



PASSION MONUMENTS

Questions and Answers

You will find below answers to frequently asked questions about Passion monuments, the annual membership of the Centre des monuments nationaux.
We hope you find this FAQ useful!

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GENERAL INFORMATION

Subscription duration

- 1. The subscription is valid for one year: is it 365 days from the date of purchase or a calendar year?**

The subscription is valid for 365 days from the date of purchase.

- 2. Is the subscription available immediately after purchase or is there a waiting period?**

The subscription is available immediately after purchase: each subscriber receives their e-card in their e-mail inbox a few moments after purchase and can also find it in their customer account.

- 3. Does the subscription start on the date of purchase, or is it possible to choose the start date of validity by setting it later than the date of purchase?**

The subscription starts on the date of purchase and it is not possible to set a different start date.

Available formats

- 4. What are the differences between the e-card and the physical card?**

There is a difference in the media used, but both formats are equivalent to a subscription ticket. If you have both types of card, your QR code is the same on both.

- The digital e-card in PDF format is a dematerialised medium, made available to all subscribers immediately after their purchase and which can either be presented on a smartphone at the entrance to the monuments, or printed out.
- The physical card in bankcard format is a plastic medium, available as an option when subscribing for the first time, in addition to the e-card, against payment of an additional fee of €5 for management and dispatch by recorded delivery. This option is only available for a French address.

- 5. I did not tick the physical card option at the time of my purchase and I have changed my mind: is it possible to order one afterwards and pay the additional cost of 5 €?**

No, unfortunately it is not possible to order a physical card for €5 after you have joined.

Options and price

6. How does the DUO membership work?

The DUO plans provides two tickets each time: it is valid for one member, the holder of the membership whose identity is indicated on the pass, and the guest of their choice, whose identity is not shown on the pass and may vary from one visit to another.

7. Are there any preferential rates?

There are two preferential rates, available at the time of re-subscription: subscribers can renew their SOLO membership for €40 instead of €45 and their DUO membership for €62 instead of €70.

SUBSCRIPTION OPERATION & BENEFITS

Access conditions to monuments

8. Does the Passion monuments membership give access to the monuments at no extra cost or just at a reduced rate?

The subscription allows you to visit the monuments at no extra cost: entry to the monuments is free with the membership card.

9. Which monuments does the subscription give access to?

The membership gives you access to all the monuments open to the public for guided or self-guided tours by the Centre des monuments nationaux. You can find the full list at the end of this document or on the CMN website.

10. Why are some sites managed by the Centre des monuments nationaux not included in the membership?

Almost all the sites managed by the Centre des monuments nationaux are included in the subscription. However, some sites have specific opening conditions that do not allow them to be open to the public on a self-guided basis but only as part of lecture tours or dedicated events: access cannot therefore be unlimited. Also, access to certain sites is already free, which means that the subscription does not offer any additional benefits in terms of admission fees.

Where appropriate, we endeavour to offer Passion monuments members special access conditions, for example:

- For the Domaine national de Saint-Cloud, which offers free admission, members benefit from reduced rates on workshops.

- For the July Column, only accessible with lecture tours, members benefit from a preferential rate of €6 instead of €13 for lecture tours.
- For the alignments of Carnac, opened half the year with dedicated tours and events, members benefit from the following preferential rates:
 - 6 instead of €13 on lecture tours and family visits
 - 8 instead of €14 for "Gestures of Prehistory" workshops
- For the Cap Moderne, Eileen Gray and le Corbusier at Cap Martin, only accessible with lecture tours, members benefit from a preferential rate of €10 instead of €19 for lecture tours.
- For the Hôtel de Sully, access to the interiors is only possible as part of lecture tours. Members benefit from a preferential rate of €6 instead of €13.

11. What are the differences between self-guided tours, guided tours and lecture tours?

- On a self-guided tour, visitors discover the monument on their own.
- A member of staff from the Centre des monuments nationaux leads a guided tour, who presents the main features of the site at no extra charge.
- A guide approved by the Centre des monuments nationaux leads a lecture tour. This is an in-depth visit, lasting 1 hour and a half on average, at an additional cost. These tours are not included in the subscription offer.

12. Is there a limit in the utilisation of my membership card?

No, the subscription allows you to return to the monuments as often as you like: you can use your subscription as many times as you like, subject to the number of places available, which depends on the capacity of the monuments.

Access conditions to monuments

13. To visit monuments, do I just need to bring my subscription pass or do I have to book?

Conditions of access to monuments depend on the monument in question. Given the number and diversity of the sites managed by the Centre des monuments nationaux, the same rules cannot be applied everywhere.

