

# ONLINE RESERVATIONS FOR ADULT GROUPS



USER MANUAL



## CARCASSONNE CASTLE AND REMPARTS

CENTRE DES MONUMENTS NATIONAUX

[www.remparts-carcassonne.fr](http://www.remparts-carcassonne.fr)

# CONTENTS

<b>1/GENERAL INFORMATION</b>	<b>3</b>
<b>2/BOOKING PROCESS</b>	<b>4</b>
<b>3/GROUP ARRIVAL AT THE CASTLE</b>	<b>5</b>
<i>Punctuality</i>	5
<i>Acces information</i>	5
<b>4/PLAN YOUR VISIT</b>	<b>6</b>
<i>Visiting conditions for the castle</i>	6
<i>Services available at the monument</i>	6
<i>Monument location</i>	6
<i>How to get go to Carcassonne castle and remparts</i>	7
<i>By coach or car</i>	7
<i>By train</i>	7
<i>By bike</i>	7
<i>By boat</i>	7
<b>5/CONTACT &amp; ACCESS</b>	<b>8</b>



**DISCOVER THE ALL-NEW ONLINE BOOKING SYSTEM FOR SELF-GUIDED TOURS OF CARCASSONNE CASTLE AND RAMPARTS FOR ADULT GROUPS.**

- **Overview of the visit calendar over several month**
- **Booking at any time**
- **Instant purchase or hold options**

are just some of the advantages of this new system.

Online booking is not available for other types of visits, for groups of young people or for specific groups of visitors.



# 1/GENERAL INFORMATION

Thank you for choosing Carcassonne castle and ramparts, managed by the Centre des monuments nationaux and listed as a UNESCO World Heritage Site.

## **BOOKING IS MANDATORY FOR ALL GROUPS OF 10 PEOPLE OR MORE.**

Adult groups without a booking will be refused entry to the monument. If the participants wish to visit Carcassonne castle and ramparts, they must join the individual visitors line and purchase a full price admission ticket at the applied rate.

## **BOOKINGS FOR SELF-GUIDED TOURS CAN NOW ONLY BE MADE ONLINE.**

Carcassonne castle and ramparts provides visit slots for up to 80 visitors (guides and accompanying adults included). Beyond these numbers, groups must be divided up and split across several time slots. Payment must be made online by credit card or bank transfer.

You may book 30 time slots provisionally without paying immediately.

The chosen option must be confirmed (payment of the visit) 15 days prior to the date of your visit. After this deadline, the slots will be made available for sale again. Slots will remain available from one week to 48 hours before the date of the visit, but only for firm and final bookings.

Free entry:

- 1 accompanying person as of 8 paying visitors, limited to 1 per group.
- the driver accompanying the group
- the tour guide on presentation of their professional card
- Under 18s, 18-25 year-olds, visitors with a disability, Pass Éducation holders, other free admission categories

Should you wish for your group to be accompanied by its own guide, the latter must hold a valid professional guide card and visibly display the badge.





## 2/BOOKING PROCESS

To book a visit slot, go to the Centre des monuments nationaux e-ticketing platform :

<https://pro-tickets.monuments-nationaux.fr/fr-FR/accueil-b2b>

If you do not have an account, please note that your account will be validated within 48 hours (working days).

- 1 Before selecting your visit slot, you can enter the contact details for the group leader for each booking. On the banner at the top of the page, click **“Customer”** **“Create/Manage a companion”**.
- 2 Select the monument **“Carcassonne castle and ramparts”** then the thumbnail **“Booking required - Adult group time slots”**.
- 3 Add to your cart the number of people in the group for which you are booking a time slot by clicking on **“+”** or by entering the number manually.

Please note: visit slots are available for a maximum of 80 visitors. Please divide your group up accordingly to view all of the available slots. Otherwise, the booking schedule will be shown as fully booked.

If your group is accompanied, or comprises free admission categories, please also add to the cart the option. Supporting documentation will be requested as proof.

- 4 Select a month, a day and then a time slot for the visit.
- 5 Confirm the selected slot using the window displayed at the right of the screen. You can provide the name of the accompanying person (already registered, see previous step) when confirming your booking. If the group is not accompanied, please select **“no companion”**.

