

FAMILY WELCOME BOOKLET

“Visiting a detainee”



CHATEAUDUN Detention Centre

sodexo
SERVICES DE QUALITÉ DE VIE

PARTNERS AND ASSOCIATIONS



Association Ciel de Beauce: on Saturdays and Sundays during visiting hours, volunteers are available to welcome, listen to and help prisoners' families and loved ones.

They are on hand at weekends and on public holidays from 11 AM until 3:30 PM.

PRACTICAL INFORMATION

OPENING DAYS AND TIMES:

- 7:45 AM to 6 PM, Saturdays and Sundays
- Public holidays

USEFUL CONTACTS:

- **CHATEAUDUN detention centre:**
- **SPIP (Probation and Rehabilitation Service):** +33 (0)2 37 97 55 00
- **Website for booking visits:**
www.penitenciaire.justice.fr
- **Telephone switchboard:** Freephone number for calls from France
0800 022 800
- **SODEXO website:** <https://accueilsfamilles.fr/>
- **“Ciel de Beauce”:** +33 (0)6 30 37 31 16

A letterbox for mail addressed to the Detention Centre or to detainees is located at the entrance to the family reception area.

ON THE DAY OF YOUR VISIT PLEASE BRING:

- **YOUR VISITOR PERMIT NUMBER**
- **THE PRISONER REGISTRATION NUMBER OF THE PERSON YOU ARE VISITING**

This will make it easier for you to book your visiting rooms and for us to handle all your information requests.

ACCESSIBILITY

BY CAR

- **By car:** If you are coming from Chartres, take the Orléans Tours bypass. At the third roundabout, take the first exit onto Rue du Colonel Parsons.
- If you are coming from Tours, take the Orléans Chartres bypass. At the second roundabout, take the third exit onto Rue du Colonel Parsons.
- If you are coming from Orléans, at the roundabout, take the second exit onto Rue du Colonel Parsons.

BY BUS

By bus: From Châteaudun station, take the free city bus. There is no stop at the detention centre. The nearest stop (about 10 minutes' walk) is VILSAIN on Saturdays and LIBERTE on Sundays - Timetable available at:

<http://www.ville-chateaudun.fr>

→ Everyday life → Getting around and parking → C-bus

OBTAINING A VISITOR PERMIT

You can submit your application for a visitor's permit electronically via the *Numérique en détention* ("digital in prison") facility available on the website

www.penitenciaire.justice.fr

You will also find a list of the documents you need to submit with your application. If you are applying for a visitor permit by post, the address is:

Monsieur le Directeur du Centre de Détention de CHATEAUDUN
31 avenue du Colonel PARSONS
28200 CHATEAUDUN

CHILDCARE

We have a FREE childcare service in the family reception area.

We can look after children over the age of 3 while you are waiting to visit the detainee and for the duration of the visit if you do not wish to take them into the centre with you.

Themed activities will be available for them while we are looking after them. The reception staff reserve the right to refuse children who are ill.

During visiting hours **on Saturday and Sunday from 1 PM to 6 PM**. Childcare will be provided by a SODEXO employee for children aged **over 3 years old** unable or unwilling to access the visiting room. Childcare services need to be booked in advance so that we can manage the numbers of children being looked after

Children under the age of 3 will not be accepted and will be the sole responsibility of the parent.

To register a child, please provide*:

- a copy of their identity card or family record book
- a passport photo



**For further information, please contact one of the receptionists
at the family reception desk**

SENDING MONEY TO A DETAINEE

Since detainees are not allowed to receive cash, the centre's accounts department will open a special **individual account** for them and will manage all their income and expenditure.