- For most monuments, simply present your membership card at the entrance, without prior online booking.
- For the following monuments, it is necessary to reserve a free entry ticket (or two tickets in the case of a DUO pass).
 - For the Sainte-Chapelle, the Conciergerie and the Prehistoric sites in the Vézère Valley (*the Cap-Blanc rock shelter, the cave of Combarelles and the Cave of Font-de-Gaume*) : you need to book a €0 ticket in the "I already have a ticket" category.

- For the Hôtel de la Marine and the Towers of Notre-Dame Cathedral in Paris: you need to book a €0 ticket in the "Passion monuments" category.
- For the International Center French Language, château of Villers-Cotterêts: you need to book a €0 ticket in the "Other free" category.

Please note that the client account enabling you to book tickets for the monuments is independent of your Passion monuments member account.

14. If the visit I want is full, can I still get a ticket?

No. For safety reasons, if a tour slot is full, it is not possible to add more visitors.

15. Does the subscription is a no-queue pass at the entrance?

No, the subscription does not cut through the queue, but it does allow you to go directly to ticket control without going through the ticket office. Moreover, very few monuments have very long queues and those that do have time-stamped online ticketing, which means that visitors arrive at the time slot they have pre-booked.

16. I do not have my membership card with me: can I still go to the monuments?

No, the subscription (e-card or physical card) is the only document that allows access to the monuments. Any other document (proof of payment, order confirmation e-mail, photocopy of the physical card, etc.) will be refused.

17. I have a DUO subscription: can the person I invite enter the monuments without me?

No, the holder of the DUO pass must be present.

18. Can I lend my pass to someone else?

No. The pass is personal, nominative and non-transferable. Only the holder of the subscription is allowed to use it and benefit from its advantages.

Other Passion monuments benefits

19. Is access to temporary exhibitions included in the subscription?

Yes, except in specific cases, access to temporary exhibitions is included and therefore free with the subscription.

20. I am not receiving the newsletter: what should I do?

Please check your spam or junk mail folder: the newsletter may be there. If not, you can write to us at abonnement@monuments-nationaux.fr

21. What is the digital magazine *Monuments nationaux*?

This is the magazine of the Centre des monuments nationaux, which presents news from the CMN through features, interviews, portfolios, etc. There are three issues a year, communicated in the newsletter in digital format: just click on the link sent, then the magazine opens on an online reading platform. This magazine is available only in French.

22. Is it possible to receive *Monuments nationaux* in paper format?

No, *Monuments nationaux* magazine is only available in digital format.

23. How can I benefit from my 5% discount on books and 10% discount on products in the bookshops run by the Centre des monuments nationaux?

- In the monument bookshop-boutiques, you must present your subscription card (e-card or physical card) at the checkout.
Please note that this discount does not apply to the bookshop–gift shop of the Basilique cathédrale Saint-Denis, which is not managed by the Centre des monuments nationaux.
- On the online shop, the Boutique du Patrimoine, you must enter the promotional code for subscribers, which you will receive in the newsletter. You can also request it by writing to us at abonnement@monuments-nationaux.fr

24. Are activities (guided tours, events - workshops, shows, etc.) included in the subscription?

No, this is not the case: the subscription includes free, unlimited access to all the cultural activities included in the entrance fee to the monuments, that is to say those for which there is no additional charge.

All services with a specific price, including lecture tours, are therefore excluded from the pass. However, special rates may be introduced for subscribers and communicated in the newsletter.

FIRST-TIME SUBSCRIPTION: HOW TO SUBSCRIBE

Online subscription

25. How do I subscribe online?

To subscribe in just a few clicks, go to the Passion monuments online sales site <https://billetterie-passion.monuments-nationaux.fr>, create a customer account and select the "Subscribe" path.

26. I am under 26 and I cannot complete the purchase process: why?

Admission to the sites managed by the Centre des monuments nationaux is free for young people under 26 from the EU and the EEA (Iceland, Liechtenstein, Norway), including

holders of a residence permit or long-stay visa (over 4 months). The subscription is therefore unnecessary for them to access the monuments.

Buying a temporary ticket at a monument ticket office

27. Is it possible to subscribe without going online?

No, the website is essential, either to subscribe or to finalise your membership. Going online allows you to become a member of the Passion Monuments community delivers your membership card that can be recognised at the entrance to all the monuments, so that you can visit them freely and take advantage of your benefits.

It is possible to pay for a pass at a monument in the form of a voucher, but it is then necessary to register this temporary ticket online in order to convert it into an annual pass.

