



Les visites guidées

# Emilie

Les visites guidées d'Émilie,  
Émilie Saëz  
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## General conditions of sale

### 1. Object

The general terms and conditions of sale described below detail the rights and obligations of Émilie Saëz, whose registered office is located at 105 rue du Bourbonnais, 69009 Lyon, France, and her clients in connection with the sale of guided tourist tours.

Any service provided by Émilie Saëz therefore implies the buyer's unreserved acceptance of these General terms and Conditions of sale. General terms and conditions of sale are not mandatory between professionals. However, if they exist and a professional client requests them, the company is required to provide them.

### 2. Service offered

*"A tour guide provides guided tours in French, a foreign language, or sign language with the assistance of an interpreter, in open or enclosed spaces. They bring to life oral mediation activities in the field of knowledge, aimed at the public in heritage sites and territories. This profession is regulated when practiced in a museum, a historical monument, a protected area, or a territory designated as a "Town and Land of Art and History." A professional tour guide card is required," Decree of March 7, 2012, concerning the issuance of the tour guide card.*

Article L221-1 of the Tourism Code, as amended by Law No. 2016-925 of July 7, 2016 - art. 109, Section 1: General Provisions: *"For conducting guided tours in French museums and historical monuments, natural or legal persons carrying out, including as an ancillary activity, the operations mentioned in paragraph 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 persons mentioned in paragraph III of Article L. 211-18 are not subject to this requirement."*

Note also the legislation regarding the sale of package holidays: Tourism Code, Articles L211-2 to 6, excerpt:

*"II.-A.-A package holiday is defined as the combination of at least two different types of travel services for the same trip or holiday, exceeding twenty-four hours or including an overnight stay, if: 1° These services are combined by a single professional, including at the traveler's request or according to their choice, before a single contract including all these services is concluded." As she is not registered with Atout France, Émilie Saëz is not authorized to sell services from other providers, such as a restaurant, museum admission, or other related activities.*

### 3. Legal framework

Émilie Saëz is registered in the trade register under SIRET number 799 050 927 000 42 under a legal status of "Auto-entrepreneur", simplified regime.

## **4. Availability and Booking**

Reservations are made by email.

By email: [info@lesvisitesguideesdemilie.fr](mailto:info@lesvisitesguideesdemilie.fr)

On the website: <http://lesvisitesguideesdemilie.fr/> by completing the reservation form on the Contact page.

The service provider, Émilie Saëz, commits to sending the client an email confirming availability, suggesting a date, and providing a detailed quote within 72 hours.

The client must return the signed quote with the words "Approved" or "Accepted." A 50% deposit will be required at the time of booking. This deposit and the signed quote constitute firm confirmation.

All orders imply acceptance of the prices and descriptions of the products available for sale. Ordering a service implies unreserved acceptance of and full adherence to these General Terms and Conditions of Sale, which supersede any other document.

## **5. Price**

### **a) Price of the services**

The prices for services sold are those in effect on the date the order is placed. They are listed in euros excluding VAT, which is also indicated at 20%.

Signing a quote constitutes acceptance of the proposed price. The client can consult the price list upon request or on Émilie Saëz's website. Prices are reviewed annually.

Prices are subject to seasonal variations. Prices are applicable from January 1st to December 31st. However, a surcharge is applied on certain days, such as December 25th and 31st, January 1st, May 1st, during the European Heritage Days (Third weekend in September), and the Festival of Lights in Lyon (the four official days of the festival). A separate price list is available for these days upon request.

Émilie Saëz reserves the right to modify her prices at any time. However, it undertakes to invoice the service at the price indicated when the order was registered (signature of the quote by the client).

### **b) Overtime**

An additional hour will be charged if requested at the last minute during the same service, on the day of the service. Émilie Saëz reserves the right to refuse to provide an additional hour. Any changes to 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 guide's availability and capacity.

### **c) Meal allowances**

For tours lasting more than 5 hours, a meal must be provided to the guide or, if applicable, a compensatory allowance of 20 euros. For full-day tours, mealtimes are included in the price. The cost of the meal itself is not included and remains the responsibility of the client.

## **6. Payment conditions**

### **a) Reservation and deposit**

The booking is confirmed once the quote is returned, dated and signed with the words "Approved" and accompanied by a deposit of 50% of the total order amount. The deposit can be paid by bank transfer. Bank details will be provided upon request. Once payment is received, a booking confirmation will be sent to the client by email.

The booking will only be considered final upon receipt of the deposit payment from the client. Émilie Saëz will not be obligated to provide the services ordered by the client if the deposit payment has not been

received in full beforehand, according to the conditions stated above.

#### **b) Balance and late payment**

Following the visit, an invoice will be sent for payment of the balance. Payment must be made within 30 days of the invoice date.

