

# CAEN MER

*Destination Normandie*

## SPECIAL GROUPS



**DAY TRIP PACKAGES**

Page 9

**IDEAS FOR YOUR STAY**

Page 22

**GUIDED TOURS**

Page 29



SPECIAL GROUPS

# CAEN MER

## Destination Normandie

Caen la Mer is an exciting destination in central Normandy with everything you need.

## IDENTITY CARD

CAEN LA MER



366  
Km<sup>2</sup>

The CAEN  
MEMORIAL MUSEUM



1 Casino

2 MARINAS,  
1 FISHING PORT,  
1 COMMERCIAL HARBOUR  
AND 1 CROSS-CHANNEL  
FERRY TERMINAL



Sword  
Beach

ONE OF THE 5  
D-DAY BEACHES IN  
NORMANDY



The Orne  
estuary

THE TOP  
PROTECTED NATURE  
SITE IN CALVADOS



10 km  
OF SANDY  
BEACHES



15 km  
OF CANAL  
BETWEEN CAEN  
AND THE SEA

1 airport  
CAEN CARPIQUET

1 thalassotherapy  
center



801 PLACES TO STAY  
WITH 20,185  
GUEST BEDS



## CONVENTION BUREAU

Tourism Office & Convention Bureau - Caen la Mer - Normandy  
[www.caen-normandie-congres.fr](http://www.caen-normandie-congres.fr)

The Convention Bureau is part of the Caen la Mer Tourist Office. It is your single contact for hosting and organising your events. Based on its extensive experience, the Bureau carries out a feasibility study on your project, advises you on choosing the available facilities, contacts the best adapted local partners, helps you during exploratory visits, calls on regional institutions for help and offers you a wide range of services to make your event a success.



Free document published by Caen la mer Tourist Office.  
Production: [www.agence-essentiel.fr](http://www.agence-essentiel.fr)



LE TRI  
+ FACILE







## YOUR CONTACTS



**Caroline Gramatyka**  
MICE Manager  
Convention Bureau  
[c.gramatyka@caenlamer-tourisme.fr](mailto:c.gramatyka@caenlamer-tourisme.fr)  
+33 (0)2 31 27 97 59



**Audrey Martin**  
MICE Assistant  
[a.martin@caenlamer-tourisme.fr](mailto:a.martin@caenlamer-tourisme.fr)  
+33 (0)2 31 27 97 56

# GROUPS DEPARTMENT

The group department at the Caen-la-Mer Normandy Tourist Office:

- > Organises a tailor-made programme according to your needs and your budget: all-inclusive or specific programmes, city tours, sightseeing in and around Caen, traditional or original programmes lasting for one or several days.
- > Advises you in choosing partners (restaurants and accommodation) and activities.
- > Reserves an experienced, professional tour guide (speaking French, English, German, Spanish, Italian or Dutch).
- > ... and provides you with an unforgettable experience!

## YOUR CONTACTS



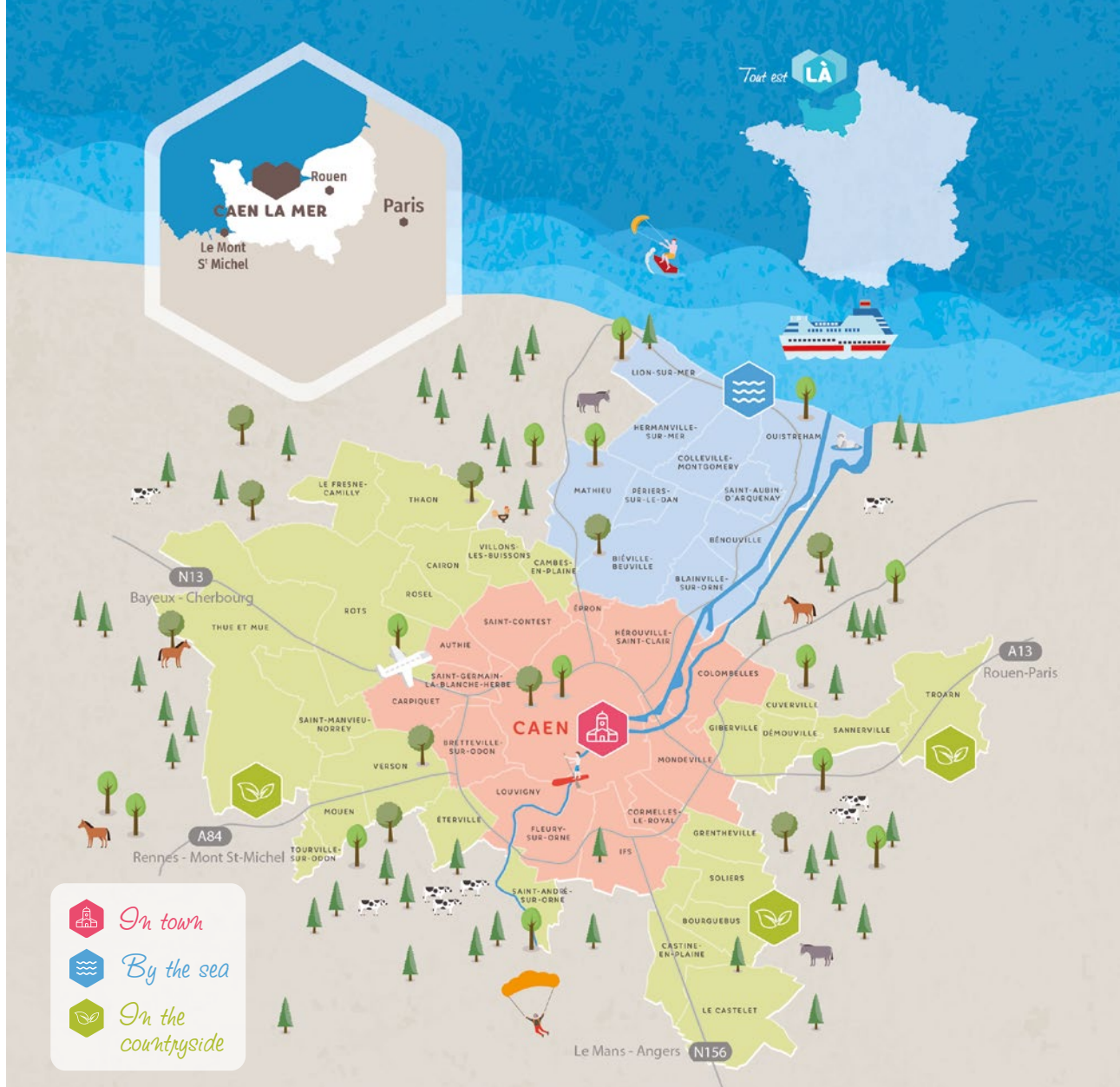
**Nathalie Petit - Reservations**  
[n.petit@caenlamer-tourisme.fr](mailto:n.petit@caenlamer-tourisme.fr)  
+33 (0)2 31 27 14 10



**Céline Giguët - Reservations**  
[c.giguët@caenlamer-tourisme.fr](mailto:c.giguët@caenlamer-tourisme.fr)  
+33 (0)2 31 27 97 58



**Florence Nikolic - Promotion**  
[f.nikolic@caenlamer-tourisme.fr](mailto:f.nikolic@caenlamer-tourisme.fr)  
+33 (0)2 31 27 14 12



## TO COME

### TO CAEN LA MER

Located between Rouen and Le Mont Saint Michel, Caen la mer is at the very heart of Normandy.



#### BY TRAIN :

- Gare SNCF of Caen
- Train from Paris Saint Lazare to Caen (2h)



#### BY COACH :

- Flixbus or Blablabus
- Daily departure from Paris and other French cities to Caen and Ouistreham
- Riva-Bella



#### BY PLANE :

- Caen-Carpiquet Airport
- Tél. +33 (0)2 31 71 20 10
- [www.caen.aeroport.fr](http://www.caen.aeroport.fr)
- Public transportation from the airport to the city centre (Bus 3 – Twisto). Around 30 national and international destinations via Lyon or direct.



#### BY FERRY :

- Brittany Ferries
- Ouistreham-Portsmouth with transfer to London.
- Information and reservations :
- Tel.: +33 (0)2 98 24 47 01
- E-mail: [reservation@brittany-ferries.fr](mailto:reservation@brittany-ferries.fr)
- [www.brittany-ferries.fr](http://www.brittany-ferries.fr)

### FROM CAEN:

Arromanches ..... 39 km - 45 mn  
 Bayeux ..... 31 km - 30 mn  
 Deauville/Trouville-sur-Mer ... 60 km - 1 h  
 Falaise ..... 36 km - 45 mn

Honfleur ..... 64 km - 1 h  
 Le Havre ..... 81 km - 1 h 20  
 Le Mont-Saint-Michel ... 121 km - 1 h 30  
 Lisieux ..... 64 km - 1 h

Ouistreham ..... 14 km - 20 mn  
 Paris ..... 240 km - 2 h 45  
 Pont-l'Évêque ... 48 km - 45 mn  
 Rouen ..... 125 km - 1 h 30





## SYMBOLS:

**P** Coach parking (A6, C9, D3, D8, E6, F6, H7)

## PICNIC AREAS:

### In Caen:

#### Parks:

Colline aux Oiseaux, Jardin des Plantes and Vallée des Jardins.

#### Château:

On the lawn at the foot of the ramparts.

#### In town :

Place Saint Pierre (3 tables - 12 to 15 people per table) and Palais Ducal (2 tables - 12 to 15 people per table).

### In Ouistreham:

By the beach (Boulevard Maritime next to the go-kart centre). Pointe du Siège road. Ferry terminal.

### Nearby:

Grimbosq Forest, south of Caen (24km).