28. What is the Passion monuments voucher? How does it differ from a membership card?

The Passion Monuments voucher is not a subscription. It is a **temporary ticket** that allows you to buy a membership card - **SOLO package only** - in a monument, at the ticket office rather than online. The ticket allows immediate and temporary access to the monuments accessible with the membership card, **for up to 5 days**.

The ticket includes a single-use code that must be validated online within 5 days of purchase in order **to finalise membership** and receive a permanent pass (e-card or physical card) in exchange for the code. **Only the definitive ticket allows access to the monuments** and the other benefits of the subscription for one year.

29. What are the advantages of the voucher?

The voucher allows you to:

- Benefit from the methods of payment accepted at the ticket office of the monuments managed by the Centre des monuments nationaux (bank cards, cash, Culture/Holiday vouchers, etc.), compared with the Passion monuments online sales site, where only bank card payments are accepted.
- Access immediately and temporarily to the monuments if you do not wish to complete the online membership process straight away.

30. Is it possible to buy a ticket in all the monuments?

Yes, with a few exceptions: Abbey of Bec-Hellouin (27), Abbey of Charroux (86), Château of Chareil-Cintrat Castle (03) and Château of Assier (46).

The voucher can also be purchased from the Hôtel de Sully bookshop in Paris.

31. I have bought voucher: how do I complete my membership and obtain my subscription?

You can only complete your subscription online, on the Passion monuments website <https://billetterie-passion.monuments-nationaux.fr>, by following the steps below:

- Create your customer account
- Select the "Subscribe" path
- Add a SOLO subscription to your shopping basket: the basket will display €45
- In the "Promotional code" field, enter the unique code printed on your voucher: the basket will then be displayed at €0
- Tick the option relating to the physical card if you wish to receive one in addition to your e-card
- Confirm your order and immediately access your e-card, in your customer area and in your e-mail inbox.
- If you have purchased several vouchers, you must repeat the operation for each voucher.

32. I forgot to validate my voucher code within 5 days: what should I do?

Once the validity period of 5 days from the date of purchase has elapsed, the code on the voucher will no longer be valid and will therefore no longer be recognised by the online sales site. The expiry date is shown on the voucher. If you forget it, it will no longer be possible to finalise your membership and obtain your subscription.

33. I have lost my voucher: what should I do?

A voucher is a paper ticket issued in a single copy. It is strictly impossible to make a duplicate or to find the code written on the ticket.

Means of payment

34. What methods of payment are accepted by the Centre des monuments nationaux?

The methods of payment accepted on the Passion monuments online sales site are:

- Bank cards: CB/Visa/Mastercard
- American Express
- JCB

The following methods of payment are accepted at the ticket offices of the monuments managed by the CMN:

- Bank cards:
 - CB/Visa/Mastercard
 - American Express and JCB depending on the monument
- Cash
- Bank cheques domiciled in France
- Culture vouchers
- Holiday vouchers

Receipt of subscription

35. I have not received my e-card: what should I do?

The e-card is generated and sent automatically as soon as the order is paid. There are two ways to find it:

- In your e-mail - if necessary, please check your spam or junk mail folder.
- In your customer area, by selecting "My orders" in the top right-hand menu after logging in to your account.

If you cannot find it in either of these two places, write to us at cmn@getaticket.com

36. I have not received my physical card: what should I do?

First, please check your order confirmation. You will not receive a physical card in the following two cases:

- If you have not ticked the physical card option and paid the additional €5 administration and delivery fee.
- If you have renewed your subscription: the physical card option is only available for new subscriptions.

If you are not in one of these two cases, write to us at abonnement@monuments-nationaux.fr enclosing your order confirmation and stating your identity and postal address.

While you are waiting to receive your physical card, don't forget your e-card for access to the monuments: you can find it at any time in your e-mail inbox and in your customer area.

Purchase for someone else

37. Is it possible to offer the subscription as a gift?

No, it is not currently possible to buy a subscription as a gift for a third party. This is because, when you create your customer account and subscription, you have to enter the identity and contact details of the beneficiary: if you do this for a third party, they will be informed when they receive the emails; if you do this by entering your identity, it will not be possible to change it afterwards.

RENEWAL: HOW TO RE-SUBSCRIBE

38. Is renewal automatic?

No, under no circumstances is renewal automatic or tacit: you have to renew your membership and no payment can be taken from you without doing so.

39. How do I renew my membership?

First of all, thank you for your loyalty!

