



FAQ Rouen Pass

Find all the answers to your questions about the Rouen Pass!

How much can you save? How do you activate it? Which activities are included?

Got a question?

Everything you need to know about the Rouen Pass.

Which activities are included with the Rouen Pass for 24, 48 or 72 hours?

Cultural Experiences

- The “Star Attractions in 2 Hours” guided tour of Rouen, in French or English (booking required, subject to availability)
- The “Star Attractions in 1 Hour” guided tour of Rouen, in French or English (booking required, subject to availability)
- The “L’Abbatiale Saint-Ouen restaurée” guided tour, in French only (booking required, subject to availability)
- The “Cathédrale avec vos sens” guided tour, in French only (booking required, subject to availability)
- The “Cathédrale insolite” guided tour, in French only (booking required, subject to availability)
- The “Impressionnisme, Rouen vue par Monet et Cie” guided tour, in French only (booking required, subject to availability)
- An audioguide to explore Rouen at your own pace (booking required, subject to availability)
- The Little Train (booking required, subject to availability)
- Aître Saint-Maclou: self-guided audio tour
- Free admission to exhibitions at the Atrium (valid for up to 4 people)
- Organ concerts at Saint-Ouen Abbey Church (booking required, subject to availability)

Culinary Experiences

- The “Rouen gourmande” guided tour and tasting (booking required, subject to availability)
- The “Vikings, bières et légendes” evening tour with tasting (booking required, subject to availability)
- Les Confiseurs: behind-the-scenes visit to the confectionery workshop
- A glass of cider or apple juice at Foule Moule (L’Entrepôt)



- A free Rouen apple sugar candy at the Tourist Office reception

Sites and Museums

- The Joan of Arc Historial (Reservation required)
- The Gros-Horloge (Subject to availability)
- Jumièges Abbey (Reservation required, subject to availability)
- The Maison Sublime (Reservation required, subject to availability)
- Château du Taillis "August 1944: Hell on the Seine" Museum

Public Transport

- Unlimited access to public transportation (metro, buses, TEOR, river shuttle)
- Discount on a full day of electric bike rental, subject to availability

Accommodation discounts

20% off the 2nd night and 50% off the 3rd night at the following hotels:

- Alive Hôtel de Québec
- Best Western Plus Hôtel de Dieppe 1880****
- Best Western Plus Hôtel Le Conquérant
- B&B Rouen Centre Rive Gauche Saint-Sever
- B&B Rouen Centre Rive Droite
- Hôtel Holiday Inn Express Rouen Centre – Rive Gauche
- Hôtel Littéraire Gustave Flaubert
- Le Clos de la Vaupalière
- Novotel Rouen Sud
- Novotel Suites Rouen Normandie
- Radisson Blu

Where to Buy the Rouen Pass?

On our website

From the booking page: <https://en.visiterouen.com/book/rouen-pass/>

After completing your booking, you will receive a confirmation email with a ticket attached. Please note that this document is not an e-ticket; it is only a confirmation of purchase.

Your digital Rouen Pass will be sent to you within a few minutes in a second email, as an attachment ("Rouen Pass e-ticket(s)").

If you do not receive it, please check your spam folder or contact our team during opening hours.



At the Rouen Tourism Office

Located on Esplanade Marcel-Duchamp, open Monday to Saturday, as well as Sundays from May to September and during school holidays – [see opening hours](#).

Our offices are closed on public holidays: November 1st and 11th, December 25th and January 1st.

Our team can also be reached by phone on +33 (0)2 32 08 32 40.

How to Activate the Rouen Pass?

Activate the Rouen Pass

The Rouen Pass is activated the first time it is used in a partner venue, when you present your QR code (in printed form or directly from the Rouen Pass application) to the guide or receptionist.

The Pass is valid for 24, 48 or 72 hours from first use.

For example, if I use my 24-hour Pass for the first time at 10am on Saturday, it will be valid until 10am on Sunday.

What if I don't have a smartphone?

You must print out the e-ticket and present it at the entrance to the sites you are visiting.

For each visit booked in advance on our website, you will receive a ticket by e-mail, which you can present to the guide (if you are taking a guided tour) or receptionist on the day.

Please note: a smartphone is still essential for using public transport.

How much can you save with the Rouen Pass?

