

2025 General and Special Terms and Conditions of Sales

Greater Lyon Tourist Office and Convention Bureau – Tour Guides Bureau

- SERVICE -

The Lyon Tourist Office, ONLYLYON Tourism & Conventions (OLTC), offers guided tours exclusively conducted by qualified interpreter-guides, who are either OLTC employees or freelance guides.

1- Bookings

All requests for group guided tours must be sent and confirmed in writing to the Tour Guides Bureau at the Lyon Tourist Office. Depending on availability, the Tour Guides Bureau will send a quotation to the client as soon as possible. The signing of the purchase order/quotation by the client and OLTC entails acceptance of the General Terms and Conditions of Sale.

The booking shall be confirmed once a copy of the quotation and the General Terms and Conditions of Sale with the written statement 'Bon pour Accord' and a deposit of 100% of the total price have been returned to the OLTC Tour Guides Bureau before the expiry date specified on the quotation. If no response is received from the client, the quotation shall be cancelled.

2- Duration of guided tours

The duration of tours is stated 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 group

The guide shall wait for the group for the first hour following the meeting time specified on the confirmed quotation. In this case, the tour shall be shortened by a duration equivalent to this lateness or, subject to availability and the agreement of the guide and the Tour Guides Bureau, may be extended by the same duration. 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 a commitment on the client's behalf.

⇒ Late arrival of 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 the time of the lateness. In the event of disagreement, the tour shall be shortened by a duration equivalent to this lateness and this shall give rise to a proportional discount 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 half of the initially agreed tour price.

⇒ Case of force majeure :

Force majeure includes confirmed adverse weather conditions, pandemic, major circumstance preventing the performance of the service and inappropriate behaviour with regard to the performance of the service. In such cases, the guide shall not be held liable in the case of events occurring beyond his or her control. The group alone shall bear the consequences of such events.

3 – Payment of the balance

The balance must be paid no later than on the day of the tour, except in the case of payment methods applicable to the legal entity or on the

same payment method as that recorded when the quotation was confirmed.

In the case of payment by bank transfer, transfer fees shall be covered by the client (between 3% and 8% depending on the bank).

In the event of late payment, the Office reserves the right to charge late payment penalties at the applicable rate, a flat fee of €40 (Article D441-5 of the French Commercial Code). Bank transfers may only be taken into account upon receipt of a copy of the transfer order.

4 – Late tour requests

In the case of a tour request made less than 72 hours in advance, an administration fee of €50 shall be payable.

In the case of a tour request made less than 8 days before the date of the service, payment of the entire amount shall be expressly required at the time of booking. During peak booking periods, OLTC reserves the right to propose another date.

5 - Prices

The prices stated in the list are inclusive of tax and concern only the service provided by the guide. These 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 expenditures.

6 - Cancellation by the client

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

Cancellations made more than 20 days before the service shall give rise to a refund of sums received by the Tourist Office, less a €50 administrative fee, at the client's express request.

All cancellations of the service shall give rise to the application of penalties that vary according to the date upon which the cancellation or modification request is received by the Lyon Tourist Office:

⇒ from 19 to 10 days before the date of the service: 50% of the total price;

⇒ >10 days before the date of the service: 100% of the total price;

⇒ no-show: 100% of the total price.

These penalties also apply to orders placed by the Administration.

A €50 flat fee will be charged for all changes made after confirmation of the guided tour service order.

7 - Modification and interruption of the service by the client

All changes to the arrangements of the service (number of people, appointment location, timing, etc.) must be agreed beforehand with the Tour Guides Bureau. They will be taken into account subject to the availability of the guide and are subject to a €50 fee invoiced directly.

No refund shall be given if the service is interrupted by the client. All guides have the

right to refuse or interrupt a service if the client breaks the law.

8 – Changes to a material term of the agreement by Lyon Tourist Office

If, prior to the planned date of the beginning of the service, the Lyon Tourist Office is obliged to change a material term of the agreement, the client may, following notification thereof by the Office:

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

- accept the change proposed by the Lyon Tourist Office: an amendment to the agreement detailing the changes made shall then be signed by the parties.

Any reduction of the price shall be deducted from any sums remaining payable by the client. If the sums already paid by the client exceed the new price, the price difference shall be refunded to the client.

9 - Cancellation by the Lyon Tourist Office

Should the Lyon Tourist Office cancel the service before it has begun, it must inform the client of this decision in writing. The client shall be immediately refunded and no penalties shall be applied. These provisions shall not apply if an amicable agreement is entered into with the purpose of providing a replacement service proposed by the Lyon Tourist Office that is accepted by the client.

10 - Capacity

Guided tours on foot are provided for a maximum number of 25 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.). 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

The client shall be liable for all damage caused by the client. The client is invited to take out a civil liability insurance policy.

12 – Disputes

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

GENERAL CONDITIONS OF SALE SPECIAL CONDITIONS OF SALE INFORMATION AND BOOKINGS

**Office du Tourisme et des Congrès du Grand Lyon - Bureau des Guides
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