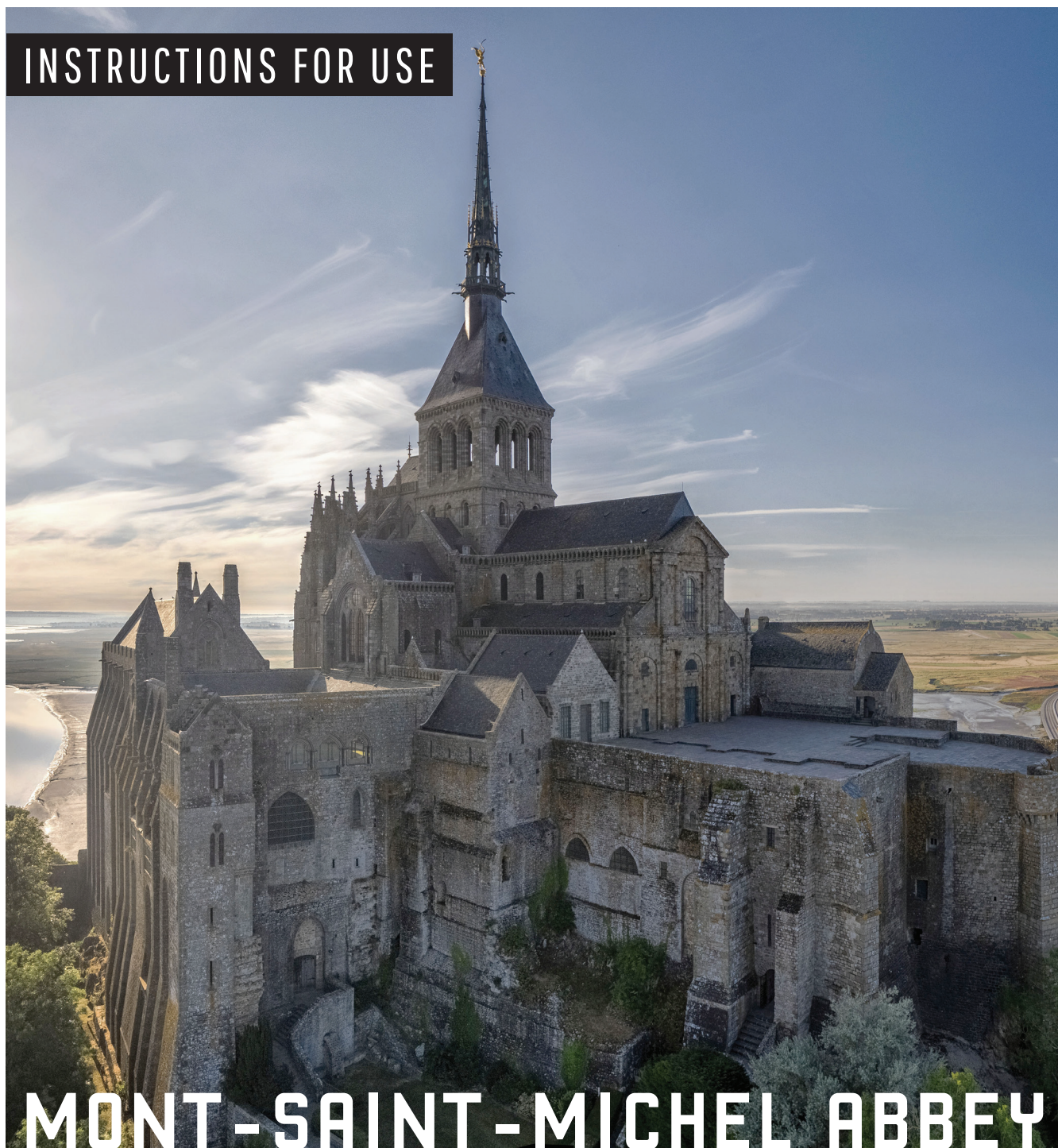


ONLINE BOOKING FOR ADULT GROUPS



INSTRUCTIONS FOR USE



MONT-SAINT-MICHEL ABBEY

CENTRE DES MONUMENTS NATIONAUX

www.abbaye-mont-saint-michel.fr



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DISCOVER THE ALL-NEW ONLINE BOOKING SYSTEM FOR SELF-GUIDED TOURS OF THE ABBEY OF MONT-SAINT-MICHEL FOR ADULT GROUPS.

✓ *Overview of the visit calendar over several months*

✓ *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 (conference tours and visits with immersive tablets), for school groups and for specific groups of visitors



GENERAL INFORMATION

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

Adult groups without a booking will be refused entry to the monument. |

BOOKINGS CAN NOW ONLY BE MADE ONLINE.

- The Abbey of Mont-Saint-Michel provides visit slots for **50 to 100 visitors** (guide 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) 30 days prior to the date of your visit.
(24-hour cancellation policy for independent professional tour guides)

Free entry:

- ✓ 1 accompanying person as of 20 paying visitors, limited to 1 per group.
- ✓ the driver accompanying the group
- ✓ the tour guide on presentation of their professional card

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.**

Groups and guided tours are not permitted during the European Heritage Days and on free Sundays (the first Sunday of each month from October to March inclusive).



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 yet have an account on our professional e-ticket office, please note that your account will be validated within 48 hours (working days).