To renew your subscription, go to the Passion monuments online store <https://billetterie-passion.monuments-nationaux.fr>, log in to your customer account and select "Renew subscription". You will benefit from a preferential rate from **30 days before** the expiry date of your previous subscription and up **to 10 days** after this expiry date.

40. Is it possible to renew my subscription at a monument ticket office?

No, you can only renew your subscription online.

41. I had a SOLO subscription and I want to switch to the DUO package when I renew: what should I do?

It is not possible to change to the DUO package when you renew your subscription and still keep your old subscription details and benefit from the preferential rate.

If you want to switch to the DUO package, you will need to take out a DUO subscription for the first time at the full rate: you will then have a new subscription number and a new QR code. You can do this by selecting the "Subscribe" pathway, once the 15-day period following the expiry date of your previous subscription has passed.

CONTACT

42. Who do I contact if I need help?

You can contact us:

- By email, Monday to Friday:
 - For any technical problems, write to us at cmn@getaticket.com
 - If you have any questions about the subscription programme, write to us at abonnement@monuments-nationaux.fr
- By telephone, on Tuesdays from 1.30pm to 5pm, on 06 18 53 02 56

You cannot find the answer to your question? Write to us!

LIST OF MONUMENTS WITH UNLIMITED ACCESS WITH THE PASSION MONUMENTS SUBSCRIPTION

NORTH-WEST

Brittany

Grand Cairn of Barnenez
Ernest Renan's House, Tréguier
Megalithic Site of Locmariaquer

Normandy

Abbey of Mont-Saint-Michel
Abbey of Bec-Hellouin
Château of Carrouges

Atlantic Loire Valley

Château of Angers – national estate
Georges Clemenceau' House, Saint-Vincent-sur-Jard

Loire Valley

Château of Châteaudun
Chartres Cathedral, Tower and Crypt
Palais Jacques Cœur, Bourges
Bourges Cathedral, Tower and Crypt
Château of Fougères-sur-Bièvre
Château of Talcy
Château of Azay-le-Rideau
Psalette cloister, Tours
George Sand' House, Nohant
Château of Bouges

NORTHEAST

Hauts-de-France

Column of the Great Army, Wimille
Villa Cavois
Amiens Cathedral, Towers and Treasury
Château of Coucy – national estate
Château of Pierrefonds

Eastern France

Palais du Tau
Towers of Reims Cathedral
Château of La Motte Tilly
Château of Haroué

Burgundy-Franche-Comté

Château of Bussy-Rabutin
Cluny Abbey and Museum of Art and Archaeology in Cluny
Monks Chappelle in Berzé-la-Ville
Astronomical clock of Besançon Cathedral

ILE-DE-FRANCE

Paris

Arc de triomphe
Chapelle expiatoire
Hôtel de la Marine
Conciergerie
Sainte-Chapelle
Panthéon
Towers of Notre-Dame Cathedral in Paris

Around Paris

Basilica Cathedral of Saint-Denis
Jardies' House in Sèvres
Château of Rambouillet
Château of Maisons in Maisons-Laffitte
Villa Savoye in Poissy
Château of Vincennes
Château of Champs-sur-Marne

SOUTH-WEST

Nouvelle-Aquitaine

Château of Oiron
Charroux Abbey
Gallo-roman site of Sanxay
Towers of Rochelle
Tower of Pey-Berland in Bordeaux
Ducal Château of Cadillac
Abbey of La Sauve-Majeure
Château of Puyguilhem
Gallo-roman villa of Montcaret
Cap-Blanc shelter
Cave of Font-de-Gaume
Cave of Combarelles
Cave of Pair-non-Pair

Cloister of Bayonne Cathedral

Occitanie

Château of Assier

Château of Castelnau-Bretenoux

Château of Montal

Château of Gramont

Abbey of Beaulieu-en-Rouergue

Montmaurin archaeological sites and museum

Carcassonne castle and ramparts

Forteresse of Salses

Ensérune, oppidum and archaeological museum

Aigues-Mortes towers and ramparts

Fort Saint-André

SOUTHEAST

Auvergne-Rhône-Alpes

Château of Chareil-Cintrat

Château of Aulteribe

Château of Villeneuve-Lembron

Treasury of Lyon Cathedral

Royal Monastery of Brou, Bourg-en-Bresse

Château of Voltaire, Ferney

Cathedral Complex of Puy-En-Velay

Provence-Alpes-Côte d'Azur

Archeological site of Glanum

Abbey of Montmajour

Hôtel de Sade

Château of If

Abbey of Thoronet

Fréjus Cathedral Cloister

Mont-Dauphin fortified village

Monastery of Saorge

Trophy of Augustus in La Turbie