

CHILLON CASTLE
FOUNDATION
Avenue de Chillon 21
CH - 1820 Veytaux
Tel.: +41(0)21 966 89 10
Email: info@chillon.ch
www.chillon.ch



Veytaux, 7 April 2020

RULES AND REGULATIONS

Accessing areas open to the public

Areas open to the public include the rooms and courtyards beyond the ticket office, which are subject to a right of entry and certain opening hours.

These regulations in their entirety are applicable to visitors to Chillon Castle, as well as:

- 1) people or groups authorised to use certain premises for meetings, receptions, conferences, concerts, shows or other ceremonies;
- 2) anyone on the premises who does not directly fulfil castle services, even if here for professional reasons.

Due to their design and nature, certain objects pose a risk to the safety and security of people, goods, works and/or buildings and, as such, are strictly forbidden; these items include weapons, ammunition, tools (cutters, screwdrivers, spanners, hammers, pliers, shears, etc.), blades (including knives), razors, baseball bats, excessively heavy, cumbersome or foul-smelling items or explosive, inflammable and volatile substances.

The closure of certain castle rooms does not warrant a ticket refund of any kind.

Only official Chillon guides are authorised to conduct tours of the castle.

Prams are not allowed on our tour itineraries.

Any infringement of these regulations, as observed on routine checks around the castle, shall give management due cause to alert the police.

Visitors must comply with instructions from members of Chillon Castle's front-of-house and surveillance staff at all times.

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Protecting people, goods, works and buildings

Chillon Castle is an historic monument. CCTV is in use. Having certain rules in place means each and every visitor can enjoy Chillon to the full while preserving its heritage for future generations.

We kindly ask visitors to adhere to these rules, which are also applicable to staff and other users.

The following is strictly prohibited:

- Smoking (including e-cigarettes) inside the castle, including in the courtyards;
- Swimwear, nudity and any other clothing or outfit that is contrary to the public order;
- Entering the castle barefoot;
- Running in the castle rooms and courtyards;
- Eating and drinking outside designated areas;
- Animals, except guide dogs;
- Graffiti or writing on walls;
- Touching murals, tapestries, furniture or weapons from the collection (even a light touch can cause damage);
- Moving chairs or furniture without permission from front-of-house or maintenance staff;
- Crossing barriers or other devices designed to contain the public;
- Leaving children unsupervised;
- Littering, including paper and chewing gum.

Furthermore, we would be grateful if you could keep noise to a minimum and avoid the use of mobile phones. That way, others can enjoy their trip to the monument in the intended calm environment.

It goes without saying that the usual health and safety measures can be difficult to implement in a medieval building. We therefore ask you take extra care around items and obstacles that could pose a risk (low doors, steep stairs, etc.).

Visitors are responsible for their own safety and the safety of others in their care.

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