



ÉMILIE SAËZ
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SIRET 7990592700034
 SOLE PROPRIETORSHIP
 VAT NOT APPLICABLE - ARTICLE 293 B OF THE CGI

Price list 2025

(valid as of September 6th, 2024)

Guidance service

Prices:

Prices vary depending on the time of year, the duration of the service, the language, and the preparation time required. They are given for information purposes only and are negotiable on a case-by-case basis depending on the services requested. Prices are higher when the visit requires significant preparation time.

They may be subject to an increase during certain periods or on the occasion of certain events (Festival of Lights, May 1, January 1, December 31). They are indicated in this grid in net.

Guided tour		
	Maximum Last	Price
	2 hours	<i>From 200 €</i>
Half Day	3 ou 4 hours	<i>From 250 €</i>
Full Day	6 hours	<i>From 420 €</i>
Full Day	8h maxi	<i>From 450 €</i>
Evening	From 6:00 pm to midnight	Supplement +25%
	Extra Hour*	50 €

*Overtime

An additional hour is billed when it has been requested by the client at the last minute, during the same service.

Meal allowance:

For tours lasting more than 5 hours during which no meal is offered free of charge to the guide, a compensatory allowance of 20 euros will be requested.

Cancelation :

Any service canceled 5 days before the service is due in full.

Walking tours and guided tours in museums:

Duration: 2 hours. Groups are limited to 20 people.

Travel costs:

If applicable, travel costs may be charged.

Managing groups with multiple guides:

For the management of a very large group with several guides, the work of managing the guides will be invoiced 5% of the total amount of the services.

For more information: please consult our General Conditions of Sale

General conditions of sale

1. Purpose

The general conditions of sale described below detail the rights and obligations of Émilie Saëz, whose head office is at 251 chemin de Fontanières 69350 La Mulatière, and of her client in the context of the sale of a guided tourist tour service. Any service performed by Émilie Saëz therefore implies the buyer's unreserved acceptance of these general conditions of sale.

2. Service offered

"The guide-lecturer provides guided tours in French, a foreign language or sign language with the help of a translator, in an open or closed space. It brings to life orally mediation actions in the field of knowledge, intended for audiences in territories and heritage places. This profession is regulated as long as it is practiced in a museum, a historic monument, a protected area or an area labeled "Cities and Countries of Art and History". You must hold the professional guide-lecturer card", Order of March 7, 2012 relating to the issuance of the guide-lecturer card.

Article L221-1 of the tourism code. Modified by LAW n°2016-925 of July 7, 2016 - art. 109, Section 1: General provisions: "For the conduct of guided tours in French museums and historical monuments, natural or legal persons carrying out, including on an ancillary basis, the operations mentioned in I of Article L. 211-1 may only use the services of qualified persons holding a professional guide-lecturer card issued under conditions set by decree of the Council of State. The legal entities mentioned in III of Article L. 211-18 are not subject to this obligation. »

Note also the legislation in terms of the sale of packages: Tourism Code, Article L211-2 to 6, extract: "I.-A.-Constitutes a tourist package the combination of at least two different types of travel services for purposes of the same trip or vacation stay, exceeding twenty-four hours or including an overnight stay, if: 1° These services are combined by a single professional, including at the request of the traveler or in accordance with his choice, before a contract "Not having registration with Atout France, Émilie Saëz is not authorized to sell services from other providers, such as a restaurant, entry to a museum or other related activity.

3. Availability and Reservation

Reservations are made by email: info@lesvisitesguideesdemilie.fr On the site: <http://lesvisitesguideesdemilie.fr/> by completing the reservation form on the Contact page.

The service provider, Émilie Saëz, undertakes to provide the customer with confirmation of availability, a proposed date and a detailed quote by email within a maximum of 72 hours. The customer must return the quote signed, dated and accompanied by a note "Good for agreement". A 50% deposit will be required at the time of booking. This deposit and the signed quote are valid for firm confirmation. Émilie Saëz reserves the right to cancel the service if it has not been confirmed in advance with payment of the 50% deposit. Any order constitutes acceptance of the prices and description of the products available for sale. Ordering a service implies unreserved acceptance and full adherence to these General Conditions of Sale which take precedence over any other document.

4. Prices

a) Prices for services

The prices for the services sold are those in force on the day the order is taken. They are denominated in euros. Signing a quote constitutes validation of the proposed price. The customer can consult the price list on request or on the Émilie Saëz website. Prices are re-evaluated every year. Émilie Saëz's company is not subject to VAT. VAT not applicable - article 293 B of the CGI. Prices are subject to seasonal variation. Rates are applicable from January 1 to December 31. However, an increase is applied on certain special days, such as December 25 and 31, January 1, May 1, during European Heritage Days and the Festival of Lights (the four official days of the Festival). These days have a special schedule, on request. Émilie Saëz grants herself the right to modify her prices at any time. However, it undertakes to invoice the service at the price indicated when the order is registered.

b) Overtime

An additional hour will be billed if it is requested at the last minute, during the same service. Émilie Saëz reserves the right to refuse to work overtime. Any modification concerning the characteristics of the guided tour (times, content, number of people, etc.) must be notified as soon as possible and will be taken into account subject to the availability and capacity of the guide.

c) Meal allowances

For tours lasting more than 5 hours, a meal must be offered to the guide or, where applicable, a compensatory allowance of 20 euros. In the case of one-day visits, the time spent at meals is included in the price. The cost of the meal is not included and remains the responsibility of the customer.

d) Number of participants

Groups are limited to 25 people. If in the end the group consists of more than 25 people as indicated when the order was taken, it will be charged €10 per additional person.