## COACH FACILITIES:

### In Caen:

#### Downtown

- Place COURTONNE
- Cours Montalivet (access code to request to the service group of the Tourist Office)
- Rue du Carel
- Rue Gémare face Hotel Quatrans
- Cours du Château
- Rue Albert Sorel

#### Outdoors

- Colline aux Oiseaux
- Mémorial
- Boulevard Pompidou (except match day)
- Parking relay of the exhibition grounds (except event)

### In Ouistreham:

- Place Alfred Thomas (near the beach > payable from April to September).
- Place du Général de Gaulle (on the port).



# CAEN LA MER IN 10 PLACES



## >L'ABBAYE AUX HOMMES

An architectural gem illustrating medieval and 18th century art. The Abbey was consecrated in 1077. The monastery was built in the 11th century, and rebuilt in the 18th century after having been destroyed during the wars of religion. It survived unscathed through the French Revolution and the Allied bombing in 1944 and displays a remarkable collection of wooden paneling, paintings and ironwork, as well as a superb cloister in Tuscany style.



## >L'ABBAYE AUX DAMES

The church was consecrated in 1066, the same year as William set out to conquer England, and is a masterpiece of Norman Romanesque architecture. Its crypt houses a «forest of columns». Like the Abbaye aux Hommes, the convent buildings were rebuilt in the 18th century. All that remains of the original abbey is the entrance hall, the refectory, the stairs and the cloister (lacking its fourth wing).



## >CAEN CASTLE

The castle, right in the heart of the city, is one of Europe's largest fortified strongholds. From the castle, you can see right across the city center. The remaining walls and its interpretation center in Saint George's Church, bring it to life as it stood through centuries past. Visit: The Exchequer Room, a rare example of civilian Romanesque architecture in Normandy at the time of Henry I Beauclerc.



## >ORNAVIK

An experimental archaeological project where visitors can learn what techniques and materials were used to build, forge, weave and cultivate the land in the 10th and 11th centuries. Ornavik gives visitors the opportunity to immerse themselves in early medieval Normandy, to experience the life of the Vikings and to take part in the adventure, on a protected natural site near Caen.



## >PARKS AND GARDENS

Caen is France's fifth greenest city. It has 500 hectares (over 1,200 acres) of green spaces spread throughout the city, representing 25% of the total city area. Parks, gardens and natural areas where you can relax, wander or play a sport, right in the heart of the city!





### >LE MÉMORIAL DE CAEN

This is a must-see for any visitor interested in WWII history. It revisits 20th century history from the end of the First World War to the fall of the Berlin Wall, with the Second World War and the Battle of Normandy at the heart of the narrative. The Museum is now recognized as one of Europe's finest memorial museums. Its exhibition know-how, and its cultural, pedagogical or scientific excellence are now recognized the world over.



### >SWORD BEACH

One of the 5 D-Day Beaches where 177 French marines led by Commander Kieffer arrived on June 6, 1944.

**The Hillman site:** This was a command center for the coastal defense system including 20 concrete bunkers and gun emplacements at Colleville-Montgomery.

**The Great Bunker in Ouistreham :** Housed the German headquarters. It has been entirely restored, with its five floors: infirmary, machine room, pharmacy, armory, radio transmissions, telephone exchange, observation post, etc.



### >SEASIDE RESORTS

Yes, Caen la Mer... is by the sea! Ouistreham Riva-Bella, the local seaside resort, is just 15km (10 miles) from the city center, on the Côte de Nacre (Mother of Pearl Coast). It is lively all year round and has plenty of things to do and see. Colleville-Montgomery, Lion-sur-mer, Hermanville-sur-mer: so many authentic resorts with typical and family charm.



### >THE TYPICAL CÔTE DE NACRE SEASIDE ARCHITECTURE

Normandy would not be Normandy without its typical seaside resort architecture. The Côte de Nacre (Mother of Pearl Coast), and more particularly, the embankment between Lion-sur-mer and Hermanville-sur-mer, boasts a number of superb Art Nouveau seaside villas, and others in a range of architectural styles, from English and Scottish, to Norman and Gothic!



### >THE CANAL

You can cycle, walk or roller-skate all the way to the sea along Caen's 15km (10 miles) canal. Starting from the marina right in the heart of the city, the canal path takes you past «Little Lourdes» (a chapel built on the same model as the real Lourdes sanctuary), Benouville Castle (a French neoclassical masterpiece built in the 18th century by Claude Nicola Ledoux) and the famous Pegasus Bridge (the first bridge taken by British commandos during the D-Day landings on June 5-6 1944).





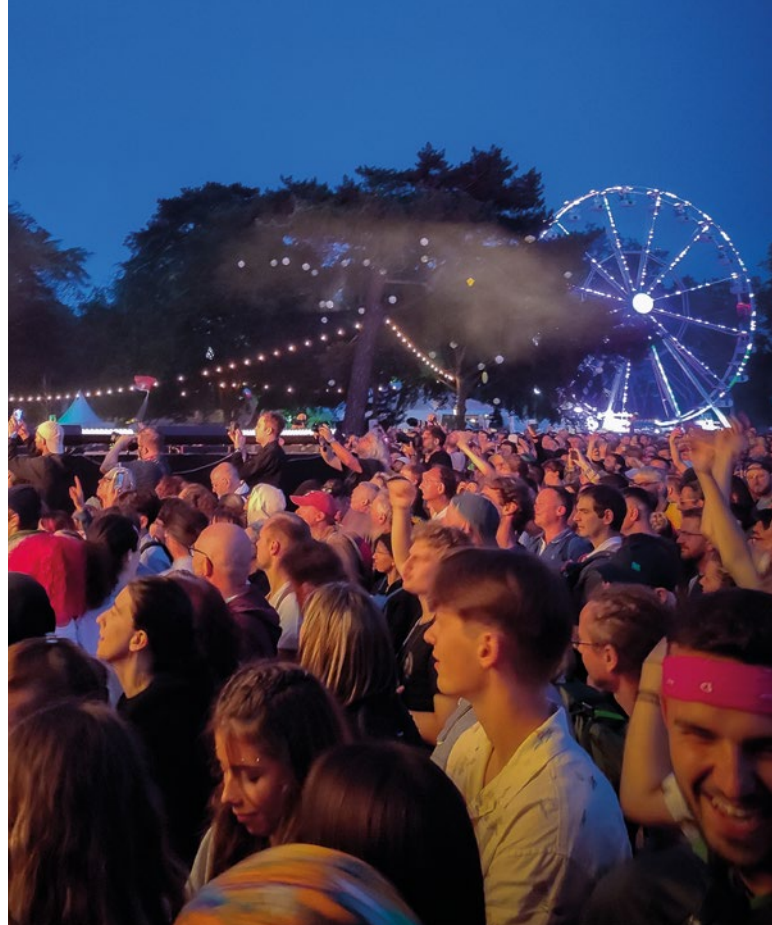
*The place to be*

## CULTURAL EVENTS

This year, we are celebrating the 80<sup>th</sup> anniversary of D-Day. A wide range of events linked to the theme will be organised, but there will be other big events taking place all through the year. Browse our website to find out what's on [www.caenlamer-tourisme.com](http://www.caenlamer-tourisme.com).

Exhibitions, concerts, events...

There's always something to do in Caen la Mer!



### March

- > Competition for Pleadings at the Caen Memorial Museum
- > Cidrexpo: the international cider fair



### April

- > Foire de Pâques: Easter funfair



### May

- > D-DAY Festival



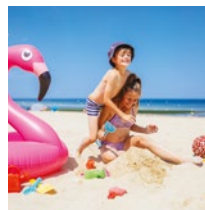
### June

- > 80<sup>th</sup> anniversary of D-Day
- > Freedom Marathon



### July

- > Beauregard Festival
- > Le Banquet Fantastique
- > Eclats de rue Festival (street art shows)



### August

- > Eclats de rue Festival (street art shows)



### September

- > Caen International Trade Fair
- > Normandy Channel Race: Class 40 boat race



### October

- > La Fête de la Coquille



### November

- > Novembre Gourmand (fine food festival)
- > Festival Les Boréales (Scandinavian culture)



### December

- > Christmas in Caen (Christmas market, Observation Wheel, ice skating rink, and more)





**BOOK AN ALL-INCLUSIVE TAILOR-MADE DAY TRIP AT CAEN LA MER WITH THE TOURIST OFFICE**

*The Caen la Mer - Normandy Tourist & Convention Bureau's groups department team will be delighted to help you organise your stay. We organise all-inclusive day trips with a list of services to pick from: guided tours, lunch, site visits, and other activities. See our list of day trip suggestions that you can tailor to your requirements, personal constraints, budget and specific areas of interest. Contact us for further information.*



# CAEN, 1000 YEARS OF HISTORY

**FROM €50.50 PER PERSON (BASED ON A GROUP OF 40)**

The city boasts a rich historical heritage: from William the Conqueror to the Battle of Normandy.

## Caen

Over the centuries, the city has been marked by major historical events: from William the Conqueror, whose legacy is none other than Caen's three landmark sites (i.e. the castle and the two abbeys), to the Battle of Normandy, which left the city scarred, luckily sparing a few Middle-Ages and Renaissance gems.

## The Caen Memorial Museum

Visit the museum and relive the major events of the 20<sup>th</sup> century: from the outbreak of WWII to the end of the Cold War. D-Day and the Battle of Normandy are the main features of the museum. Plunge into European history from 1900 to 1991 with the 19-minute circular screen movie experience.