You have a single option for transferring money to them:

- By bank transfer:

SUBMITTING A BANK TRANSFER ORDER

1. Contact the family liaison officers or the volunteers to submit a bank transfer order

2. Please provide:

Name of the beneficiary
Name of the centre

Prison administration Custodian of
prisoners' personal accounts

Bank details of the custodian of prisoners' personal accounts

3. Fill in the identifier box

If it is a **national identifier** (French bank account):

| Branch code | Branch code | Account number | 2-digit code | Bank address |
|-------------|-------------|----------------|--------------|--------------|
| 10071 | 28000 | 00001000271 | 47 | TPCHARTRES |

If it is an **international identifier** (foreign bank account):

| IBAN | BIC |
|-----------------------------------|----------|
| FR76-1007-1280-0000-0010-0027-147 | TRPUFRP1 |

4. Fill in the 31-character field which must include:

- the detainee's registration number + the letter (+ space) if applicable
- the prisoner's last name (+ space)
- their first name (no more than the maximum number of characters) Example:

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|--|---|---|---|---|---|---|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|--|
| 9 | 9 | 9 | 9 | 9 | N | | D | U | R | A | N | D | | J | E | A | N | - | C | H | R | I | S | T | O | P | H | E | |
|---|---|---|---|---|---|--|---|---|---|---|---|---|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|--|

BOOKING VISITS

Visiting days: Saturdays or Sundays. Visits can also be booked on public holidays

Number of people who can visit: 3 people (provided they have registered).

Number of visits: once per weekend on Saturdays or Sundays

BOOKING BY TELEPHONE

- **0800 022 800** (freephone number)
- Mondays: **6:30 PM to 7:30 PM**
- Tuesdays: **12:30 PM to 1:30 PM**
- Wednesdays: **2 PM to 4 PM**
- Thursdays: **10 AM to 12 PM**

When you call, make sure you have the prisoner's registration number, your visitor permit number and a calendar.

Appointments must be made at least 48 hours in advance, so on Thursday at midday for the following weekend.

BOOKING VIA THE TERMINAL (Family welcome centre)

A booking terminal is available at the family reception area at weekends. The terminal closes at 5 PM

BOOKING VISITS

ONLINE BOOKING

- You can book an appointment online at www.penitenciaire.justice.fr as follows:
 - For a Saturday visit, bookings can be made until midday on Wednesday.
 - For a Sunday visit, bookings can be made until midday on Thursday.
- Explanatory leaflets are available at the family shelter.



VISITING ROOM DAYS AND TIMES

Visiting hours - SATURDAY - SUNDAY - HOLIDAYS

| Visit start time | Visit end time |
|------------------|----------------|
| 8:45 AM | 9:55 AM |
| 10:05 AM | 11:15 AM |
| 1:30 PM | 2:40 PM |
| 2:50 PM | 4 PM |
| 4:10 PM | 5:20 PM |

Visitors are checked 1 hour before the visiting room tour. For security reasons, a delay of a few minutes will lead to the cancellation of the visit.

PROCEDURES APPLICABLE TO EACH VISIT

- You will need a valid form of identification
- Please arrive at least **1 hour before the visit** so that you can have your ID checked
- For children under the age of 18 without an identity card, you must submit the family record book in which they have been registered.
- Lockers are available in the family reception area where you can leave your money, papers, keys, tobacco, drinks, food, wallet, telephone and any other items likely to trigger the alarm system (You will need a 3 cm padlock to lock the locker)
- If you are wearing any prosthetics or taking any form of medication, please provide a **medical certificate**
- If your identity document is lost or stolen, you will need to submit a declaration certified by police with a photograph.

LAUNDRY

You can provide the detainee with clean laundry and pick up their dirty laundry during your visit, once a week.

Clean laundry must be carried in a bag bearing the person's last name, first name and prisoner registration number. A laundry list must be included with the bag.

In addition to clothing, certain items are permitted on request. The receptionist and volunteers will be able to provide you with information and a list of authorised linen items for the Châteaudun Detention Centre.

WRITING

You may write to a detainee. Letters should include the prisoner's last name, first name, prison registration number, accommodation building and cell number.



Electronic visitor permit request



Making visit appointments

Sodexo website



Châteaudun bus route information

**CHATEAUDUN Detention Centre Address: 31
avenue du Colonel PARSONS 28200
CHATEAUDUN**

