

ABBAYE de SORDE

Internal regulations for spaces open to the public and managed by the CCPOA



232 place de l'église - 40300 SORDE L'ABBAYE
05 58 73 09 62 | contact@abbaye-sorde.fr

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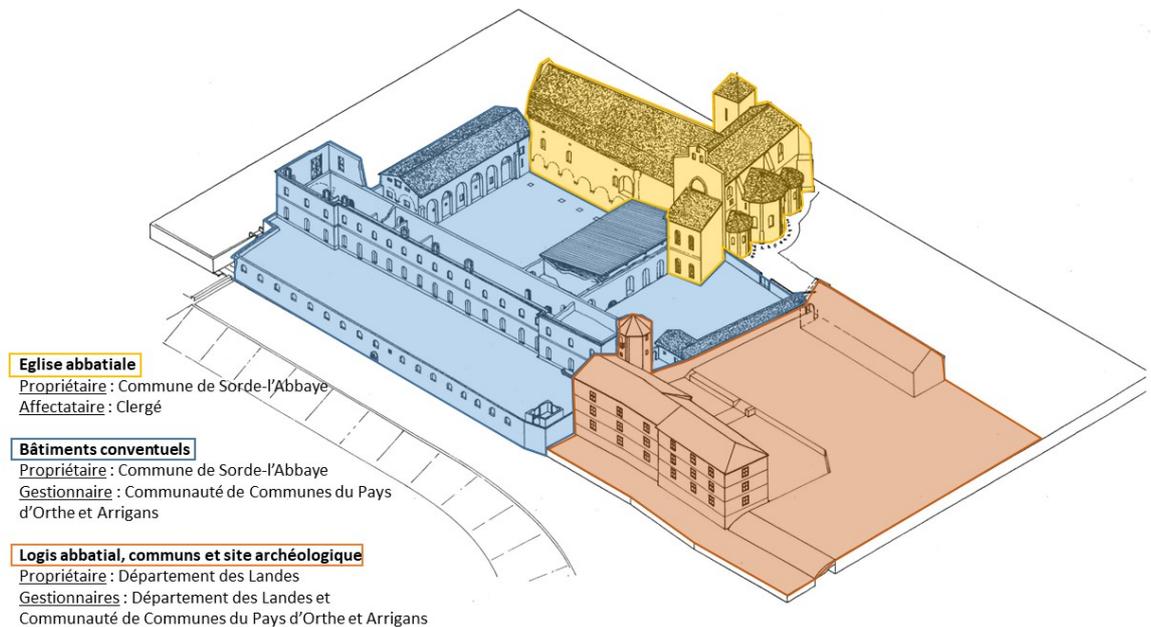
Title 1: Scope and definition of boundaries

These regulations apply to visitors to Sorde Abbey, as well as to individuals and groups authorised to temporarily occupy the premises for meetings, receptions or various events, and to any individuals from outside the establishment who are present for professional reasons.

These regulations apply to the areas managed by the Community of Communes of the Pays d'Orthe and Arrigans within the framework of its jurisdiction and the tripartite framework agreement for the site of Sorde Abbey: monastic buildings.

Access to the church is free of charge every day of the year. The abbey church is opened and closed by members of the parish.

Access to the archaeological remains and barns is by guided or accompanied tours only.



Title 2: Access to Sorde Abbey

Access to the site is prohibited to all types of vehicles. Only vehicles with special authorisation issued by the Pays d'Orthe et Arrigans Community of Municipalities, the Landes Departmental Council or the Municipality of Sorde-l'Abbaye are authorised to enter the site.

The public entrance and exit to the **monastic buildings** are located at the church square. During cultural events or maintenance or restoration work, additional exits may be used, in particular the wash house path (exit via the tithe barn, see appendix evacuation plan - emergency exit diagram).

It is forbidden to cross barriers and devices designed to contain the public, to use unauthorised access points that are marked as such (restoration work areas, archaeological remains, etc.), to enter restricted areas unless accompanied by site staff, or to obstruct traffic and emergency routes.

2-1: Opening days and hours

The areas of Sorde Abbey are open to the public at the times indicated at the entrances, in the information leaflets and on the website <http://www.abbaye-sorde.fr>

Depending on the events scheduled there and **service requirements**, Sorde Abbey may implement specific opening hours or **exceptional closures** (see section 2.3). In this case, the applicable special provisions will be posted at the entrance and/or on the website.