### DAY TRIP PROGRAMME

**10 AM-12 PM**

**Guided tour of Caen  
including the Abbaye  
aux Hommes (2h)**

**12:15 PM-1:45 PM**

**Lunch in Caen**

**2 PM-4 PM**

**Guided tour of the  
Caen Memorial Museum**

*The price includes:  
A guide to show you around Caen and the Memorial Museum, admission to the Abbaye aux Hommes and the Caen Memorial Museum, and lunch: 3-course menu and drinks (25 cl pitcher of wine and coffee).*

*The price does not include:*

*Coach travel, personal expenses, extra drinks and any extras not on the menu, as well as any other service not listed on this programme.*

*Note:  
Other tours of Caen are available from the list of guided tours.  
You can replace the guided tour of Caen with a tour on board the city tour train (April to September - max. 45 people).  
Please note: time schedules are subject to change. This programme is available daily, subject to availability.*





## A DAY BY THE SEA

**FROM €35 PER PERSON (BASED ON A GROUP OF 40)**

Caen la Mer... is by the sea!  
Set sail only 15 km from the city!

### DAY TRIP PROGRAMME

**10:30 AM-12 PM**

**Guided tour of Ouistreham port and fish market**

**12 PM-1:30 PM**

**Lunch in Ouistreham Riva-Bella**

**2 PM-4 PM**

**Guided tour of the seaside villas**

### Ouistreham Riva Bella

Right on Caen's doorstep, the village centre, harbour and beach are the resort's key assets all year round. Visit the harbour and learn about its various activities: marina, commercial port, cross-Channel ferry terminal and fishing port.

Optional: climb to the top of the Ouistreham lighthouse (38 m high, 171 steps) and admire the 360° view overlooking the resort.

### Seaside villas

The Caen la Mer coastline is shared between 4 resorts, with 10 km of fine sandy beach. Stroll along the beach and admire the beautiful villas, with their extremely varied yet typical Normandy-style architecture.

*The price includes:*  
Two guides to show you around the harbour and seaside villas, and lunch: 3-course menu and drinks (25 cl pitcher of wine and coffee).

*The price does not include:*  
Coach travel, personal expenses, extra drinks and any extras not on the menu, as well as any other service not listed on this programme.

*Note:*  
You may choose another visit of Ouistreham from the list of guided tours. The lighthouse visit can be included with the harbour tour (paid entry). Please note: time schedules are subject to change. This programme is available daily, subject to availability.



## DAY TRIP BETWEEN LAND AND SEA

**FROM €37.50 PER PERSON (BASED ON A GROUP OF 40)**

Between Caen's urban landmarks and Ouistreham's seaside setting, you're in for a busy day!

### DAY TRIP PROGRAMME

**10 AM-11 AM**

**City Tour Train ride**

**12 PM-1:30 PM**

**Lunch in Caen**

**2 PM-4 PM**

**Guided tour of Ouistreham  
Riva-Bella**

### Caen

Over the centuries, the city has been marked by major historical events: from William the Conqueror, whose legacy is none other than Caen's three landmark sites (i.e. the castle and the two abbeys), to the Battle of Normandy which left the city scarred, luckily sparing a few Middle-Age and Renaissance era gems.

### Ouistreham Riva Bella

Right on Caen's doorstep, a vibrant resort all year round thanks to its three main attractions:

- The village centre: the historical heart of the town and its hidden gems, such as the Grange aux Dîmes (tithe barn) or Saint Samson church
- The harbour with its marina, commercial port, ferry terminal and fishing harbour
- The seaside resort with its long fine sandy beach and villas.

*The price includes:*  
Ride on the city tour train, lunch - 3-course meal and drinks (25 cl pitcher of wine and coffee) - and a guide to show you around Ouistreham.

*The price does not include:*  
Coach travel, personal expenses, extra drinks and any extras not on the menu, as well as any other service not listed on this programme.

*Note:*  
Maximum train capacity: 45 people. The train operates from April to September. You can replace the tour train ride with another guided city tour. You may choose another visit of Ouistreham from the list of guided visits. Please note: time schedules are subject to change. This programme is available daily, subject to availability.





# VIKINGS IN NORMANDY

**FROM €40,50 PER PERSON (BASED ON A GROUP OF 40)**

Dive into Normandy history  
in the age of the Vikings.

## Caen

Over the centuries, the city has been marked by major historical events: from William the Conqueror, whose legacy is none other than Caen's three landmark sites (i.e. the castle and the two abbeys), to the Battle of Normandy, which left the city scarred, luckily sparing a few Middle-Ages and Renaissance gems.

## Ornavik

Follow the guide and set off to see the Carolingian village and the Viking trading post. Enjoy an enriching and interactive experience, and find out more about the daily lives of people in the 10<sup>th</sup> century. Ornavik is a chance to understand how Normandy was born, between the Viking Rollo and William the Conqueror, and most of all to experience it!

### DAY TRIP PROGRAMME

**10 AM-12 PM**

**Guided tour of Caen  
including the Abbaye aux  
Hommes**

**12:15 PM-1:45 PM**

**Lunch in Caen**

**2 PM-3 PM**

**Guided tour of Ornavik**

*The price includes:  
The services of a guide for the tour  
of Caen, admission to the Abbaye aux  
Hommes, lunch including a 3-course menu  
and drinks (1/4 litre of wine, coffee) and a  
guided tour of Ornavik Park.*

*The price does not include:  
Travel by coach, personal spending, extra  
drinks and items not included in the menu,  
as well as any other service not explicitly  
mentioned in the programme.*

*Please note:  
The guided tour of Caen can be replaced  
by a trip on a sightseeing train.  
Maximum capacity on sightseeing train:  
45 people. The sightseeing train is open  
from April to September.  
The timetable is given for information  
purposes. This schedule can be followed  
on any day, subject to availability.*





## LOCAL KNOW-HOW

**FROM €37.50 PER PERSON (BASED ON A GROUP OF 20)**

An opportunity to discover the know-how of well known, quality-certified local companies.



### **Jeannette Biscuit Factory (Entreprise du Patrimoine Vivant)**

The company has been producing madeleine biscuits in Caen since 1850. The new production site features a glass gallery where visitors can watch the various madeleine-making processes, learn about the company's turbulent history and taste the delicious madeleines.



### **Mesnil de Bavent Pottery (Entreprise du Patrimoine Vivant)**

175 years of expertise – the pottery, located near the pays d'Auge, specialises in finials, a landmark feature on the local rooftops! The visit will take you round the workshop and take in an exhibition on the history of finials and the artisan village.





### Visit Saint Vaast farm

Welcome to Normandy, the world's leading linen fiber producing area. Mathilde and Benoît, from a long line of linen growers, welcome visitors on their Saint Vaast farm, 10 minutes south of Caen. Mathilde first explains all about linen production through the ages, linen in figures, farming, linen growing, linen processing, linen as a textile and technical applications. She then takes you on a tour of the farm and its farm equipment.

### DAY TRIP PROGRAMME

**10:30 AM-11:30 AM**

**Visit  
to a local company**

**12 PM-1:30 PM**

**Lunch**

**2 PM-4 PM**

**Tour of Caen  
(with a guide or  
in a sightseeing train)**

### Tour of the Filt1860 plant (Entreprise du Patrimoine Vivant)

This is a Normandy factory that has been making nets and braids since 1860, combining tradition, know-how, technical skill and innovation. During the tour you can find out about the history of the company and how the famous net shopping bags are made in the workshops, along with other products, before a visit to the shop.

*The price includes:  
Tour of the selected company, lunch  
including a 3-course menu and drinks (1/4  
litre of wine, coffee) and visit to Caen.*

*The price does not include:  
Travel by coach, personal spending, extra  
drinks and items not included in the menu,  
as well as any other service not explicitly  
mentioned in the programme.*

*Please note:  
It is recommended to visit the biscuit factory  
in the morning, when the biscuits are made.  
Visits to two companies can be organised the  
same day. Maximum capacity per company:  
20 people. For more visitors,  
the group can be divided, and they visit the  
sites in turn. Maximum capacity on sightseeing  
train: 45 people. The sightseeing train is open  
from April to September. The schedule can be  
followed every day, subject to availability.*



— NEW —



## CAEN ON THE WATERSIDE

**FROM €41** PER PERSON (BASED ON A GROUP OF 40)

Caen has long been a seafaring city, so let's follow the call of the sea!

### DAY TRIP PROGRAMME

**10 AM-12 PM**

**Visit  
to Bateaux de Normandie**

**12:30 PM-2 PM**

**Lunch**

**2:30 PM-4:30 PM**

**Guided tour  
on La Presqu'île**

### Bateaux de Normandie

Bateaux de Normandie is a maritime history association based in the Nouveau Bassin district in Caen. It promotes Normandy's maritime heritage by restoring traditional rigs, and hosting temporary exhibitions about the seafaring world with paintings, photographs and scale models.

### La Presqu'île boat

During this guided trip along the Caen canal, you can find out more about the history of the canal and the port, its activities and the buildings nearby.

*The price includes:*  
Visit to Bateaux de Normandie, lunch including a 3-course menu and drinks (1/4 litre of wine, coffee) and the guided tour on La Presqu'île.

*The price does not include:*  
Travel by coach, personal spending, extra drinks and items not included in the menu, as well as any other service not explicitly mentioned in the programme.

*Please note:*  
Maximum capacity per site: 20 people. For more visitors, the group can be divided, and they visit the sites in turn.  
The timetable is given for information purposes. The schedule can be followed every day, subject to availability.  
Programme available from 15 April to 15 October





# CAEN AND BAYEUX

**FROM €48 PER PERSON (BASED ON A GROUP OF 40)**

Sightseeing and a gourmet break,  
to enjoy the riches  
of a superb cultural and gastronomic heritage...

