

Terms and conditions

1 – Departure and arrival points

The rates extends to any departure and arrival points of Paris Region. Another departure/arrival point will lead to an additional invoice.

2 – Duration of the visits

The duration of the visits is agreed in advance with the client. For whole day visits, the lunch time is included in the rate. The meal cost is not included and is the responsibility of the customer.

The duration of the visits can only be changed depending of the following circumstances:

- **group lateness:** The guide will wait for 30min after the pre-agreed meeting time. The visit will be shortened of an equivalent duration to the lateness time or, if the group and the guide agree on, can be extended of an equivalent time. This will lead to an additional invoice (on the basis of the rates).

- **guide lateness:** The group will wait for 30min after the pre-agreed meeting time. If the group and the guide agree on it, the visit will be extended of the lateness time. In case of disagreement, the visit will be shortened of an equivalent duration to the lateness and lead to a discount rate for the customer (on the basis of the rates). Beyond 30min of lateness, the group is in its right to cancel the visit and claim a compensation which couldn't exceed 50% of the initial rate.

3 – Visits change

Any change to the programm of visits (hour, thematic, participants number...) should be noticed as soon as possible to the guide, and will be considered in function of the guide and other third parties involved availabilities (museum booking...).

4 – Cancellation of guided tours

A complete or partial cancellation of a visit must be submitted in writing to the guide at least 48 hours before the pre-agreed meeting time. ***If the group doesn't come or cancel less than 48 hours before, the full amount will be due.***

5 – Description of the visit

The description of the tour is precised when ordering; it describes the visit and considers the group has a good level of mobility. The guide can adapt the tour in functin of the customers and/or special circumstances (weather, works, unforeseen circumstances).

6 – Number of participants

The outside guided tours are recommanded for 25 people maximum in the aim to guarantee a listening comfort. Beyond 25 people, a tolerance is accepted for few more. If a group is oversized, no claim will be considered about the listening comfort.

For museums and monuments tours, the number of participants can be limited by the internal rules of the site (for more information, please ask the guide or the museum/monument).

7 – Rates and settlement

- The term of payment is legally of 30 days from the invoice date of issue. ***For any delay in payment, a flat-rate allowance of 40€ will be applied for recovery costs (article D.441-5, Commercial Code).***

- **For museums and monuments visits,** the tickets settlement is the responsibility of the customer. So is the possible rent of the audio systems. ***When the booking can only be made by the guide, the invoice including the advanced fees by the guide must be paid before the day of visit.***

NB : The audio systems renting is recommanded in the Louvre and inVersailles from 8 people.