2-2: Conditions of access and prices

2-2-1: Conditions of access

Entry to and movement within the abbey buildings is subject to possession of a free or paid ticket issued by the ticket office or on sale from partners (e.g. tourist office) with a validity period of one day. This admission ticket is sold at the current rate depending on the services offered. Ticket prices and price categories are displayed at the ticket offices and announced on the website <http://www.abbaye-sorde.fr> and in the information leaflets.

Due to the heritage nature of the site, people with reduced mobility and pushchairs and prams are unable to access all areas open to the public. A digital version of the areas is available on accessible terminals. **Due to its protection as a historic monument, exemptions are in force and the site does not meet accessibility standards for people with reduced mobility.**

For safety reasons during the visit, it is advisable to wear non-slip shoes that support the foot. The Community of Communes of Pays d'Orthe et Arrigans cannot be held liable for any damage caused by visitors wearing inappropriate footwear.

Visits to the cellars are limited to a maximum of 20 people (including the guide).

2-2-2: Payment terms

Payments are made on site at the reception area of Sorde Abbey (see management agreement available on request) or online via the Kiwi Valley Tourist Office.

Group payments are made on the day of the visit based on the actual number of people in the group; the quote is provided for information purposes only.

Random ticket checks may be carried out inside the site. In this context, any visitor checked who does not have a ticket will be redirected to the reception/ticket office or, if they do not wish to purchase a ticket, excluded from the paid areas. In addition, visitors who have benefited from either free or reduced admission must be able to justify this situation by presenting the relevant proof on the day of the visit.

2-2-3: Cancellation or delay

Individuals who have booked a guided tour must arrive at the abbey ticket office 5 minutes before the start of the tour, otherwise their place on the guided tour will be released.

During events, the organiser reserves the right to release the reservation more than 15 minutes after the start time announced in the programme.

In general, in the event of cancellation, the person who has reserved a place undertakes to notify Sorde Abbey as soon as possible.

2-3: Closing

The sale of tickets for the day ends 45 minutes before the actual closing time of Sorde Abbey. The closing of the facilities and rooms begins 5 minutes before closing time.

- **Temporary partial or total closure of Sorde Abbey**

Depending on weather alerts (heatwave, storm, flood) or in the event of force majeure or in accordance with applicable national and local laws and regulations, the site may be required to adjust its opening hours and visitor schedule, or even prohibit certain access points or mediation devices for reasons of public, staff and facility safety. Informative messages will then be displayed and disseminated on site, on the website and on social media.

In such cases, booked visits and/or activities will be postponed or cancelled depending on the situation.

As part of restoration programmes, **maintenance work, event set-up and depending on guided tour routes**, certain areas may be temporarily closed.

2-4: Visiting arrangements

The entire Sorde Abbey can only be visited on foot. The Sorde Abbey heritage site is accessible through several options:

- Heritage tours: guided tours or unaccompanied tours (free or with an audio guide)
- Activities: each season, an annual programme of events is organised. Access conditions are specified for each activity.

Visitors can obtain assistance with their visit at the ticket office. Visitors are responsible for the equipment provided and **may be asked** to leave a form of ID, which will be returned to them at the end of the visit.

Guided tours are conducted exclusively by:

- Guides from Sorde Abbey and departmental mediators from Arthous Abbey or staff and elected representatives of the managing and owning authorities.
- Licensed tour guides upon presentation of their licence
- Teachers accompanying their pupils
- Persons authorised by the site managers

External guides accompanying groups at Sorde Abbey must wear a visible badge authorising them to conduct the tour. In accordance with the provisions of Decree No. 2011-930 of 1 August 2011, persons qualified under the provisions of the Tourism Code are authorised to conduct tours of their own groups in areas accessible to the public upon presentation of their professional card.

Guided tours organised by the site are available for a minimum of three people for those who have not booked a tour in advance. All booked guided tours will go ahead. Guided tours have priority access to the areas of Sorde Abbey.

Title 3: Visitor traffic and special provisions

3-1: Children/minors

Minors must be accompanied by a responsible adult within the grounds of Sorde Abbey. Parents of minors and anyone responsible for supervising children are responsible for their actions.