## DAY TRIP PROGRAMME

**10 AM-11 AM**

**Sightseeing train tour  
with commentary**

**11:30 AM-1 PM**

**Tour and tasting at a  
cider farm**

**1 PM-2 PM**

**Lunch at the farm  
or in Bayeux**

**2:30 PM-5:30 PM**

**Tour of Bayeux  
(Tapestry option)**

### Caen

The city has been shaped by the centuries and its tumultuous history: from William the Conqueror, who gave the city its three iconic sites, the castle and the two abbeys, to the Battle of Normandy, which changed the face of the city, while leaving intact a few of the treasures from the Middle Ages and the Renaissance. Visit to a cider farm: A tour from the orchards to the maturing cellar before tasting Normandy's famous elixir, Calvados.

### Bayeux

The medieval town was spared bombardment and is famous for its magnificent cathedral, its preserved town centre and the Tapestry, 70 m long, and dating from the 11<sup>th</sup> century, recounting William the Conqueror's invasion of England. This unique masterpiece is listed in UNESCO's Memory of the World Register.

*The price includes:*  
Sightseeing train trip in Caen, tour and tasting at the cider farm, lunch including a 3-course menu and drinks (1/4 litre of wine, coffee) and the guided tour of Bayeux (the Tapestry as an option).

*The price does not include:*  
Travel by coach, personal spending, extra drinks and items not included in the menu, as well as any other service not explicitly mentioned in the programme.

*Please note:*  
Maximum capacity on sightseeing train: 45 people. The sightseeing train is open from April to September.  
The trip in the sightseeing train can be replaced by a guided tour of the city. The timetable is given for information purposes. This schedule can be followed on any day, subject to availability.





## THE SECOND WORLD WAR

**FROM €55 PER PERSON (BASED ON A GROUP OF 40)**

A day trip in Normandy  
to historical must-see sites...

### Caen Memorial

The museum helps you experience the history of the 20<sup>th</sup> century, from the origins of the Second World War to the end of the Cold War. A large space is dedicated to D-Day and the Battle of Normandy.

OR

### Arromanches Museum

This was the first museum opened on the D-Day theme after the Second World War. It shows how Mulberry B Harbour was built, while the remains of the real harbour can still be seen just outside the museum. The museum moved into a new building in 2023.

### The Normandy Landings beaches

This is a chance to see the main sites where the fate of the country played out on 6 June 1944: the Mulberry Harbour in Arromanches, the German battery in Longues-sur-Mer, the US cemetery in Colleville-sur-Mer and Omaha Beach

### DAY TRIP PROGRAMME

**10 AM-12 PM**

**Guided visit of the  
Caen Memorial Museum  
or Arromanches Museum**

**12 PM-1:30 PM**

**Lunch in Caen  
or on the coast**

**2 PM-6 PM**

**Guided tour of the main  
Battle of Normandy sites**

*The price includes:*  
A guide for the visit of the Caen Memorial Museum or Arromanches Museum and beaches, admission to the Caen Memorial Museum or Arromanches Museum and lunch: 3-course menu and drinks (25 cl pitcher of wine and coffee).

*The price does not include:*  
Coach travel, personal expenses, extra drinks and any extras not on the menu, as well as any other service not listed on this programme.

*Note:*  
The visit to the Caen Memorial Museum can be replaced by a guided tour of Caen or Bayeux.  
Please note: time schedules are subject to change. This programme is available daily, subject to availability.





## SPECIAL DAY SWORD BEACH

**FROM €37.50 PER PERSON (BASED ON A GROUP OF 40)**

See the little-known D-Day sites  
close to Caen...

### Sword Beach

This was one of the five iconic D-Day beaches, where 177 French soldiers from the Kieffer commando unit landed.

### The British cemetery in Hermanville-sur-Mer

1,005 Allied soldiers are buried in the British cemetery. Most of the soldiers died on 6 June or on the days following the D-Day landings.

### The Hillman site

The 24-hectare site with 18 bunkers and underground structures was built by the Germans between 1942 and 1944. It was the command post for their coastal defences on the Côte de Nacre.

### The Grand Bunker

The Atlantic Wall Museum is housed in the former headquarters of the German army commanding the batteries in the Orne estuary. The tower was made from 5,000 tons of concrete and steel, and was unique in its kind. Standing 17 metres high and with 6 storeys, it looked down on the villas in Riva-Bella. It has been restored to show how it looked before 6 June 1944.



### DAY TRIP PROGRAMME

**10 AM-12 PM**

**Guided tour of Sword Beach  
and the British cemetery in  
Hermanville-sur-Mer**

**12 PM-1:30 PM**

**Lunch in Ouistreham**

**2 PM-6 PM**

**Guided tour  
of the Grand Bunker or  
the Hillman site**

#### *The price includes:*

The services of a guide for the tour of Sword Beach and the British cemetery, admission to the Hillman Site or the Grand Bunker and lunch including a 3-course menu and drinks (1/4 litre of wine, coffee).

#### *The price does not include:*

Travel by coach, personal spending, extra drinks and items not included in the menu, as well as any other service not explicitly mentioned in the programme.

#### *Please note:*

The timetable is given for information purposes. This schedule can be followed on any day, subject to availability.



## WELLNESS DAY AT THE SEA

**FROM €138** PER PERSON (BASED ON A GROUP OF 30)

Treat yourself to a delicious wellness break and enjoy being pampered!

### Ouistreham Riva Bella

Right on Caen's doorstep, a vibrant resort all year round thanks to its three main attractions:

- The village centre: the historical heart of the town and its hidden gems, such as the Grange aux Dîmes (tithe barn) or Saint Samson church
- The harbour with its marina, commercial port, ferry terminal and fishing harbour
- The seaside resort with its long fine sandy beach and villas.

### Thalazur Ouistreham

Enjoy a "Thalassotherapy & Gastronomy" deal at Thalazur Ouistreham. With access to 2 seawater pools, sauna, Turkish bath, Jacuzzi, cardio room and gym. The restaurant has a great sea view.

#### DAY TRIP PROGRAMME

**10 AM-12 PM**

**Guided tour of Ouistreham  
Riva-Bella**

**12:30 PM-2 PM**

**Lunch**

**2:30 PM-5:30 PM**

**Health and relaxation  
at the Thalazur**

#### *The price includes:*

The services of a guide for the tour of Ouistreham, lunch including a 3-course menu and drinks (1/4 litre of wine, coffee), access to the thalassotherapy spa centre and a choice of 2 individual wellness treatments (seawater massage bath, seaweed or mud wrap, water massage bed, seawater massage, shower body jet, etc.)

#### *The price does not include:*

Travel by coach, personal spending, extra drinks and items not included in the menu, as well as any other service not explicitly mentioned in the programme.

#### *Please note:*

The timetable is given for information purposes. This schedule can be followed on any day, subject to availability.





## DAY TRIP PROGRAMME

**10 AM-12 PM**

**Food tasting visit  
in one of the sites  
to choose from**

**12 PM-1:30 PM**

**Lunch**

**2 PM-6 PM**

**Free time in Honfleur  
Option: cruise**

# DAY TRIP IN THE HEART OF NORMANDY

**FROM €31 PER PERSON (BASED ON A GROUP OF 40)**

A day-trip to take in Normandy's signature rolling landscapes and local products

## Food tasting visit to choose from:

- Option 1: Graindorge Cheese Dairy  
Audioguided tour of the workshops seen through glass galleries, followed by cheese tasting
- Option 2: Calvados Père Magloire l'Expérience  
An experience to liven up your senses and relive the history of Normandy, learning how Calvados is made from apples. Taste the spirit of Normandy!

## Honfleur and the Côte Fleurie

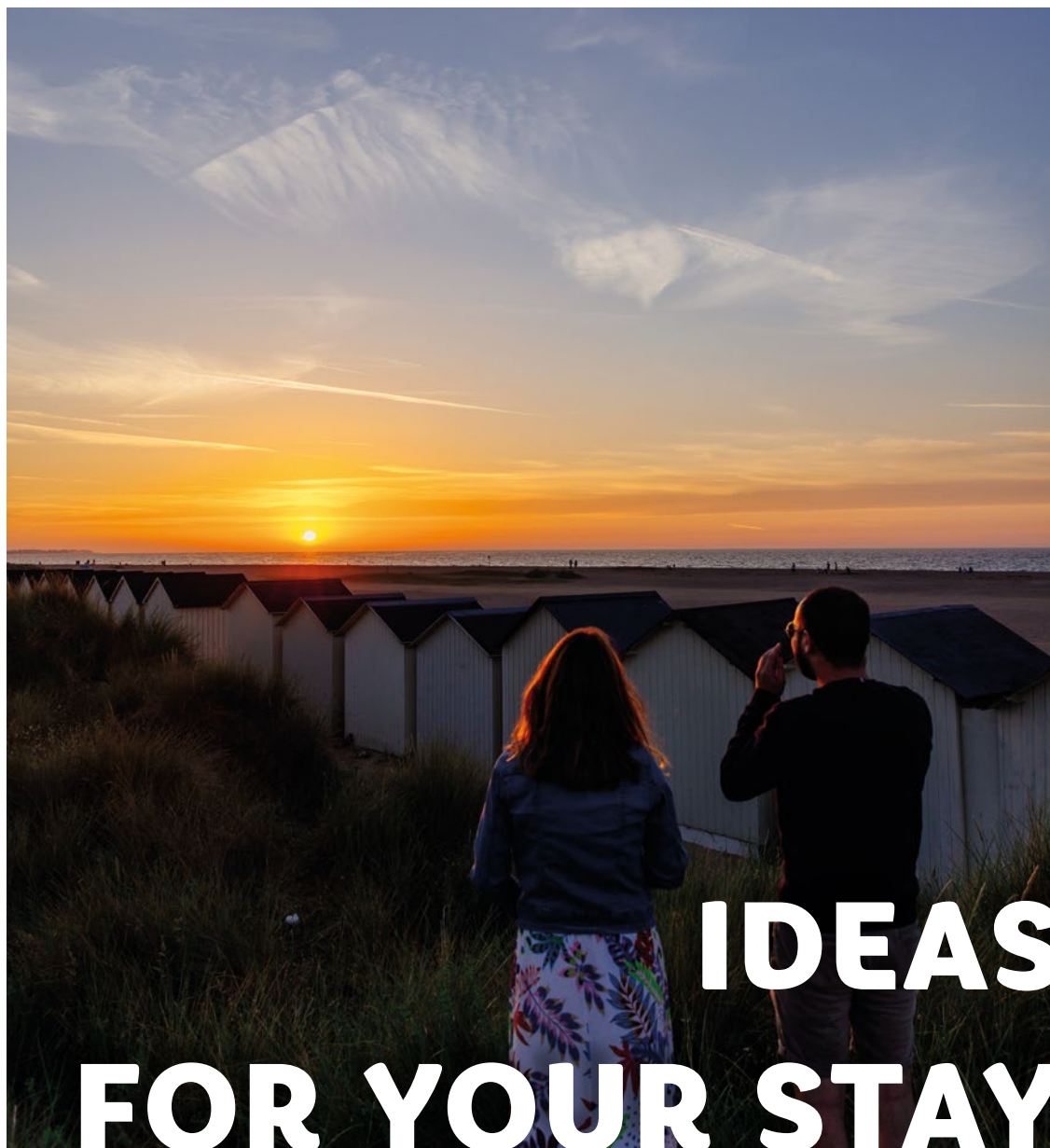
Honfleur is known in particular as the city of painters and impressionism (with its old cobbled streets, its rich architectural heritage, the old port (le Vieux Bassin) and iconic half-timbered houses, etc.). Free time.