If payment is not received by the due date indicated on the invoice, late payment penalties of 30% per annum will apply. This penalty is calculated on the outstanding balance and accrues from the original payment due date without any prior formal notice being required. In addition, for all business clients, and in accordance with Article L. 441-6 of the French Commercial Code, a fee of €40.00 will be added.

These payment deadlines may be freely agreed upon by the parties, but the stated deadline must comply with legal limits: a maximum of 60 days from the invoice date, or 45 days end of month if this deadline is expressly agreed upon by the parties and does not unduly disadvantage Émilie Saez.

If, within thirty days of the implementation of the "Late Payment" clause, the buyer has not paid the outstanding amounts, the sale will be automatically terminated and may entitle Émilie Saez to claim damages.

### **7. Conditions and fees in case of cancellation**

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

#### **a) Cancellation attributable to Émilie Saëz**

Émilie Saëz commits to being present at the date, time, and meeting place specified during booking. In the event of "force majeure" or exceptional circumstances preventing Émilie Saëz from providing the service (illness or accident), she may offer another professional guide as a replacement. The client may accept or decline this offer. If the client declines the replacement, the full amount of the service will be refunded.

#### **b) Cancellation attributable to the customer**

If the client cancels the service within the timeframes specified below, Émilie Saëz may charge for the service:

- Less than 15 calendar days before the start of the service: 50% of the total service price. Any service canceled within three days, i.e., within 72 hours of the scheduled service, is due in full, except in cases of force majeure.

If the client cancels after the scheduled appointment time or fails to appear at the meeting point, no refund will be issued, and the full price of the visit will be due. The service's end time remains that established by the contract at the time the order was placed. The client must ensure they are on time and at the meeting point before the start of the visit.

### **8. Changes to guided tours**

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

In case of delay at the start of the tour:

- group delay:

The guide will wait for the group for 30 minutes after the scheduled meeting time indicated on the confirmation.

The tour will be shortened by an equivalent amount of time due to this delay or, subject to the availability and agreement of both the guide and the group, may be extended by the same amount; this additional time will be charged according to the current rates.

If the wait exceeds 30 minutes, the guide reserves the right to cancel the tour without any refund of the fees paid by the client.

- **Guide delay :**

The group will wait for the guide for the first half hour. Subject to the guide's availability and the group's agreement, the tour may be extended by the amount of the delay (with a 10-minute grace period).

Otherwise, in case of disagreement, the tour will be shortened by an equivalent amount of time, and the client will receive a half-hour discount for each half-hour started, based on the current rates.

If the delay exceeds half an hour, the group has the right to cancel the tour and claim compensation not exceeding 50% of the originally booked tour price. This compensation will also apply if the guide does not show up.

#### **9. Museums are exceptionally closed.**

Émilie Saëz cannot be held responsible if a paid tourist site, such as a museum, included in the client's visit program, decided to change its opening hours unexpectedly, without having warned the public in advance.

#### **10. Civil liability**

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

In the event of an accident during the service, whether involving the guide, clients, or third parties, Émilie Saëz and her client may contact their respective insurance companies. If damage is caused to a member of the group or to group property due to an action or decision by Émilie Saëz, she may claim under her Professional Civil Liability insurance, currently held with Macif, Policy No. 14466965.

#### **11. Ensuring the safety of individuals during coach tours**

For legislation concerning the transport of passengers and the safety of group members and accompanying persons, please refer to the Transport Code, Decree of July 2, 1 982, relating to public passenger transport. Consolidated version as of July 31, 2009.

Note, for example, that the tour guide must have a secure seat equipped with a seatbelt. It is strictly forbidden for the guide to sit in the aisle, at the front, or in front of the rear door.

#### **12. Your personal data**

Following a reservation made by email, the personal data (surname, first name, email address) of customers is collected as part of a marketing program. However, in accordance with the French Data Protection Act of 6 January 1978, as amended in 2004, you have the right to access and rectify your personal information. You can exercise this right by simply sending a request by mail or email.

### **13. Competent court**

Any dispute relating to the interpretation and performance of these general terms and conditions of sale shall be governed by French law. In the absence of an amicable settlement, the dispute shall be brought before the Commercial Court, 44 rue Bonnel, 69433 Lyon Cedex 03.

### **14. Mediation**

In accordance with Articles L.616-1 and R.616-1 of the French Consumer Code, our company has implemented a consumer mediation system. The designated mediation entity is: SAS CNPM - MÉDIATION - CONSOMMATION. In the event of a dispute, consumers may submit their complaint on the website: <http://cnpm-mediation-consommation.eu> or by mail to: CNPM - MÉDIATION – CONSOMMATION / 27, avenue de la Libération – 42400 SAINT-CHAMOND, France

**Done in Lyon on Wednesday, January 20, 2026**

**Émilie Saëz**

**Customer signature, preceded by the words "Read and approved":**