Children aged 12 and over may visit the site without a responsible adult if they present parental authorisation at reception. Sorde Abbey does not replace parental responsibility. Children visiting independently are required to comply with the internal regulations. During activities organised by the abbey, special authorisations may be granted via forms to be completed by responsible adults. ¶

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3-2: Visitors with disabilities

Visitors with disabilities benefit from:

- An audio device in the reception area (magnetic loop)
- Written materials that meet standards for visually impaired and mentally disabled visitors
- Free access to all attractions for themselves and a reduced rate for one accompanying person.

3-3: Groups

Groups are considered as such when they are organised by a legal entity (coach operator, association, company, etc.). They are considered to be made up of 10 or more people. For visits to the underground areas, a maximum of 19 people per group is possible.

Group visits are organised by reservation only. Certain days and times are dedicated to welcoming groups according to the provisional annual schedule. These days and times may be offered outside of the days and times when the museum is open to individual visitors, for special offers or events.

Group visits are conducted under the responsibility of a leader who is responsible for enforcing these rules and maintaining discipline within the group. The group leader is the sole point of contact for the staff of Sorde Abbey.

During group visits, individual visitors may also explore the site on their own. Group visitors are asked to respect the flow of other visitors.

Reception of groups of children (school, after-school, leisure activities)

The number of children in the care of each supervisor must not exceed the number specified by current regulations. **The terms and conditions of visits are specified at the time of booking. Children will be under the responsibility of the supervisor(s) and the organisation arranging the visit**

Cancellation or delay for groups

In the event of a delay, the tour may be shortened depending on the schedule of the staff present, their availability and **the site's opening hours**. The group leader is required to notify **Sorde Abbey in the event of a delay**. If the delay exceeds 30 minutes, staff will indicate the new conditions of the visit: cancellation, change of visit format depending on the day and time, **or change of time and/or day of the visit**, but the service will still be charged **at the agreed rate**.

In the event of cancellation, the person responsible undertakes to notify Sorde Abbey as soon as possible.

Title 4: General behaviour of visitors and visitor safety

4-1: General provisions

The public is reminded that it is prohibited to:

- Intentionally destroy, damage or deface any listed or registered property, whether movable or immovable, or any object usually kept or stored in the abbey, in accordance with the provisions of Articles 322-1 et seq. of the Penal Code.
- Remaining in or entering the abbey without authorisation outside of public opening hours, in accordance with the provisions of Article R 645-13 of the Penal Code.

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The entire heritage site can only be visited on foot. Visitors must respect the safety instructions and the site itself, as well as staff members and other visitors. It is strictly forbidden to:

- Crossing barriers and devices designed to contain the public,
- Using access routes that are prohibited to visitors,
- Obstructing the movement of emergency vehicles and evacuation routes.

Any action that compromises the safety of property and people or disrupts the smooth running of visits is prohibited. Therefore, in order to maintain the calm atmosphere necessary for visiting Sorde Abbey and to ensure that events organised there run smoothly, visitors are asked to refrain from disturbing the premises through their behaviour, dress or comments.

As the site is a closed public space, the consumption of alcohol and tobacco is prohibited, in accordance with the law of 10 January 1991 on the fight against smoking and alcoholism and the Public Health Code. Vaping is also prohibited **within the abbey grounds**. Ashtrays are provided at the entrance to the abbey.

The use of mobile phones is tolerated **but** must not disturb other visitors on site.

4-2: Site maintenance and preservation :

The public is required to keep the site clean. As Sorde Abbey has signed the Sustainable Territory charter, waste sorting bins are provided.

In the event of deliberate or accidental damage to any of the abbey's property, leave the damage as it is, without touching or picking it up, take photographs if possible, and immediately notify the ticket office, which will cordon off and secure the area around the property.

4-3: Prohibited items and animals

Par mesure de sécurité et d'hygiène et pour assurer le confort de la visite de tous, il est interdit d'introduire dans l'établissement des objets qui par leurs caractéristiques ou leur destination présentent un risque pour la sécurité des biens, des personnes, des lieux.

Animals are not allowed on the grounds of Sorde Abbey, with the exception of guide dogs or assistance dogs accompanying persons with disabilities. Pets such as dogs, cats and other small domestic animals are tolerated if they are kept in a cage or closed bag during self-guided tours. The owner is responsible for ensuring that their pet behaves well and does not soil the site. **Animals are not permitted on guided tours or during activities.** Access to the site is strictly prohibited to animals (dogs, etc.) of breeds that are considered dangerous or recognised as such.