Option: The chance to enjoy a cruise with commentary in the Seine Estuary and sailing under the Pont de Normandie.

*The price includes:*  
Admission and tasting in one of the chosen sites, lunch including a 3-course menu and drinks (1/4 litre of wine, coffee) and the cruise with commentary (optional).

*The price does not include:*  
Coach travel, personal expenses, extra drinks and any extras not on the menu, as well as any other service not listed on this programme.

*Note:*  
We recommend visiting the cheese dairy in the morning when the workshops are still operating. Please note: time schedules are subject to change. This programme is available daily, subject to availability.



# IDEAS FOR YOUR STAY

**LOOKING  
FOR IDEAS?  
HERE ARE A FEW  
IDEAS FOR TRIPS  
OVER SEVERAL  
DAYS.**

*The Caen la Mer - Normandy Tourist Office groups department team will draw on their expert knowledge of the area to organise your trip, making sure that you won't miss out on the local must-see sites. Our routes are planned according to your travel requirements and timing to make sure you see the most important sites. Other options are available according to your requirements and expectations, so contact us and we will organise the perfect trip!*





# 4 DAYS IN NORMANDY



## THE CAEN MEMORIAL MUSEUM AND D-DAY BEACHES

- Free visit of the Caen Memorial Museum
- Lunch at the Memorial Museum's "Les pommiers" restaurant
- Guided tour of the D-Day beaches



## CAEN AND OUISTREHAM

- Guided tour of Caen
- or City Tour Train Ride
- Lunch in Caen or Ouistreham
- Guided tour of Ouistreham Riva-Bella



## PAYS D'AUGE AND CÔTE FLEURIE

- Audioguided tour of the Graindorge Cheese Dairy Village and tasting experience
- Lunch at Saint-Martin aux-Chartrains
- Tour of the Père Magloire Calvados Experience and tasting



## TROUVILLE SUR MER AND HONFLEUR

- Guided tour of Trouville
- Seafood tasting on the fish market
- Lunch in a Trouville restaurant
- Boat trip in Honfleur



# 3 DAYS IN NORMANDY



## CAEN AND THE CAEN MEMORIAL MUSEUM

- Guided tour of Caen
- Lunch in Caen
- Guided tour of the Caen Memorial Museum



## BAYEUX AND THE D-DAY BEACHES

- Guided tour of Bayeux and its famous Tapestry
- Lunch
- Visit of the D-Day beaches



## MONT SAINT MICHEL

- Free time at the Mont Saint Michel -
- Lunch
- Guided tour of the village and Mont Saint Michel Abbey





**CAEN LA MER CAN  
ORGANISE TAILOR-  
MADE SCHOOL GROUP  
VISITS ADAPTED TO THE  
PARTICULAR SCHOOL  
CURRICULUM.**

*Caen la Mer Tourist Office employs an experienced schools adviser who can not only adjust the educational approach and materials to your particular group's level but also adapt visits to fit the group's timetable.*

*Tours come with mediation materials that help pupils understand what they are seeing: visual materials, diagrams and questionnaires depending on the subject matter.*

*The tours on offer below are subject to availability of our cultural guide.*



## OUISTREHAM VILLAGE CENTRE GOING BACK IN TIME

🕒 45 min/1h      ☆ €75/class

👤 For children aged 6 to 11

The historic heart and foundation of the town still retains its landmark appearance.

Two listed buildings in particular underline its links with the past: the monumental Roman Catholic church and the impressive Grange aux Dîmes (tithe barn).

**School group visit:** the village's origins (Middle Ages), Church and Grange aux Dîmes (tithe barn), the old fishermen's quarter in the 19th and 20th centuries

Content: explanations on the barn, church, ancient graffiti, how the village developed around the old fishing community.

**Learning objectives:** observation, comparison between past and present using vintage photos, discovery of past seafaring life.



## OUISTREHAM HARBOUR

🕒 1h/1h30 (with lighthouse visit option)  
- 45 min for Kindergarten groups

☆ €75/class (€90 with the lighthouse visit)

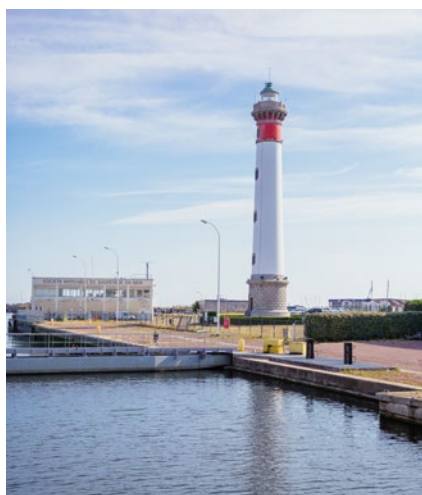
👤 For class groups aged 5 to 10 and 11 to 17

With the lighthouse standing tall above the harbour, the daily fish market and bustling maritime activity bear witness to its various roles as fishing port, marina, ferry terminal (Ouistreham to Portsmouth crossing) and commercial port.

Theme: economic activity

**Educational visit:** tour of the fish market hall, the ships, current activities in Ouistreham harbour/lighthouse visit (optional)

**Learning objectives:** Discovery of the maritime world and its activities, learning the basic maritime vocabulary. A questionnaire can be provided



## OUISTREHAM LIGHTHOUSE

🕒 20 to 30 min (for a group of 15 children)

☆ €50/Class of 30

👤 For students aged 5 to 17.

The lighthouse stands 38 metres tall. Climb the 171 steps to the top and admire the amazing 360° view overlooking the Pointe du Siège headland nature reserve, the marina, the canal between Caen and the sea, the village centre, the beach and the cross-Channel ferry terminal.

**Learning objectives:** analysing the landscape, learning how a lighthouse works and its uses.





## THE OCCUPATION AND LIBERATION OF OUISTREHAM

🕒 1h

★ €75/class

👤 for children aged 8-10

Ouistreham Riva Bella, located in the Sword Beach area, is a Memorial site where, in the early hours of June 6, 1944, 177 French soldiers fought bravely under the orders of Commander Kieffer. This unit, part of the 4th British Commando, liberated part of our city. Two museums, one of them listed as a Historical Monument, narrate this particular event.

**Learning objectives:** Understanding a historical event/imagining, remembering, reflecting on the life of children in Ouistreham during German Occupation (based on testimonies).

A questionnaire can be provided.

A guide can take the group to visit the main headstones of Colleville Montgomery + the Hillman Site at Colleville Montgomery



## HISTORY OF OUISTREHAM SEASIDE RESORT

🕒 1h

★ €75/class

👤 for children aged 7 years and more

The birth and growth of what has always been a family resort, with its outstanding beach as a key attraction. From the “Belle Epoque” (turn of the 20th century) to the present day: learn about the town’s history and gradual development through many historical anecdotes.

**Learning objectives:** Raising awareness of typical seaside villa facades. Learning about architectural features. Recognising and spotting finials.



## HERMANVILLE/OR LION SUR MER RESORT

🕒 1h

★ €75/class

👤 for children aged 9 years and more

Seaside trip to learn about the history of seaside resorts and the villas of Hermanville sur Mer or Lion Sur Mer. Tour of the beautiful 19th century villas Keep your eyes wide open, look up and admire these architectural wonders!

**Learning objectives:** Raising awareness of typical seaside villa facades. Learning about architectural features. Recognising and looking out for details and finials



## GUIDED TOURS

Depending on the school curriculum, the Caen la Mer Tourist Office groups department team and guides can meet your educational requirements and organise a tailor-made tour. The themes listed in the “Guided Tours” section can be customised for different student groups.

## MUST-SEE SITES

Many sites and museums in Caen la Mer can also adapt their content to your learning requirements and sometimes offer specific school visits and workshops.

- Caen Memorial Museum
- Normandy Museum
- Fine Arts Museum
- Ornavik
- Vieux la Romaine
- Maison de la Nature et de l'Estuaire
- Le Dôme - Relais d'Sciences

Other partners can also organise visits for your groups to fit in with the school curriculum.

### WHERE TO EAT

We have prepared a list of picnic areas on page 5.

## QUIZ BOOKLETS

### In Caen:

The Caen la Mer Tourist Office organises rallies in the city centre, so that visitors can learn about history while having fun and playing an active part. These quiz booklets stimulate children's' sense of observation, direction, thinking and logic.