- **Example: a day with a Rouen Pass 24 h in summer**
24-hour public transport pass (€5.90), Historial Jeanne d'Arc (€12), 2-hour guided tour of the Must-See sites (€15) and visit to the Gros-Horloge (€7.70).
For a **total of €40.60**. With the Rouen Pass at just €25, you can save €15.60 while discovering the essential aspects of the destination.
- **Example: a stay with a Rouen Pass 48 h in summer**
48-hour public transport ticket (€11.80)
Day 1: Historial Jeanne d'Arc (€12), 2-hour guided tour of the Must-See sites (€15) and visit to the Gros-Horloge (€7.70)
Day 2: visit to the unusual cathedral (€15), Jumièges abbey (€7.50) and the restored Saint-Ouen abbey church (€15).
For a **total of €84**. With the Rouen Pass at just €37, you can save €47 and still discover the best of Rouen.
- **Example: a stay with a Rouen Pass 72 h in summer**
72-hour public transport ticket (€17.70)



Day 1: Historial Jeanne d’Arc (€12), 2-hour guided tour of the Must-See sites (€15) and visit to the Gros-Horloge (€7.70)

Day 2: visit to the unusual cathedral (€15), Jumièges abbey (€7.50) and the restored Saint-Ouen abbey church (€15)

Day 3: Petit Train (€8), audio guide to the Aître Saint-Maclou (€5) and exhibition at the Musée des Beaux-Arts (€12)

For a **total of €97.20**. With the Rouen Pass at just €45, you can save €52.50 while discovering the essential aspects of the destination.

- We invite you to consult the prices charged by our partner websites to compare prices and calculate your savings.

What can you do with the free Rouen Pass app?

A real digital guide, the app gives you access to all the activities included in your Pass, opening hours, and all the practical information you need to organise your stay in Rouen with peace of mind.

By linking your Pass to the app, you can easily keep track of your activities, make the most of public transport, and check how much time you have left on your Pass.

Please note: downloading the app is essential if you wish to use public transport.

Download the “Rouen Pass” application free of charge from the [Play Store](#) or [App Store](#).

How do I link my Pass to the app?

1. Open the Rouen Pass app.
2. Go to the “My Passes” section.
3. Tap “Link my Pass”.

To link your Pass, you have two options:

- Enter the 8-digit Pass number shown on your e-ticket.
- Or scan the QR code using your camera.

You can link several Passes to the same app:

- Your Passes are displayed one after another, and you can switch between them using the arrow.
- To add a new Pass, tap the “+” button.

How do I use my promo code?

Some activities require **prior booking** on our website visiterouen.com using the promotional code sent by e-mail.

1. Click on the offer* you wish to book.
2. Click on the blue “Book” button, then choose your date and indicate 1 in quantity (Adult rate).

3. Click on “Add to basket
4. Enter your promotional code in “Value voucher or promotional code to be used” then click on “Apply”.
5. The price automatically changes to €0
6. Click on “Next” then enter the requested information
7. You will receive **a ticket by email**. This is to be kept and presented at the time of your guided tour, entrance to the monument, etc.

Guided tours are available depending on the season and availability. The frequency of tours may vary throughout the year.

***Offers ONLY on reservation:**

Monuments

- [Joan of Arc Memorial](#)
- [Jumièges Abbey](#)
- [The Sublime House](#)

Experiences

- [The “Must-See in 2 hours” guided tour of Rouen in French or English](#)
- [The “Must-See in 1 hour” guided tour of Rouen in French or English](#)
- [The “Restored Saint-Ouen Abbey” guided tour](#)
- [The “Cathedral with your senses” guided tour](#)
- [The “Unusual Cathedral” guided tour](#)
- [Impressionism, Rouen as seen by Monet and Co” guided tour](#)
- [The audioguide to discover Rouen on your own](#)
- [The Little Tourist Train](#)

Gourmet experiences

- [Rouen gourmet” guided tour and tasting session](#)
- [Vikings, beers and legends” evening guided tour and tasting session](#)
- [Les Confiseurs, immersion in the laboratory](#)

Does the Rouen Pass allow me to join several guided tours?

Yes! With the Rouen Pass, you can join several guided walking tours during your stay. Each Pass entitles you to one place on each tour, subject to availability. Around ten different tours are offered throughout the year, with the frequency varying depending on the season.

Advance booking is required to secure your place.

Can I visit the same attraction more than once?

Access to each site included in your Pass is valid for a single visit.

On the other hand, you have unlimited access to public transport on the Astuce network for as long as your Pass is valid.

Which activities need to be booked in advance?

Some activities require prior booking due to limited space.

All experiences must be booked on our website visiterouen.com using the promo code sent by e-mail.

EXCEPT :

- The audio tour of the Aître Saint-Maclou: no advance booking possible. The audioguide can be collected on site (subject to availability) – [more information](#)
- Tour of the Gros-Horloge: no advance booking required. Just turn up and show your Rouen Pass. We advise you to come during opening hours to avoid waiting – [more information](#)
- Immersive visit: The confectioners: only by telephone on 02 32 91 60 75 (subject to availability)

For **hotel discounts**: contact the hotel you are interested in directly by telephone (no online booking possible).

