

General Terms and Conditions of Sale

1- Booking

All requests for guided tours for groups must be confirmed in writing and sent to the 'Bureau des Guides de l'Office du Tourisme de Lyon' (Tour Guides Bureau of the Lyon Tourist Office). Subject to availability, the Tour Guides Bureau will send the client a quotation as rapidly as possible.

The booking shall be confirmed once a copy of the quotation with the written statement 'Bon pour Accord' and a deposit of 100% of the total price have been returned to the Tour Guides Bureau of the Lyon Tourist Office before the quotation expiry date mentioned on the document. In the absence of a response from the client, the quotation shall be cancelled.

2- Duration of the guided tours

The tour duration is mentioned on the quotation sent to the client. However, the duration may be modified in advance, or at the time of the tour, according to the following conditions:

⇒ Late arrival of the group

The tour guide shall wait for the group for the first hour following the time of the appointment stated on the confirmed quotation. In this case, the tour duration shall be shortened by an amount of time equivalent to the lateness or, subject to availability and agreement of the guide and the Tour Guides Bureau, may be extended by the same amount of time. The price of the service shall then be increased proportionally on the basis of the applicable rates. This additional service may only be provided if an authorised person is present with the group and makes an undertaking on behalf of the client.

⇒ Late arrival of the guide

The group shall wait for the guide for the first half-hour. Subject to the guide's availability, the tour may be extended by an amount of time equivalent to the lateness. In the event of a disagreement, the tour shall be shortened by an amount of time equivalent to the lateness and a proportional discount shall be applied for the client on the basis of the applicable rates.

Beyond half an hour of lateness, the group shall have the right to cancel the tour and request compensation, which shall not exceed the total price of the tour initially agreed.

⇒ Case of force majeure

The guide shall not be held liable in the case of events occurring that are beyond the guide's control. The group alone shall bear the consequences of such events.

3 - Payment of the balance

Payment of the balance must be made by the latest on the day of the tour, unless otherwise agreed.

Payment by foreign cheques must cover bank fees of €20 in addition to the amount of the order.

In the event of a bank transfer, transfer fees shall be covered by the client.

In the event of late payment, the Tourist Office reserves the right to charge late payment penalties at the applicable rate.

Bank transfers shall only be taken into account upon receipt of a copy of the transfer order.

4 - Late tour requests

In the event that a tour request is made less than 8 days before the date of the service provision, payment of the entire amount shall be expressly required at the time of booking.

5 - Rates

The prices stated in the grid are inclusive of tax and concern only the service provided by the guide. The prices do not include the following:

- admission to sites, museums, monuments, etc.;

- the guide's meals if the guide remains with the group for lunch (time during which the guide is present will be billed);

- transport costs;

- personal expenditure.

6 - Cancellation by the client

The Lyon Tourist Office must be notified of all cancellations in writing.

Cancellations made more than 17 days before the service provision shall give rise to a refund of sums received by the Tourist Office, at the client's express request. Otherwise, sums already paid shall be kept by the Tourist Office as a deposit that may be used for a future service.

Cancellations made less than 17 days before the service provision shall give rise to the application of penalties that vary according to the date upon which the cancellation request is received by the Lyon Tourist Office:

⇒ from 16 to 8 days before the date of the service provision: 50% of the total price;

⇒ 7 days before the date of the service provision: 100% of the total price;

⇒ no-show: 100% of the total price.

These penalties also apply to orders placed by the Administration.

7 - Modification and interruption of the service by the client

All modifications concerning the details of the service (number of people, appointment location, times, etc.) must be submitted to the Tour Guides Bureau for prior approval. They shall be taken into account subject to the guide's availability.

No refunds shall be given in the event that the service is interrupted by the client. The guides have the right to refuse or interrupt provision of the service in the event of illegal behaviour by the client.

8 - Modification of a substantial part of the agreement by the Lyon Tourist Office

If, prior to the planned date of the beginning of the service provision, the Lyon Tourist Office is obliged to modify one of the essential parts of

the agreement, the buyer may, following notification thereof by the Tourist Office:

- either terminate the agreement and obtain an immediate refund of the sums paid, without any penalties;

- or accept the modification proposed by the Lyon Tourist Office: an amendment to the agreement, detailing the modifications made, is then signed by the parties.

All price reductions shall be deducted from any outstanding sums that the client owes. If the sums already paid by the client are greater than the new price, the difference shall be refunded to the client.

9 - Cancellation by the vendor

In the event that the Lyon Tourist Office cancels the service before the beginning of the service provision, it must inform the buyer in writing. The buyer shall then receive an immediate refund with no penalties. These provisions shall not apply in the event that an amicable agreement is reached whereby the buyer accepts a replacement service offered by the vendor.

10 - Capacity

Guided tours on foot are provided for a maximum number of 30 people, except for particular cases (entrance to museums, monuments, etc.)

Guided tours by coach are provided for a maximum number of 50 people, except for particular cases (entrance to museums, monuments, etc.) Capacity is subject to modification according to the public health situation.

The appointment location is decided by prior agreement between the client and the Lyon Tourist Office and is mentioned in the quotation.

11 - Insurance

Clients are responsible for all damages caused by themselves. Clients are invited to take out civil responsibility insurance.

12 - Disputes

In the event of a dispute, the courts of Lyon (France) shall have exclusive jurisdiction.

SPECIAL TERMS AND CONDITIONS OF SALE

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