**For children** (4-7 years and 7-13 years)  
2 themed booklets to choose from:

- Attacking the castle
- Tour around Caen.

Price: €2.50 per booklet.

**For adults** (aged 14 years and over)  
5 trips to choose from:

- “Le Bourg Le Roy” in the city centre
- “le Bourg l’Abbé” around the Abbaye aux Hommes
- “le Bourg l’Abbesse” around the Abbaye aux Dames
- “The Castle”
- “Caen, past and present times”, 20th century heritage.

Price: €6 per booklet.

### In Ouistreham:

**For children** (aged 7 to 13)  
3 themed booklets to choose from:

- The village centre around Saint Samson church
- The Second World War
- The Harbour and lighthouse.

Price: €2.50 per booklet

### In Lion sur Mer:

**For Kids** (aged 7 to 13)  
Tour of the seaside villas, learning about endemic fish species or how bathing practices have changed over time.  
Price: €2.50 per booklet

### Other:

Booklets and quizzes for all ages for two visits:

- “The coast from Ouistreham Riva Bella to Lion sur Mer”: Walk along the coast to learn about its heritage sites
- “Thaon church”: walk in the Mue valley and visit this typical Norman Romanesque building.

Price: Free



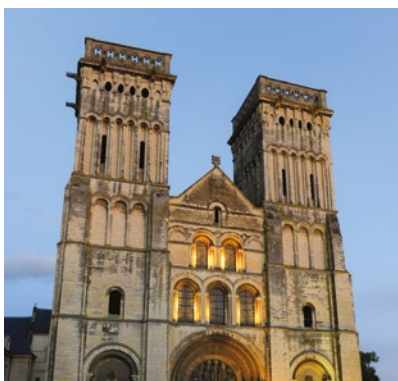


**EXPERIENCE CAEN LA MER'S VIBRANT AND DIVERSE HERITAGE AS WELL AS OVER 1000 YEARS OF EXCITING HISTORY!**

*Caen la Mer-Normandy Tourist Office gives you the chance to explore its land and treasures all year round with tour guides: discovery of the destination, thematic or original visits... Our guides can also introduce you to Normandy's must-visits from Honfleur to Mont Saint-Michel passing through the D-Day beaches. The hardest part will be choosing your trip... Leave the rest to us, we'll take care of it!*



## Classic visits



### TOUR OF CAEN

🕒 2 hrs or 3 hrs    ⭐ From €150  
🚌 / 🚶 Coach or walking tour

During the visit, you can explore the city's most famous sites: the two abbeys, symbols of the love between William and Matilda, and jewels of Norman Romanesque architecture, and the castle, one of the biggest fortified structures in Europe. You can also admire some of the city's finest private mansions, hidden courtyards, the marina and the race course.

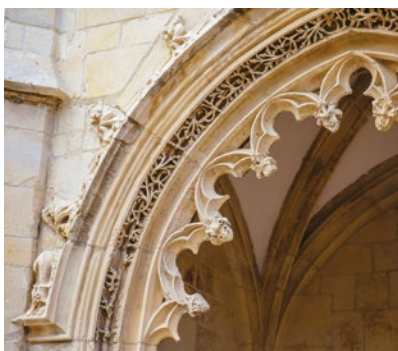


### TOUR OF OUISTREHAM RIVA-BELLA

🕒 2 hrs    ⭐ From €150    🚌 Coach tour

This visit will reveal the three faces of this seaside resort at the gates of Caen: the city's historic centre, with such hidden treasures as the Grange aux Dîmes and Saint-Samson's Church, one of the finest Romanesque monuments in the Caen plain; the port, dominated by the lighthouse, with its constantly evolving seagoing activities, and the seaside resort, where you can explore its creation, the Occupation and the Liberation of Ouistreham.

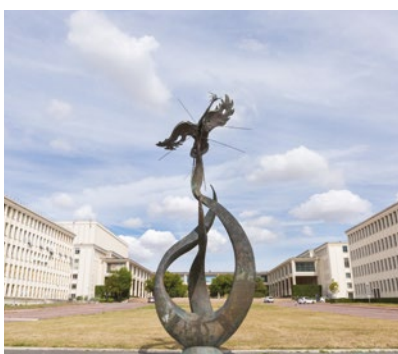
## Thematic visits



### CAEN STONE

🕒 2 hrs    ⭐ From €150    🚶 Walking tour

Caen stone is a limestone rock with qualities that have been known since Antiquity. Its finest ambassador was without doubt William the Conqueror, who took it with him during his conquest of England in the 11th century. It was used to build prestigious monuments and buildings not only in Caen (the two abbeys and the castle), but also in England (Westminster Abbey, the Tower of London), Belgium, Holland, Germany and Italy. The stone was again used for restoration work on Saint-Peter's Church, among others.



### THE RECONSTRUCTION

🕒 2 hrs    ⭐ From €150    🚶 Walking tour

Caen was at the centre of air raids during the World War II, and many districts were completely destroyed. The Reconstruction programme headed by the urban planner Brillaud de Laujardière gave a new face to the city: new transport routes, enhancement of the historic heritage, the construction of residential areas and new monuments (the University, Saint-Julien's Church). This is an invitation to understand and explore the metamorphosis of the city as it was reborn from its ashes like a phoenix.





## PRIVATE MANSIONS IN CAEN

🕒 2 hrs

★ From €150

🏠 Walking tour

Caen was the home of a large number of noble and bourgeois families who had private mansions built for them. Despite the destruction from air raids in 1944, you can still admire a number of them in the city-centre districts. Each house can be placed in its original urban context. The different types of private mansions are an opportunity to retrace the history of urban planning in pre-war Caen.



## THE SEASIDE VILLAS

🕒 2 hrs

★ From €150

🏠 Walking tour

If there is a feature characterising the Normandy beaches, it is surely the seaside architecture, with Lion-sur-mer and Hermanville-sur-mer as fine examples. You can admire in particular the Art Nouveau villas or the eclectic inspiration behind the English, Scottish, Norman and Gothic styles. A charm-filled visit along the sea front...



## SWORD BEACH, ONE OF THE D-DAY LANDING BEACHES

🕒 1 hr 30

★ From €150

🏠 Walking tour

Relive the Occupation and the Liberation of Ouistreham Riva-Bella. This is a chance to take a look at a sometimes little-known event and yet one that is unique in French history, of «Kieffer's green berets», the 177 French soldiers from the N°4 Franco-British Commando who landed on the morning of 6 June and liberated the city.



## THE BATTLE OF CAEN

🕒 2 hrs

★ From €150

🏠 Walking tour

A visit to understand the decisive days when the city's destiny was played out. The battle to liberate Caen led to 12 days of fires, 44 days of siege and 72 days of air raids, with nearly 2,000 dead and 80% of the area destroyed.

The visit explores the daily lives of the inhabitants of Caen in June and July 1944, in their mourning and hope. It will be illustrated by a visit to the permanent exhibition at the Men's Abbey, entitled "Un été 44, la vie continue" ("Summer 44, life goes on").





## THE PORT OF CAEN

🕒 2 hrs

★ From €150

🚌 Coach tour

Caen harbour is a flourishing area taking part in the changes to the urban and suburban areas of Caen. This original and fascinating visit will take you from the centre of Caen to the ferry terminal of Ouistreham Riva-Bella to explore the history of the port, as linked to the history of the city, and the site's economic activity (shipbuilding, sailing, cross-Channel ferries).



## THE PORT OF OUISTREHAM RIVA-BELLA



🕒 1 hr to 2 hrs

★ From €150

🚶 Walking tour

Discover the Port of Ouistreham and its various facets: fishing port and its traditional fish market, marina and its 650 rings nestled in a green setting, commercial port and its amazing cargo ships, commercial harbour and its surprising ballet of cargo boats, and finally a cross-Channel port with the liners of the company Brittany Ferries which live up the outer harbour in the stoneware of their 3 daily rotations.

In options: visit of the lighthouse or visit of the backstage of the ferry terminal.



## THE SMN : FROM BIRTH TO RETIREMENT, LIFE IN A COMPANY TOWN

🕒 2 hrs

★ Free

🚶 Walking tour

The visit is an opportunity to relive the daily life of an inhabitant of Le Plateau (a company town just outside Caen), set up by the SMN (Société Métallurgique de Normandie, the major metallurgical company in lower Normandy until 1993, and providing accommodation to over 6,000 workers at its height), with all the key stages of life, including work and leisure activities under the paternal eye of the industrial company.

## Original visits



## OUISTREHAM LIGHTHOUSE



🕒 45 min

★ from €2

🚶 Walking tour

The lighthouse stands 38 metres tall. Climb the 171 steps to the top and admire the amazing 360° view overlooking the natural reserve of the Pointe du Siège headland, the marina and its 650 docking rings, the fishing harbour and the canal between Caen and the sea, the centre, the beach and cross-Channel ferry terminal.

### Prices:

- adults: €4/pers
- children (under 12): €2/child



Visit adapted to visitors with a mental disability, depending on availability of our cultural guide





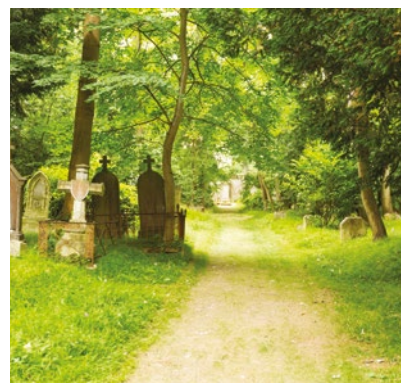
## THE DORMANT CEMETERIES OF CAEN

🕒 2 hrs

★ From €150

🚶 Walking tour

The disused cemeteries of Caen have been preserved in their abandoned state, hidden away at the heart of the city. They provide romantic walks and a chance to revive a host of stories from the past. To visit or revisit: Saint-Peter's Cemetery, the Protestant cemetery and the Quatre-Nations Cemetery.