5. Payment conditions

a) Reservation and deposit

The reservation of the service is final as soon as the quote is returned, dated and signed with the words "Good for agreement" and accompanied by a deposit of 50% of the total amount of the order. The deposit can be paid by check, made payable to Émilie Saëz or by bank transfer. Bank details will be provided upon request. This deposit, if sent by check, will not be cashed before the guided tour is carried out, unless canceled by the client, within the framework of paragraph 6-a. Once payment has been made, a reservation confirmation will then be sent by email or post to the customer. The reservation of services will only be considered final after receipt of payment of the deposit by the customer. Émilie Saëz will not be required to provide the services ordered by the customer if payment of the deposit has not previously been paid in full according to the conditions indicated above.

b) Balance and late payment

At the end of the visit, an invoice will be sent for payment of the balance. This payment must be made within 30 days from the date of issue of the invoice. In the event of total or partial non-payment of the service within 31 days following the day of receipt, the buyer must pay Émilie Saëz a late payment penalty equal to 30%. This penalty is calculated on the amount of the sum remaining due, and runs from the due date of the price without any prior notice being necessary. If within thirty days following the implementation of the "Late payment" clause, the buyer has not paid the remaining amounts due, the sale will be automatically canceled and may give rise to the right to the allocation of damages for the benefit of Émilie Saëz.

6. Conditions and fees in the event of cancellation

Cancellation of the service, by Émilie Saëz or the customer, after confirmation of the reservation is subject to the following provisions.

a) Cancellation attributable to Émilie Saëz

Émilie Saëz undertakes to be present on the date, time and meeting place specified when booking. In the event of force majeure or exceptional events, not allowing Émilie Saëz to provide the service (illness or accident), Émilie Saëz may suggest another professional guide who can replace her. The customer can accept or refuse this offer. If the customer refuses the replacement, the entire amount of the service will be refunded to the customer.

b) Cancellation attributable to the customer

If the customer cancels the service within the deadlines cited below, Émilie Saëz may invoice the service:

Less than 15 calendar days before the start of the service: 50% of the total price of the service. Any service canceled within five working days preceding the service is due in full, except in cases of force majeure. If the client cancels after the scheduled meeting time or if he does not show up at the meeting place, no refund will be made and the price of the visit will be due in full. The end time for the service remains that established by the contract at the time the order was taken. The client must ensure that they are at the meeting time and place before the tour departs.

7. Modification of guided tours

Any modification concerning the characteristics of the guided tour (times, content, number of people, etc.) must be notified as soon as possible and will be taken into account subject to the availability and capacity of the guide.

In case of delay at the time of delivery:

- group delay:

The guide remains waiting for the group for 30 minutes following the meeting time set on the confirmation. The visit will be shortened by a duration equivalent to this delay or, subject to the availability and agreement of the guide and the group, may be extended by the same amount; this additional time will be billed based on current rates. Beyond 30 minutes of waiting, the guide reserves the right to cancel the service without any reimbursement being made of the costs advanced by the client.

- delay of the guide:

The group will remain waiting for the guide for the first half hour. Subject to the availability of the guide and the agreement of the group, the visit may be extended by the delay time (with a tolerance of 10 minutes). Otherwise, in the event of disagreement, the visit will be shortened by a duration equivalent to this delay and will give rise to a reduction for the customer of half an hour for each half hour started, based on the rates in force. Beyond half an hour late, the group has the right to cancel the visit and claim compensation which may not exceed 50% of the price of the visit initially planned. This compensation will also apply in the event of non-arrival of the guide.

8. Exceptional closure of museums

The responsibility of Émilie Saëz cannot be called into question if a paying tourist site, such as a museum, included in the client's visit program, decides to change the opening hours unexpectedly, without having warned the public in advance.

9. Civil liability

Émilie Saëz cannot be held responsible for the inappropriate behavior of her client during her guided tour or accompaniment service, nor for damage caused to third party property.

10. Safety of people in the case of coach visits

For legislation relating to the transport of people and the safety of members of the group as well as the accompanying person, please refer to the transport code, Order of July 2, 1982 relating to public transport of people. Consolidated version as of July 31, 2009. Note for example that the guide must have a secure seat equipped with a seat belt. The guide is strictly prohibited from sitting in the aisle, at the front or in front of the rear door.

11. Insurance

In the event of an accident during the service, involving the guide or clients, or third parties, Émilie Saëz and her client may have to deal with their insurance companies. Émilie Saëz's professional civil liability is insured by Axa.

12. Your personal data

Following a reservation by email, the personal data (last name, first name, email address) of customers is collected as part of a distribution program. However, in accordance with the Data Protection Act of January 6, 1978 amended in 2004, you have the right to access and rectify information that concerns you. You can assert this right upon simple request by post or email.

13. Competent court

Any dispute relating to the interpretation and execution of these general conditions of sale is subject to French law. Failing an amicable resolution, the dispute will be brought before the Commercial Court 44 r Bonnel 69433 LYON CEDEX 03.

14. Mediation

In accordance with articles L.616-1 and R.616-1 of the Consumer Code, our company has set up a consumer mediation system. The mediation entity selected is: SAS CNPM - MEDIATION - CONSOMMATION. In the event of a dispute, the consumer can submit their complaint on the site: <http://cnpm-mediation-consommation.eu> or by post by writing to CNPM - MEDIATION - CONSOMMATION / 27, avenue de la Libération - 42400 SAINT-CHAMOND

Done in Lyon, September 6th, 2024

Émilie Saëz