit. Visitors

are only admitted if they are decently dressed and not intoxicated. The consumption of alcohol is prohibited in the garden and inside the lighthouse. It is also forbidden to eat or smoke in the building.

It is forbidden :

- to pass through barriers and devices designed to contain the public
- to enter areas that are not open to the public (staff areas, technical rooms and all areas marked with the "no entry" sign or symbol)
- leaving children unsupervised
- carrying children on your shoulders inside or at the top of the lighthouse
- walking barefoot
- running, sliding, jostling or climbing
- to throw anything (objects, stones, etc.) from the outside platform or down the lighthouse stairs, or to climb the railing at the top of the lighthouse
- spitting on the ground from the outside platform or in the building
- climbing trees, furniture, outside fences, etc.
- disturbing other visitors by making any noise, in particular by listening to transistors, walkmans and radio transmitters, or by using mobile phones or musical instruments
- to perform jumps from the lighthouse, in any place and by any means whatsoever
- making writing or graffiti of any kind
- throwing papers, rubbish, cigarette ends or sticking chewing gum on the ground
- obstructing public traffic, passageways or emergency exits
- handling fire alarms or emergency equipment (extinguishers, defibrillators, etc.) without good reason
- organising group gatherings (unless prior agreement has been obtained)
- demonstrating or displaying banners of any kind
- leaving bags or personal belongings behind, even for a few moments
- taking photographs of the lighthouse that could damage its image

Pets of any size are strictly forbidden in the lighthouse, garden and shops, with the exception of guide dogs accompanying people with disabilities.

the animal's National Identification Certificate must be presented to reception staff on request.

It is forbidden to bring into areas open to the public objects which, by their purpose or characteristics, present a risk to the safety of people, installations or buildings:

- firearms and ammunition, edged weapons, tools (cutters, screwdrivers, pliers, scissors....)
- explosive, flammable or volatile substances
- any excessively heavy, bulky or smelly objects
- oversized luggage/bags (at the discretion of reception staff)
- any climbing or jumping equipment (in particular bungee jumping or parachutes)
- propaganda material of any kind (banners, posters, leaflets, etc.)
- glasses, glass bottles and drinks cans.
- any radio-controlled device (plane, drone, car, etc.)

In the event of adverse weather conditions, particularly strong winds or the threat of

thunderstorms, access to the outdoor platform will be prohibited. During site works, access to certain areas may be prohibited.

Article 7: Safety and security of people and property

Non-independent visitors and children under the age of 12 must be accompanied by an adult. Any person responsible for supervising minors is required to ensure that they comply with the rules. Anyone with a heart condition or respiratory problems is strongly advised not to climb to the summit. Climbing to the top of the lighthouse is forbidden to anyone who is clearly intoxicated. The summit is not accessible to wheelchair users or people with reduced mobility. Visitors must comply strictly with the signs indicating safety rules and prohibited access. If in doubt, ask the Chassiron lighthouse reception staff. Any incident (accident, illness, abnormal event) involving a visitor must be reported immediately to a member of the lighthouse staff on site. If one of the visitors is a doctor, nurse or first-aider, he or she must show his or her professional card to the receptionist and remain with the sick or injured person until he or she is evacuated; he or she is asked to leave his or her name and address with the staff on site. In accordance with article 223-6 of the French Criminal Code (failure to assist a person in danger), everyone is required to lend a hand to the staff when the assistance of visitors is required. Visitors must familiarise themselves with the evacuation procedures in the event of an incident before climbing the lighthouse. For security or safety reasons (Vigipirate plan), visitors may be asked to open their bags and make their contents known to site staff. Refusal to comply with security checks, disturbances and nuisances caused to other visitors, or damage to the monument and its facilities, will result in the visitor being banned from the monument or expelled immediately without compensation. Any object or bag abandoned in the presence of visitors on the lighthouse site may be destroyed. In the event of police intervention as part of the Vigipirate plan, the person abandoning such an object or bag will be held liable, in particular for the costs incurred by the police, as well as for the consequences of temporary closure of access to the monument. The entire lighthouse site is under video surveillance and the images are recorded and kept for 30 days. The lighthouse cannot be held responsible in the event of :

- theft, loss or damage of any kind during the visit
- restriction of access to certain areas or closure of the lighthouse by decision of the management or any authorised administrative or public authority for reasons of safety, maintenance, high visitor numbers or adverse weather conditions.

Article 8: Photographs and recordings for professional use

All professional audio and/or visual recordings of staff and members of the public require, in addition to the formal agreement of the lighthouse management, the agreement of those concerned. Prior written request must be made to the lighthouse management. The written authorisation must be presented during any inspection of the monument.

Article 9: Display

These rules will be displayed in French and English clearly visible at the entrance to the lighthouse. They will also be published on the chassiron.net website.

Article 10: Complaints and disputes

Any complaints regarding the conditions of the visit must be made on the spot to the site

management so that a solution can be found. Otherwise, the visit will be considered to have taken place under satisfactory conditions.

Article 11: Enforcement of regulations

The General Director of Services, the Municipal Police, the manager and the agents of the Chassiron lighthouse are responsible, each in their respective areas, for the execution of these regulations.

Article 12 :

A copy of this order will be sent to :

- The Prefect of Charente Maritime;
- The Brigade Commander of the Saint-Pierre d'Oléron Gendarmerie;
- The Director of the Direction Interrégionale de la Mer Sud Atlantique