## EROTICISM IN CAEN SCULPTURE

🕒 2 hrs

★ From €150

🚶 Walking tour

Coquettes revealing their breasts, immodest men showing off their anatomy, surprising sexual scenes in a church... This guided visit has plenty of surprises in store! It is also a chance to take a look at the idea of propriety down the centuries.



## STREET ART IN CAEN

🕒 2 hrs

★ From €150

🚶 Walking tour

Born at the end of the 1960s in the United States and combated by the authorities, street art was quickly adopted by the world of official art, but still remains an anti-establishment genre.

An opportunity for visitors to discover the artists who have made Caen their playground, the different techniques used and the many codes presiding over this form of art.



PRICES INC VAT	2 HRS	3 HRS	4 HRS	8 HRS	ADDITIONAL HOUR
<b>WEEKDAYS</b> (Monday to Saturday)	150 €	180 €	220 €	370 €	50 €
<b>SUNDAYS</b>	190 €	220 €	290 €	545 €	60 €
<b>PUBLIC HOLIDAYS AND EVENINGS</b>	200 €	275 €	370 €	725 €	80 €

*These prices apply unless otherwise specified in the description. Your own coach will be used for guided visits. For a guided walking tour, plan for one guide for 35 participants maximum. For a whole-day programme, plan for a lunch for the guide with your group at your charge or include a flat rate of €25 including VAT. Prices are valid for a round trip to Caen, but do not include admission to sites or museums. They are subject to changes in VAT rates. No supplement is required for a guided tour given in a foreign language.*



# In Normandy



## THE D-DAY BEACHES

🕒 From 4 to 8 hrs

A major memorial landmark, the D-Day landing beaches were the scene of a decisive turning point in the Second World War on 6 June 1944, a day that partly shaped the world today. Walk in the footsteps of the soldiers who liberated France. Emotion guaranteed and a homage to their bravery.



## PAYS D'AUGE & CÔTE FLEURIE

🕒 From 4 to 8 hrs

Côte Fleurie and the woodland countryside of Pays d'Auge are among the essential sights in Normandy and feature all the famous images associated with our region: Deauville, Honfleur, Lisieux, Cabourg... The towns conjure up the joys of the seaside and walks in the countryside, glamour and spirituality, steep cliffs and half-timbered manor houses... A great place to recharge your batteries.



## MONT SAINT-MICHEL

🕒 8 hrs

No need to introduce it, and yet each new visit is an emotion. A unique charm is conveyed by this rocky isle, its abbey and the bay that is its setting. Listed by UNESCO as part of World Heritage and nicknamed the «Wonder of the Western World», its majesty dazzles visitors. We can admire all the skill of the builders who left us a real architectural masterpiece in the Middle Ages.



## BAYEUX

🕒 4 hrs

The old medieval city of Bayeux has preserved its heritage, and in particular its cathedral, a jewel of Norman architecture linked to William the Conqueror and the Bayeux Tapestry, which is thought to have been embroidered to decorate the nave. Around the cathedral, the historic town centre escaped unscathed in 1944 and features half-timbered houses, manor houses with towers and private mansions. An immersion in medieval history and its secrets!



## LA SUISE NORMANDE

🕒 8 hrs

This part of Normandy is an occasion to take a peaceful break in a preserved setting. It stands out with its jagged landscapes sculpted by the River Orne and the erosion of the Armorican Massif. The hilly shapes combine green forests, plains and granite rock, providing a peaceful and ever-changing landscape. A stay here is always filled with harmony.



## FALAISE

🕒 4 hrs

Falaise, with its exceptional heritage, takes us back to the origins of medieval Normandy. The castle, residence of the Dukes of Normandy, looks out over the region majestically and bears witness to a glorious past. In the shade of walls that saw the birth of William the Conqueror, the fortress opens on to little streets lined with half-timbered houses and Romanesque and Gothic churches. A real immersion in the history of medieval Normandy!





# Visits with a difference



## BOAT TRIP ON BOARD LA PRESQU'ILE

🕒 45 min ☆ from €9\*/pers

Take a guided tour of Caen harbour and along the canal on board "la Presqu'île" and see the city from a different angle.  
**Maximum capacity** : 20 people. From April to november.

\*Group rate from 18 people



## TOURIST TRAIN

🕒 45 min ☆ From €4.50

From April to October, see the main sites of the city on a sightseeing train during a guided tour lasting 45 minutes.

**Prices:**

- adults: €6.50 per person (maximum capacity 45 people)
- children (under 12): €4.50 per child (maximum capacity 60 people).

**SOYEZ PRÊTS À VIVRE 1H30 EN IMMERSION AU SEIN DU MUSÉE DU DÉBARQUEMENT**

www.musee-arromanches.fr  
02 31 22 34 31  
Place du 6 juin 14 117 Arromanches-les-Bains

**BATTERIE DE MERVILLE**  
Bien plus qu'un musée, un saut dans l'histoire !

www.batterie-merville.com  
02 31 91 47 53

**Le Village Fromager**  
Découvrez la fabrication du Livarot et du Pont l'Évêque AOP au cœur des ateliers fromagers

- Sur réservation
- Visite gratuite
- Dégustation spéciale groupes
- Boutique : Fromages & produits du terroir

Visite conseillée le matin pour voir la fabrication (sauf le vendredi)  
Dernière visite 30 minutes avant la fermeture

Du 02/11 au 31/03 : du lundi au vendredi 10h - 12h30 / 14h30 - 17h30; le samedi 10h - 13h  
Du 01/04 au 31/06 : du lundi au samedi 9h30 - 13h / 14h - 17h30  
Du 01/07 au 31/08 : du lundi au samedi 9h30 - 17h30; le dimanche 10h30 - 17h30 (journées continues)  
Du 01/09 au 31/10 : du lundi au samedi 9h30 - 13h / 14h - 17h30

Le Village Fromager E. Graindorge  
42 rue du Général Leclerc 14 140 Livarot - visite@graindorge.fr - 02 31 48 20 10

**OVERLORD MUSEUM**  
★ OMAHA BEACH ★

**L'HISTOIRE À TAILLE RÉELLE**  
A LIFE-SIZE PICTURE OF OUR HISTORY

Colleville-sur-Mer  
Près du cimetière américain  
Near Omaha American Cemetery  
00 33 (0)2 31 22 00 55  
contact@overlordmuseum.com  
www.overlordmuseum.com

**2 200 m² d'EXPOSITION**  
**UN SITE de 15 000 m²**  
2 200m² exhibition  
A site of 15 000m²



# YOUR PARTNERS FOR A SUCCESSFUL STAY



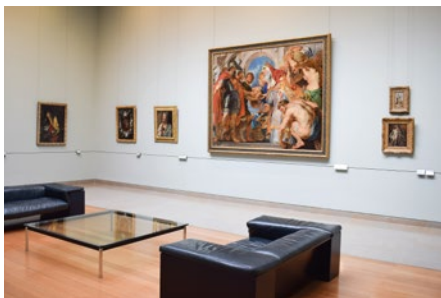
## > ACCOMMODATION

Caen-la-Mer has a capacity of 20,000 beds with a renovated and diverse range of hotels including over 3,700 rooms in 75 hotels and residences. With charming or traditional hotels, in the city, at the seaside or in the countryside, the choice is enormous. Hosting groups is easy thanks to committed accommodation providers in partnership with the Tourist Office.



## > RESTAURATION / CATERERS

Caen-la-Mer is proud of its exceptional gastronomy, based on the skills of our farmers and craftsmen: local distribution networks, AOC products, legendary cheeses, top-quality beef... all served with passion in over 575 restaurants, including 3 with Michelin stars. The range is rounded off by catering services adapted to your event.



## > THE MUSEUMS

Thanks to its rich and ancient history, Caen-la-Mer has museums and sites dedicated to the major periods and themes that have forged its history and identity: the Second World War and D-Day in Normandy, Normandy through the ages and centuries (Roman, medieval, Viking periods), culture, architecture, art, nature...

Archaeology, Middle Ages, History of the Second World War, History of the 20th century, Peace, Fine Arts, Nature and the environment



## > LEISURE ACTIVITIES

Caen-la-Mer is a limitless playground for anyone in search of fun activities: the range of leisure activities is original and calls on every kind of innovation, while not forgetting the great classics! In the open air or indoors, sport, culture or just relaxation and fun, a whole host of sites and leisure activities are on offer.

Water activities, Sport activities, Golf, Climbing, Treetop adventure, Paintball, Escape game, Murder Party, Virtual reality, Lasergame, Treasure hunt, Axe throwing, Theme parks, Thalassotherapy, Kart racing, Casino, Horse-riding, Bowling



## > COACH OPERATORS

Caen's central position in Normandy makes it the ideal starting point for coach trips in the region. It is easy and safe to travel around with the help of our partner transport companies for your sightseeing trips.



## > INCOMING AGENCIES

A great trip is one where you see all the aspects of a region with an original touch and with something to suit everyone. Group stays call for perfect organisation to guarantee visitors' peace of mind. Our partners can provide a whole host of original activities and a precise and flexible schedule: accommodation, transport and a range of activities...

For the full list of partners, check our website or contact us directly!





# GENERAL SALES CONDITIONS TOURIST PACKAGES AND SERVICES

**FROM THE TOURIST OFFICE – CAEN LA MER – NORMANDY**  
**FROM 01/08/2023 TO 31/07/2025**

In compliance with article R211.4 of the Tourism Code, the present General Sales Conditions are made to inform clients of the Tourist Office – Caen la Mer – Normandy before signing their contract or confirming their order. In compliance with article L211.9 of the Tourism Code, this pre-contractual information is an integral part of the contract and can only be modified with the explicit agreement of the parties.

