



Veytaux, 11 December 2025

## **CONDITIONS OF ENTRY AND SAFETY NOTICE**

Chillon Castle is an historic monument whose heritage must be preserved for future generations. For this reason, certain regulations are in place to ensure the best possible experience for our visitors.

### **Who does these regulations apply to?**

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

- People or groups authorised to use certain premises for meetings, receptions, conferences, concerts, performances or various other ceremonies
- Anyone unrelated to staff services on the premises, including for professional purposes

Visitors must comply at all times with the instructions of Chillon Castle front-of-house and security staff, particularly in the event of an evacuation.

In the event that these conditions are found to be breached, Chillon Castle management is authorised to notify the relevant authorities.

### **Accessing areas open to the public**

Areas open to the public include the rooms and courtyards located beyond the ticket office. Access is subject to an admission fee and opening hours vary by season.

Refunds cannot be granted in the event that certain castle rooms are closed.

### **Video surveillance**

Video surveillance is in operation at Chillon Castle.

### **Code of conduct, safety and protecting our collections**

Visitors are expected to behave appropriately towards castle staff and other visitors.

### **The following is strictly prohibited:**

- Swimwear, nudity or any other clothing that is contrary to the public order
- Entering the castle barefoot
- Smoking or vaping within the castle grounds (including rooms and courtyards)
- Running in the castle rooms and courtyards
- Eating or drinking outside the cafeteria
- Graffiti or carvings on walls, woodwork or objects
- Touching murals, tapestries, furniture or weapons from the collection
- Moving chairs or furniture without authorisation from front-of-house or security staff



- Crossing barriers or other devices that restrict access
- Littering, including chewing gum
- Selfie sticks
- Flash photography
- Flying drones within the castle grounds or in the surrounding outdoor areas
- Riding bicycles or scooters, or roller skating in the vicinity of the castle

Due to the constraints surrounding heritage sites, standard safety regulations cannot always be fully applied. We endeavour to clearly mark obstacles that may constitute a hazard (low doorways, steep staircases, etc.).

Visitors are responsible for their own safety and for that of anyone under their supervision.

### **Entry for minors**

Children under the age of 16 must be accompanied and supervised by an adult. Those over the age of 16 may visit the castle unaccompanied.

### **Prohibited items**

Any objects which, by their nature or intended use, may pose a risk to the safety and security of people, property, works of art and/or buildings are strictly prohibited within areas open to the public, namely:

- Weapons
- Ammunition
- Tools (box cutters, screwdrivers, spanners, scissors, hammers, pliers, pruning shears, etc.)
- Bladed weapons
- Razors
- Baseball bats
- Excessively heavy, bulky or foul-smelling objects
- Explosive, flammable or volatile substances

### **Pets and guide dogs**

Pets are not allowed within the castle grounds, except for guide/assistance dogs. An assistance dog passport or medical certificate justifying the need for an assistance dog must be presented and dogs must wear an identifiable harness.

All other animals, including companion, guard, herding, hunting or therapy dogs, are not permitted. Two dog kennels are available under the trees near the Castle Bazaar.

### **Use of mobile phones**

To ensure a comfortable visiting experience, we kindly ask that you:

- Speak quietly
- Refrain from making phone calls within the castle
- Refrain from using the loudspeaker on your phone
- Use earphones or headphones to follow the audio guide via the Chillon App

**Guided tours**

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

**Prams/strollers**

Strollers, prams and buggies are not permitted along the visitor trail and must be left in the cloakroom in room 4 (cafeteria).

**Political activities and petitions**

Any fundraising, collecting signatures, petitioning, leafleting or distributing political material is strictly prohibited within the castle and its surroundings. The use of the castle's image for political purposes is also prohibited.

**Commercial or promotional activities**

Any form of commercial activity, advertising, propaganda, solicitation, gatherings or demonstrations within the castle and its surroundings is strictly prohibited. The use of the monument's name or image for commercial purposes is not permitted without prior approval from castle management.