**You can place a provisional hold option on your booking, or confirm your order and proceed to immediate payment.**

### IF YOU CHOOSE TO PLACE A HOLD OPTION

- The expiry date is indicated on the button to click.
- To proceed to payment of a hold option, click on **“Options”** in the top right then add the option to your cart for payment.
- If the expiry date has passed, your booking is automatically cancelled and the time slot is made available.

### IF YOU CHOOSE IMMEDIATE PURCHASE

- Click the button **“Validate your order”** in the bottom right.
- You can assign this order to one of your pre-registered customers on your professional account.
- If you do not wish to assign the order, click on **“Cart”** **“Validate basket”** in the top right.
- You will need to validate the cart on the next page, after accepting the T&Cs, before payment.

You will receive a confirmation e-mail once the booking has been paid. To download the tickets, go to **“Orders”** **“Find orders”**.

For a copy of your invoice, go to **“Orders”** then **“Find orders”**. Select the relevant booking and download the invoice by clicking on **“Print invoice”**.

All purchases are firm and final. No refund will be issued in the event of cancellation on your part or of fewer final visitor numbers.

If the final visitor count exceeds the number on your booking, visitors with tickets must go to the checkpoint via the dedicated group ticket line. Members of the group without tickets must follow the individual visitors ticket line and purchase an admission ticket at the applied rate.

If you have unused tickets (thermal or e-tickets), please contact :  
[billetterie.reservations-groupes@monuments-nationaux.fr](mailto:billetterie.reservations-groupes@monuments-nationaux.fr)



# 3/GROUP ARRIVAL AT THE CASTLE

## **PUNCTUALITY :**

**You must arrive for the time slot booked.**

Any group arriving outside of the booked time slot will be refused access to the monument.

In the event of early arrival, the group will be asked to wait within the castle grounds until the time booked.

In the event of late arrival, the group will not be admitted. If the participants wish to visit the castle, they must join the individual visitors line and purchase an admission ticket at the applied rate.

*Please note: the bus drop-off point is located a 10 to 15-minute walk from the castle entrance.*

## **ACCESS INFORMATION:**

**Groups must join the dedicated line on arrival at the castle.**

The accompanying person must supervise their group. They may under no circumstances arrive late.

Time and date-stamped tickets must be shown. Each member of the group must have their own ticket (there are no tickets for groups as a whole).





# 4/PLAN YOUR VISIT

## VISITING CONDITIONS FOR THE CASTLE

The monument includes lots of steps.

The full monument tour takes around two hours on average (1.5km). There are, however, intermediate exits.

### SEE THE MAP

Good physical condition is recommended.

As part of the Vigipirate Plan, all access to the monument is subject to a visual bag search.

### For security reasons :

Knives (including picnic cutlery), scissors and glass bottles are prohibited.

Scooters are prohibited.

Pushchairs are not authorised on site due to the numerous steps and narrow spaces.

Pets are not authorised, even in a pet carrying bag. Only assistance dogs may access the monument.

Suitcases and large hiking bags are not permitted within Carcassonne castle and ramparts. Small bags less than cabin bag size are accepted in the monument.

The monument does not provide luggage lockers.

Eating, smoking and vaping are prohibited in the monument, including in the outdoor spaces.

Some areas may be closed due to weather conditions.

## SERVICES AVAILABLE AT THE MONUMENT:

Toilets in the castle courtyard

Gift and book shops

Catering in the castle courtyard

## MONUMENT LOCATION:

The site experiences large visitor numbers, at the heart of the medieval city of Carcassonne.

Access may be difficult for people with reduced mobility or for pushchairs due to the sloping terrain and paving stones.

Please take into account travel times, particularly in high season.



# 4/PLAN YOUR ARRIVAL

## HOW TO GET TO CARCASSONNE CASTLE AND RAMPARTS:

### BY COACH OR CAR

From Perpignan: A9 exit 1 > A61 exit 24 > N113  
From Montpellier: A9 exit 4 > A61 exit 24 > N113  
From Toulouse: A61 exit 23 > N113

Paid car parks available nearby, coach parking. Possible restrictions during peak periods.

### BY TRAIN

Carcassonne station, then access to the city on foot, by local bus or taxi.

### BY BIKE

Bike parking available around the site / Canal du Midi cycle route 15 minutes from the city.