In the event of nuisance (barking, etc.) or violation of these provisions, staff may refuse visitors access to the site. Any act likely to threaten the safety of persons or property, disturb the peace of other visitors, or damage the premises or furniture may result in expulsion and/or a complaint being filed with the competent authorities.

Title 4: Personal effects and services

Visitors are advised that there is no cloakroom service at the ticket office of Sorde Abbey. Sorde Abbey accepts no responsibility for any loss, theft or damage to visitors' personal belongings. Visitors are asked to report any lost property to a member of staff. Lost property must be handed in to a member of staff or left at the ticket office, where it will be kept for its **owners during the current season.**

On site, a water fountain is available to the public during the season in the gallery.

A public Wi-Fi area is available to visitors at the entrance to the site.

Public toilets are available opposite the church and visitors are invited to use them, to leave the premises clean and tidy, and to follow the instructions and protocols in force.

Public picnic areas are located near the site and are available for visitors to use.

Title 5: Filming and recording

Photographs and video recordings made for the visitor's strictly private use are permitted provided that:

1. The use of the photographs and videos is limited to private use.
2. The persons filmed or photographed are part of the visitor's private and personal circle.
3. Any recording or photographing of staff or members of the public requires the consent of the persons concerned.

Photographic shots, video and/or sound recordings, aerial shots (drones) of Sorde Abbey intended for commercial, professional or semi-professional (associative) use are subject to written authorisation from the President of the Community of Municipalities of the Pays d'Orthe and Arrigans. This authorisation can be requested using a form available at the abbey ticket office or on the website.

Visitors are reminded that they are personally responsible for complying with current legislation regarding copyright relating to the works, artists or installations photographed and the privacy of individuals. Sorde Abbey accepts no responsibility in this regard.

Title 6: Emergency situations

Any accident, incident or abnormal event must be reported immediately to a member of staff at the establishment.

In the event of a situation that could compromise the safety of people and property, alert measures may be taken, including the total or partial closure of an area and the control of entrances and exits.

Users are required to follow the instructions given by staff and evacuation officers. If evacuation of the building is necessary, it shall be carried out in an orderly and disciplined manner under the direction of the aforementioned staff in accordance with the instructions received by them.

During exceptional events, Sorde Abbey may carry out checks on bags and vehicles, particularly as part of a 'Vigipirate' security plan.

In the event of an accident or illness, the appropriate emergency numbers displayed on site should be called. In the event of an accident or illness, it is forbidden to move the patient or accident victim (unless there is a real, immediate, uncontrollable danger), give them anything to drink or administer any medication before the emergency services arrive.

A defibrillator is located nearby in the village hall and public toilets in the centre of the village.

Once external emergency services are on site, everyone present must follow their instructions.

Evacuation drills may be organised during opening hours.

Accident or property damage

In the event of an accident or material damage for which the owner(s) may be held liable, a report shall be completed by the staff on site who witnessed the incident. All claims must be made in writing to the attention of the Chairman of the CCPOA.

Breaches of these regulations and penalties

Any verbal or physical aggression committed by a visitor against a member of staff in the course of their duties will be prosecuted in accordance with the provisions of the Criminal Code. Failure to comply with the provisions contained in these regulations or with the instructions given by the establishment's staff may result in immediate expulsion, temporary or permanent exclusion, or even legal proceedings. The decision to expel a visitor does not entitle them to any refund.

Any attempt to steal, destroy or damage any object, equipment, building or work of art will be prosecuted by the Pays d'Orthe et Arrigans Community of Municipalities in accordance with the laws and regulations in force. In the event of damage, the Pays d'Orthe et Arrigans Community of Municipalities may also seek compensation for the damage suffered directly from the person responsible for the damage.

Title 7: Miscellaneous provisions and enforcement

All visitors agree to comply with these rules. Access to the abbey implies acceptance of these internal rules.

Any information concerning these regulations or their application may be obtained from the ticket office at Sorde Abbey or from the secretariat of the Pays d'Orthe et Arrigans Community of Municipalities, whose headquarters are located at 156 route de Mahoumic, 40300 Peyrehorade.

These regulations repeal the previous ones. They are brought to the attention of the public by means of posters and any other means.

Display:

The rules and regulations are displayed under the former stables (galleries) of Sorde Abbey and can be consulted on the Sorde Abbey website.

They are sent to group leaders and partners marketing the site.

The staff and/or designated persons (Mayor, municipal councillors, etc.) are responsible for enforcing these regulations under the authority of the CCPOA chairperson.