NB: Audioguides can also be collected directly from the Rouen Tourisme reception desk, without prior reservation (subject to availability).

For each booking made on our website, you will receive a ticket by e-mail, which you will need to show to the guide (if you are taking a guided tour) or receptionist on the day.

Please note: these tickets will not be available directly on the Rouen Pass application. You do not need to print them out; you can present them on your mobile phone.

The Pass does not entitle you to queue-cutting access.

What are the opening hours of the Rouen Pass partner sites?

Some sites are not open to the public all year round due to weekly or seasonal closures. We invite you to consult the opening times and days.

You can also find all the opening times of the sites on the Rouen Pass application or on our website visiterouen.com.

- The “Must-See in 2 hours” guided tour of Rouen: every day during school holidays (zones B and C), every Friday and Saturday outside school holidays at 3pm.
- The “Must-See in 1 hour” guided tour of Rouen: weekdays and excluding public holidays from 11 April to 26 June at 4pm.

- Star Attraction Tour 2 h: every Saturday and every day in July and August at 3.30pm
- Star Attraction Tour 1 h: from 20 April to 26 June at 2.30pm
- Impressionism: Rouen as seen by Monet, Pissarro and Co" guided tour: several Sundays a month at 3pm
- The audioguide: every day all year round except 1 and 11 November, 25 December and 1 January and Sundays outside school holidays in all zones.
- Historial Jeanne d'Arc: Tuesday to Sunday all year round
- The Gros-Horloge :
 - High season opening times (1 April to 30 September): open every day except Monday from 10am to 1pm (12pm last admission) and from 2pm to 7pm (6pm last admission).
 - Low season (1 October to 31 March): open every day except Monday from 2pm to 6pm (5pm last admission).
- The audio-guided tour of the Aître Saint-Maclou :
 - September to April Saturday and Sunday 10am-12.45pm | 1.45pm-5.30pm
 - School holidays (zone B): Tuesday to Sunday 10am to 5.30pm*
 - May to August : Tuesday to Sunday 10am-12.45pm | 1.45pm-5.30pm*
- The "Restored Saint-Ouen Abbey" guided tour: several Sundays a month at 3.30pm
- The "Rouen gourmande" guided tour and tastings: several Saturdays a month at 3.30pm
- The "Cathedral with your senses" guided tour: several dates a month at 10am or 3pm
- The "Unusual Cathedral" guided tour: a few dates a month at 10am or 3pm
- Vikings, beers and legends" guided tour and tastings: several Thursdays, Fridays or Fridays a month at 5.30pm
- Jumièges Abbey: Open every day
 - High season: 15 April to 15 September, 9.30am to 6.30pm, last tickets issued at 6pm
 - Low season: 16 September to 14 April, 9.30am to 1pm and 2.30pm to 5.30pm, last tickets issued at 12.30pm and 5pm.
 - Closed on 1 January, 1 May, 1 and 11 November and 25 December.
- Le Petit Train: daily from April to the end of October

How can I get around easily using public transport?

You can only use public transport via **the Rouen Pass application**.

You must validate your ticket each time you use the metro, bus or TEOR. If you fail to do so, you may be fined.

Remember that public transport is free on Saturdays and for people under 18, but you still need to validate your ticket.

From **the Rouen Pass application**, go to "My Passes", then click on "Ticket" and scan the QR code (found on all vehicles in the network).

Please note: Park-and-ride facilities (P+R) are not included with the Rouen Pass. If you are looking for parking in Rouen, please visit our dedicated parking information page for all the [practical information](#).



What are the terms and conditions of sale and cancellation?

Is the Rouen Pass a personal pass?

No, it can be given away or transferred. However, one Pass is required per person.

My holiday is cancelled: can I get a refund?

No, the Rouen Pass cannot be cancelled or refunded.

However, you can keep it and use it until its expiry date (1 year after purchase), or pass it on to a friend or relative.

Can I be reimbursed if a partner site closes or if I don't use all the activities on offer?

No, the Rouen Pass cannot be reimbursed in the event of partial use, or in the event of the closure (or exceptional modification of opening times) of a partner site.

In these situations, Rouen Tourisme cannot be held responsible.

I've booked one or more visits on www.visiterouen.com but I can't come on the planned dates. What can I do?

It is possible to cancel your bookings or postpone them to another date (subject to availability).

To make your request, please contact our service:

02.32.08.36.59 / 02.32.08.35.16

reservations@rouentourisme.com