### BY BOAT

On foot from the Canal du Midi





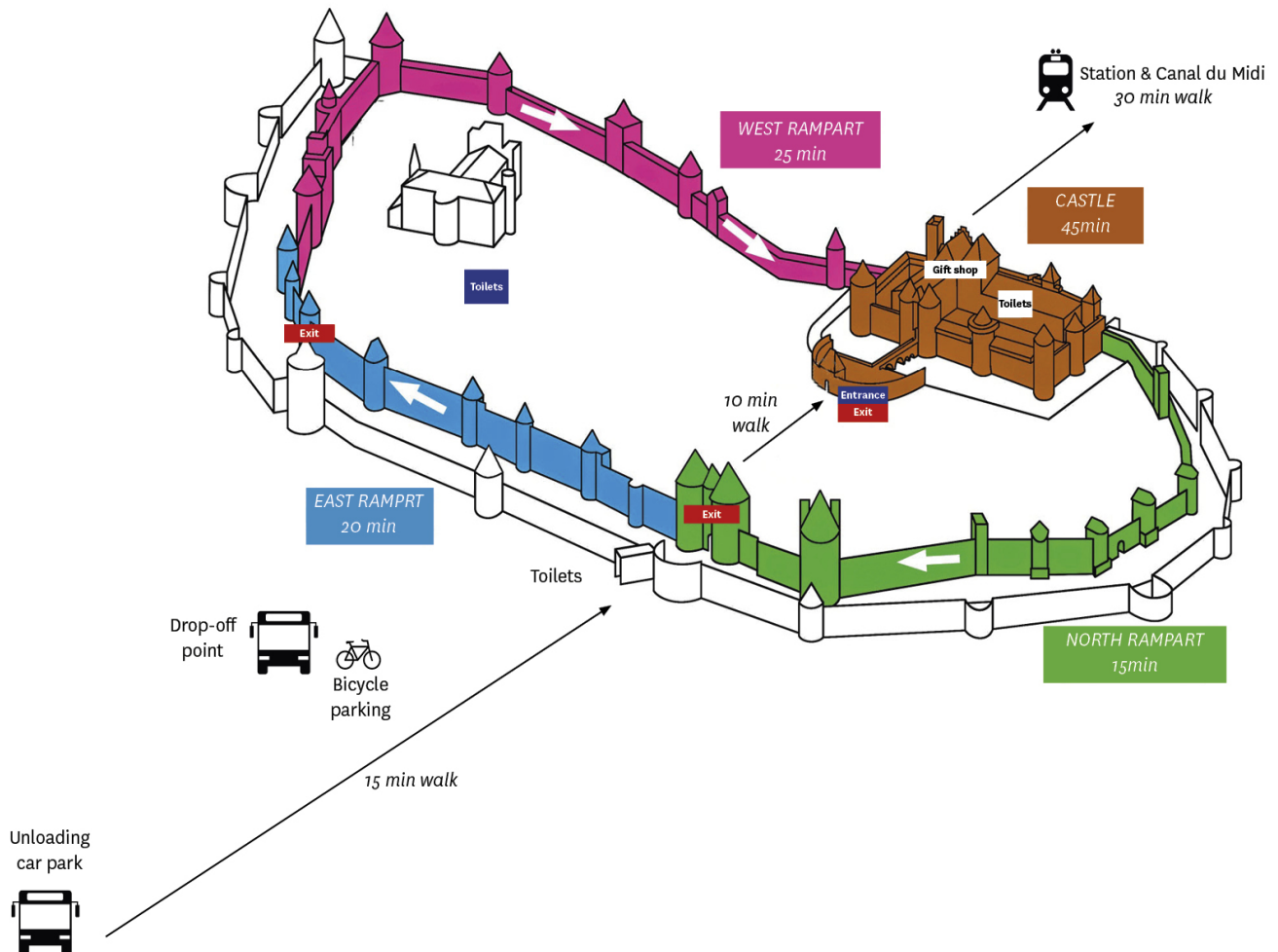
# 5/CONTACT & ACCESS

## Contact

Group reservations department  
Carcassonne castle and ramparts - [carcassonne-reservation@monuments-nationaux.fr](mailto:carcassonne-reservation@monuments-nationaux.fr)  
[www.remparts-carcassonne.fr](http://www.remparts-carcassonne.fr)

## Additional documentation

<https://www.remparts-carcassonne.fr/groupees-adultes-et-professionnels-du-tourisme>



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