- 1 Before you select your visit, you can enter the contact details of the group's accompanying leader for each booking. On the banner at the top of the page, click **"Customer"** ➔ **"Create/Manage a companion"**.
- 2 Select the monument **"Abbey of Mont-Saint-Michel"** 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.
Note that 2 types of time slot are available: 50 or 100 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, please also add to the cart the option **"Tour guide"** or **"Accompanying person for a group of over 10 people"**.
- 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"** ➔ **"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 a full price admission ticket.

If you have unused tickets (thermal or e-tickets), please contact

billetterie.reservations-groupes@monuments-nationaux.fr



GROUP ARRIVAL AT THE ABBEY

PUNCTUALITY

You must arrive for the time slot booked.

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

In the event of early arrival, the group will be asked to wait outside the abbey enclosure until the time booked.

In the event of late arrival, the group will not be admitted. If the participants wish to visit the abbey, they must join the individual visitors line and purchase a full price admission ticket.

ACCESS INFORMATION

Groups must join the dedicated line on arrival at the abbey.

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*).

Tickets must be distributed in advance to each member of the group for individual presentation at the ticket checkpoint.



PLAN YOUR VISIT

VISITING CONDITIONS FOR THE ABBEY

The monument includes lots of steps and the visitor circuit covers three levels. Visitors must be in good health.

As part of the Vigipirate Plan, security gates are in place at the entrance to the abbey and all access is subject to a visual bag search.

- ✗ Knives (including picnic cutlery), scissors and glass bottles are prohibited.
- ✗ Scooters are prohibited.
- ✗ Pushchairs are authorised in the monument as long as they are folded.
- ✗ 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 in the abbey. Small bags less than cabin bag size are accepted in the monument. The monument does not have lockers to store personal belongings. There are 2 locker stations on the Mont-Saint-Michel: in the Tourist Information Centre building at the car parks, and on the Cour de l'Avancée at the entrance to the village.
- ✗ Eating, smoking and vaping are prohibited in the abbey, including in the outdoor spaces.
- ✗ Some outdoor spaces may be closed due to bad weather.

SERVICES AVAILABLE AT THE ABBEY

Free toilet facilities at the start and midpoint of the visitor circuit.

Baby-changing tables provided.

Gift and book shop at the start and end of the visitor circuit.

A gift shop can also be found on the ramparts during high season.

ABBHEY LOCATION

The abbey is located at the top the village of the Mont-Saint-Michel. It may consequently be difficult to access for PRM and pushchairs.

Please allow 1 hour travel time between the Mont-Saint-Michel car parks and the abbey entrance. The car parks are located 2.5 km from the site. Visitors can take the shuttle bus to the Mont or cross the bridge on foot.

Access to the Mont-Saint-Michel, and therefore the abbey, is dependent on the tide. In the event of a tidal coefficient, the water may enter the village. **Please consult the access conditions to the site using the tide chart and times. The monument will not publish tide alerts.**



PLAN YOUR VISIT

GETTING TO THE MONT-SAINT-MICHEL

BY BUS, MINI-BUS OR CAR

- 1 From Saint-Malo: exit no. 2 – D155 – D797 or N176 towards Pontorson then D976.
 - 2 From Caen: exit no. 8 – N175 towards Rennes to Pontaubault then D43 – D75 – D275 towards Le Mont-Saint-Michel.
- Paid car parks are available at the entrance to the Mont-Saint-Michel site.
Please note that in mid and high season, red days are operated for the buses with a special rate and advanced reservation required.
Please enquire in advance with the Établissement Public du Mont-Saint-Michel.

BY TRAIN

Several lines provide access to the Mont-Saint-Michel:

- 1 The Paris-Montparnasse – Le Mont-Saint-Michel NOMAD train:
 - By train to Pontorson, then by shuttle bus from Pontorson to the Mont.
 - By train to Villedieu-les-Poêles, then by coach from Villedieu to the Mont.
- 2 Paris-Montparnasse – Rennes TGV line, with a coach connection from Rennes to the Mont-Saint-Michel.
- 3 Paris-Montparnasse – Dol-de-Bretagne TGV line, with a rail connection from Dol to Pontorson, then a coach connection from Pontorson to the Mont.

BY BIKE

The Mont-Saint-Michel can be **accessed via 5 cycle routes**.

- 1 Véloscénie, which connects Paris to the Mont.
- 2 Vélomaritime, which connects Caen to the Mont.
- 3 VéloWestNormandy, which connects the D-Day beaches to the Mont.
- 4 Voie Verte, which connects Pontorson to the Mont.
- 5 La Régalante, which connects Nantes to the Mont.

Several car parks with barriers are available at the Mont-Saint-Michel site:

- Car park P9, to the north of the car parks, reserved for 2-wheelers.
- Along the Voie Verte, near the Couesnon Dam.
- Place du barrage du Couesnon, along the road leading to the Mont.
- To the rear of Les Fanils (*attention, this bicycle parking is not protected from high tides*).

It can be dangerous to park bicycles here in the event of a high tidal coefficient.
A limited number of spaces are available.

See the website
of the Établissement public
du Mont-Saint-Michel
for parking information
<https://montsaintmichel.gouv.fr/>



CONTACT & DOCUMENTATION



Contact

Abbey of Mont-Saint-Michel booking department

resa.montsaintmichel@monuments-nationaux.fr

Documentation

Additional information and documentation
are available on your dedicated website:



“Adult groups and tourism professionals” -
Abbey of Mont-Saint-Michel

<https://www.abbaye-mont-saint-michel.fr/groupe-adultes-et-professionnels-du-tourisme>



Adult group time slot reservation platform

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



ABBAYE DU MONT-SAINT-MICHEL

CENTRE DES MONUMENTS NATIONAUX