

Penitentiary Centre

visiting guide



JUSTICE SERVICES

sodexo
QUALITY-OF-LIFE SERVICES

INTRODUCTION

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 Prison Administration to manage a set of services designed to guarantee high-quality accommodation and simplify your day-to-day life.

Our teams are responsible for managing building services (cleaning the premises, upkeep, maintaining green spaces, etc.), personal services (catering and food services, commissary, welcoming families for visits, transport for medical extractions and transfers between different prisons) and work in detention. If you have any questions about any of these services, the Sodexo team at the prison will be happy to provide you with answers.

VISITOR PERMIT

WHAT IS IT?

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 prison.

It is **vital** for booking a visit with a detainee.

HOW TO GET ONE

Applications for a visitor permit can only be made by email:

**For a person on “remand”
(awaiting trial or sentencing)**

To the civil court at the location where the original ruling was issued or the Probation and Rehabilitation Service*

**For a “detained” person
(already convicted)**
To the Penitentiary Centre*

The documents to be provided are listed at:

<https://www.service-public.fr/particuliers/vosdroits/R1027>



* Contact information in the appendices

VISITING ROOM ACCESS

BOOKING

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

- **By telephone*** (free call from a landline):

With the prisoner's registration number and your visitor permit number, if you have one

- **Open from 9 AM to midday and from 2 PM to 4 PM on Mondays, and from 9 AM to midday on Tuesdays**

- At least 24 hours in advance
- To make an appointment for up to 3 weeks from now

- **Online:**

www.penitenciaire.justice.fr



ACCESS CONDITIONS

1. Access to the centre's family reception
2. Show your ID
3. Lockers are available for personal belongings

Number of visits

Persons on remand: 3 per week
Convicted offenders: 2 per week
Procedures depending on the centre

Number of people/visit

no more than 3 people
(including children)

Special cases:

- For children under the age of 13 who do not have an identity card, submit the family record book
- If you are wearing any prosthetics or a plaster cast, or if you are taking any form of medication, please provide a medical certificate less than three months old.
- If your identity document is lost or stolen, you will need to submit a declaration certified by the police with a photograph (valid for 1 month)

* Contact information in the appendices

WHAT IS ALLOWED

MONEY

Persons in detention may not hold any cash, chequebooks or bank cards. An individual account is opened for the prisoner in their name.

To send them money, submit a written money transfer request:

- Write a letter to the centre's accounts department.*
- Provide the last name, first name, prisoner number and family relationship.
- Specify whether the detainee has been convicted or is on remand.
- Enclose a stamped addressed envelope for your reply.
- Once you have received the reply, you will be sent the centre's bank details. You must not share these details.

LAUNDRY

Without a visitor permit:
terms and conditions specific to each centre.

With a visitor permit:
laundry can be left when you make your visit.

Prisoners can have their laundry done free of charge at the centre.

Lockers are available for your use

- Only one bag per person
- Less than 5kg
- With name and prisoner registration number



OTHER PARCELS



Books (paperback, without a binding)
Stationery, photos
For other requests, please contact
our local team



Food, drinks and tobacco
Toiletory or maintenance products
Illicit substances
Mobile phones

* Contact information in the appendices

BRINGING YOUR CHILD WITH YOU

FREE CHILDCARE SERVICE

Child care
(> 3 years old) during visits
Wednesdays

Themed activities
are available for them while
we are looking after them

The receptionists reserve the right to refuse children who are ill without medical advice

Documents to be provided:

- A copy of the child's ID or family booklet
- A passport photo
- A copy of their vaccination record
- The signed internal regulations of the childcare centre (at certain centres)



FAMILY LIVING UNITS (FLUs) AND FAMILY VISITING ROOMS/LOUNGES

Depending on the centre

A FLU is an apartment in which you can share time together over between six hours and 72 hours. A family lounge is a small 12 to 15m² lounge in which you can enjoy personal time together for up to 6 hours.

A written request must be submitted to the Centre Manager* by the detainee, as well as by the visitor.

* Contact information in the appendices

