



jUsTICE sErVICES

VISIT GUIDE

Family Welcome Service

Châteauroux Penitentiary Centre



Le Craquelin
Penitentiary Centre
36021 Châteauroux

FORWARD

The purpose of this booklet is to provide you with practical information about visiting a relative in detention.

About us

Sodexo has been appointed by the French Prison Service to manage a range of services at the Châteauroux Prison, including family visits.

Our receptionists are on hand to provide you with all the information you need.

VISITOR PERMIT

A visitor permit is authorisation granted by the Prison Service allowing you to visit a person in prison for the duration of their sentence.

It is **compulsory, personal and person-specific**, even for people under the age of 18.

It remains **valid even** if the detainee is **transferred** to another centre

IT IS VITAL FOR BOOKING A VISIT WITH A DETAINEE.

HOW TO GET ONE

For a person on remand
(awaiting trial or sentencing)



Before the **civil court** at the location where the original ruling was issued

For a convicted person



At the Penitentiary Centre **visiting service** located at the Family Shelter during visiting hours (see page 3)
+33 (0)2 54 53 44 59

OR

Online via the Prison Service Portal at <https://www.penitenciaire.justice.fr>

Visiting rooms

BOOKING

Once you have obtained your visitor's permit, you need to make an appointment:

- **By telephone:** 0 800 032 800 (freephone from France, depending on carrier).
- **Online:** www.penitenciaire.justice.fr

 The switchboard is open **Monday, Wednesday and Friday from 8 AM to midday** and **Tuesday and Thursday from 1 PM to 4 PM.**

Visiting appointments must be made **72 hours in advance.**

Number of visits Persons on remand: 3 per week
Convicted offenders: 2 per week

Maximum number of people per visit

3 adults (≥ 13 years)
2 adults and 2 children (< 13 years)
Children under 13 count as half.

Special cases:

- For children under the age of 13 who do not have an identity card, submit the family record book
- If you have a prosthesis, plaster cast or are taking medication: you must submit a medical certificate less than 3 months old
- If your identity document is lost or stolen: present a certified declaration of loss or theft



Days and times:

	<u>Prison</u>	<u>Detention centre</u>
<u>Monday -</u>	1:30 PM -	10:30 AM - 11:30 AM
<u>Wednesday -</u>	2:30 PM	
<u>Friday</u>	4 PM - 5 PM	10:30 AM - 11:30 AM 1:30 PM - 2:30 PM
<u>Saturday - Sunday</u>	/	4 PM - 5 PM

On the day of the visit

1. Report **30 minutes** before the time of the visit to the **Family Shelter** located outside the Prison Centre
2. Show your **ID** (or passport or driving licence)

Lockers are available for your personal belongings.



No check-in will be allowed less than 15 minutes before the time of the visit.

Visiting with your child

Free childcare service

During visiting hours on **Wednesday** and **Saturday afternoons**, you can have your child aged over three looked after at l'Abri Familles by a qualified carer. Activities will be provided.

The receptionist reserves the right to refuse children who are ill without medical advice.

What is authorised

Bringing in laundry

To bring in laundry, a visit must be made.

Except for recently admitted prisoners (new arrivals). In such cases, a maximum of two bags can be brought in during the same month on two different weeks. You will be asked to show proof of identity. Laundry cannot be taken out without a visit. Laundry may only be brought in on Mondays, Wednesdays and Fridays during visiting hours (see page 3)

Conditions for bringing laundry in during a visit:

- one bag of laundry to be brought in per detainee per week •
Laundry may only be brought in on the days and at the times indicated (see page 3)
- one bag of laundry may be taken away when one bag is brought in (equivalent volume) • A bag may also just be taken away

Only supermarket style shopping bags, no larger than 50 x 50 x 30 cm are allowed (any bag larger than this will be refused) AND

- The bag must not be overloaded and the handles must be tied
- The bag must show the last name, first name, prison number, building and cell
- A list of the clothing items you are bringing in must be attached to the bag (you will find it at the Family Shelter or on our website: see below)
- Navy blue, khaki, camouflage print and hooded clothing items are not permitted

Website: <https://accueilsfamilles.fr/etablissements/centre-penitentiaire-chateauroux>

SENDING MONEY

Since cash, chequebooks and bank cards are not allowed in prison, a special personal account is opened in the name of the prisoner by the prison administration.

You can add money to their personal account:

By bank transfer

providing as a reference:

- Châteauroux PC - custodian of prisoners' personal accounts
- the prisoner's registration number, their last name and first name

OR

Online

<https://www.penitentiaire.justice.fr>

Code banque	Code guichet	N° compte	Clé	BIC	IBAN
10071	36000	00001000117	13	TRPUFRP1	FR76 1007 1360 0000 0010 0011 713

Writing

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

**Châteauroux Penitentiary Centre BP549
36021 Châteauroux Cedex**



USEFUL TELEPHONE NUMBERS

Penitentiary Centre switchboard: +33 (0)2 54 53 40 00

Probation and Rehabilitation Service: +33 (0)2 54 53 40 11

Visitor Permit Service: +33 (0)2 54 53 44 59

Booking visits: 0 800 032 800

Service for booking family visits and family living units: +33 (0)2 36 27 70 30

The telephone switchboard for this service is open from 8 AM to 11:30 AM, Monday to Friday

Family welcome website:

<https://accueilfamilles.fr/etablisements/centre-penitentiaire-chateauroux>



Access

Le Craquelin
Penitentiary Centre
36021 Châteauroux



The visitor car park is located immediately to the left just before the site access gate.