The General Sales Conditions (GSC) can be modified and updated by the Tourist Office at any time. The applicable GSC are the conditions prevailing when the order is made. The present GSC are notified to the client when Tourist Office services are reserved. They can be consulted and downloaded on the website: [www.caenlamer-tourisme.fr](http://www.caenlamer-tourisme.fr) and on reservation.caenlamer-tourisme.fr

## **Article 1: Establishment of contract**

### **1.1 – Terms and conditions**

In accordance with articles R211-3 to R211-11 of Decree n°2017-1871 dated December 29th 2017 for the application of ruling n°2017-1717 dated December 20th 2017 regarding the transposition of the (EU) 2015/2302 directive by the European Parliament and Council on November 25th 2015 to package holidays and related holiday services, the Caen la Mer-Normandy Tourist Office oversees booking and sale of services, leisure activities and hospitality of all kinds in its area of influence. It benefits the general public by providing a variety of services and a fast and secure booking service.

Reserving a tourism service (accommodation, transport, packages, guided tours, tickets, etc.) on offer from the Tourist Office involves unreserved acceptance of the articles in our GSC.

### **1.2 – Establishment of contract**

Excepting on the website or the online reservation site, any request for a reservation will be sent in writing to the Tourist Office, either on the premises, by telephone, e-mail, via the quotation request form or by letter.

Any order will only be considered as definitive when:

- first, on reception of the completed, dated and signed contract or proposal, or on confirmation of the order on our website or our online reservation site through the online registration procedure, subject to technical feasibility, availability of guides (for groups), available places and where applicable the minimum number of participants. The parts of the contract or proposal relating to the client's specific requests outweigh the elements in the present GSC without prejudice to the prevailing legislation.

- and second, on reception of the outstanding balance for any online reservation or in person at the time of reservation and at least 7 days before the beginning of the service, when services are reserved at the Tourist Office Groups Service.

For an online reservation on our website or on our reservation site, users must be at least 18 years old, to be legally able to sign a contract and to be using the site in compliance with the GSC. Except in the event of fraud, for which clients must provide proof, clients are financially responsible for their use of the website, notably the use made of their user name and password. Clients also guarantee the truth and accuracy of the information provided on the website. Any use of the website that is fraudulent or judged to be fraudulent, and which infringes the present sales conditions, will justify restricting users' access, at any time, to the services on offer from partners or to

other features of the website.

## **Article 2: Condition for carrying out services**

Taking into account the fact that all services sold by the Tourist Office are limited in time, these services can never be extended beyond the specified date.

Clients must be present on the day and at the times mentioned in the reservation contract or on their voucher.

### **2.1 – For individual reservations**

The reservation is made:

- either online on the website: <https://reservation.caenlamer-tourisme.fr/>
- by telephone on 02 31 27 14 14 (Caen) or 02 31 97 18 63 (Ouistreham) with a link then sent for payment.

- or in person at the Caen and Ouistreham Tourist Offices during opening hours and the seasonal Tourist Office in Lion-sur-Mer (open only in high season).

Subject to availability, it is possible to reserve places for tours until the day of the tour, excepting in specific cases. If Clients consider they have not been well enough informed about the features of the services they would like to order, they can ask for more details from the Tourist Office before making their order. By making an order, Clients implicitly agree that they have obtained all the details needed about the nature and features of the services ordered, and the reservation will be considered as definitive after payment by the client.

Services must be paid for on reservation, and no reservation will become effective without the corresponding payment.

Tickets will be sent automatically by e-mail in the form of a voucher after an online reservation, once payment has been confirmed by the client. The voucher includes a summary of the reserved service with details about how the voucher is to be used, and the time and place of the service. For reservations in person, clients will be given a thermal ticket or a voucher with all the details about the reservation. For all reservation methods, clients must present their voucher or thermal ticket at the beginning of the service and on the day and at the time and place given on the voucher. No tickets will be sent by post.

### **2.1.1 – For guided tours and individual tickets (excepting City Pass CLM)**

Depending on the service, the Tourist Office or partner organising the service may have to cancel due to weather conditions or as a result of force majeure, as explained in article 6.3 of the present GSC. In this case, the total amount already paid will be refunded to the client but without any compensation being paid. Each participant must comply with the rules of safety and due care during visits, and follow the recommendations of the guide during a guided tour.

The Tourist Office may be exceptionally forced to cancel a service if the minimum number of participants is not reached. Clients will be informed of this decision in accordance with the terms of article 6.2 of the present GSC. If the Tourist Office cancels a service, a new date or a full refund will be proposed, without any other compensation being made. Clients will be responsible for their personal spending.

### **2.1.2 – For the Caen la Mer City Pass ticket service**

For reservations made in person at the Tourist Office, customers will be given a City Pass card. When reservations are made online, clients will receive a digital City Pass by e-mail. The City Pass card or digital City Pass must be shown on admission at the

different Caen la Mer City Pass sites or at partners providing a discount on presentation of the City Pass (restaurants, leisure sites and shops). The City Pass is activated at the 1st site visited.

### **2.1.3 – For the short-stay cabins in Colleville-Montgomery**

Clients will receive their voucher by e-mail after an online reservation or in person when they reserve at the Tourist Office. A few days before they arrive, they will receive an e-mail with the site access code.

### **2.2 – For group reservations**

The booking is considered definitive on receipt of the completed and signed contract at least 30 days before the date of the guided tour.

The service will be provided subject to the service provider's availability and weather conditions for outdoor activities.

The person signing the contract is responsible for all the service's participants.

Some sites are subject to weather conditions and tide times. Please contact us depending on your chosen date.

#### **2.2.1 For tours without meals**

Our prices include all related services described in the brochure.

Our prices do not include:

- food and drink (booking and payment are your responsibility).
- additional services ordered after the initial booking.
- museum admission (booking and payment are your responsibility) not stated in our offer.
- coach transport.
- any holiday taxes or administration fees (for non-EU nationals).
- personal spending.

Group numbers must be provided upon booking and confirmed 48 hours before the service begins. Customers will be charged for the total number of people confirmed 48 hours before arrival, even if fewer people attend.

#### **2.2.2 – For group package days**

The prices given apply from Monday to Saturday (Sunday and bank holidays on request), based on 40 people, subject to availability and changes to the VAT rate. The driver takes part free of charge. These prices do not include transport or personal spending.

Lunch includes an express menu (main course/dessert) or a 3-course menu and drinks. The selection of partner restaurant menus is sent with the quote for the required day.

These day trip suggestions can be combined to create a bespoke schedule, subject to feasibility (distance, opening times etc.).

Group numbers must be provided at least 7 days before the group's arrival. After this time, any default will be charged.

## **Article 3: Retraction**

The cooling-off period of 14 days does not apply to tourist packages or other tourist travel and leisure services not included in the package (tickets, guided tours, etc.) which are provided for a given date or period in compliance with article L221-28 of the consumer code.

**Article 4: Prices**

Our prices are given in Euros inc. VAT and are per person or as a package.

For Group reservations: prices apply until the service is carried out, as stated in the sales contract. The Tourist Office reserves the right to pass on price increases, leading to differences from those given in the brochure, if prices are raised by our external providers or there is an increase in VAT. As per article R211-9 in the booking terms and conditions, clients will be informed of any changes in writing by the Caen la Mer-Normandy Tourist Office before the conclusion of the contract.

If the departure and/or return are outside the Caen la Mer region, travelling expenses will be charged: up to 10 km: €5, from 11 km to 50 km: €30, from 51 km to 100 km: €70, over 100 km: €90. Tour guide's meal: if the guide doesn't eat with the group, please allow for €25 inc. VAT.

**Article 5: Payment**

For group reservations: payment for the service must be made at least 7 days before the tour date. Our guides will not accept payment on site.

The Tourist Office accepts payment by bank card (please provide the expiry date, card number and security code), bank transfer (please provide a copy of the bank transfer, please attach bank statement), voucher (accepted on the tour date: subject to our department's agreement upon booking) or cheque. The invoice will be sent to the client in the month after the service. On request, a pro-forma invoice can be sent.

The Tourist Office reserves the right to refuse to carry out a service for a beneficiary who has not paid for a previous order in full or with whom there is an ongoing payment dispute. The client is responsible for paying transaction and exchange rates (outside the EU). Any unscheduled services added to the order must be paid for on site by the client.

For individual reservations:

All registrations must be paid for in full on reservation. The Tourist Office accepts payment in cash (within the limit given in articles L112-6 and D112-3 of the Monetary and Financial Code), by bank card (contactless or with PIN code), by cheque (proof of identity may be requested), Chèque Vacances holiday vouchers (in paper format only, no change given) for any reservation made in person at the Caen, Ouistreham or Lion-sur-Mer Tourist Information Offices. Payment must be made by bank card via the Monetico secure payment system for reservations made on the Caen la Mer - Normandy Tourist Office website. The Tourist Office will send an invoice to the client after full confirmation of registration (for amounts of €25 or over).

The order in its entirety must be paid to the Tourist Office. The Tourist Office reserves the right to suspend processing of the order if authorisation of payment by credit card is refused by the officially accredited organisations. The Tourist Office reserves the right to refuse to carry out a service for a beneficiary who has not paid for a previous order in full or with whom there is an ongoing payment dispute.

**Article 6: Modification and cancellation conditions****6.1 By the client**

For group reservations or groups consisting of individuals (visits without meals or packages):

The Tourist Office must be notified of any modification or cancellation by registered letter or by e-mail within 72 hours.

In the event of cancellation, due payment is charged as follows:

Any full or partial cancellation made:

- 30 days before: a flat-rate of €30 shall be retained.

- 30-20 days before: a flat-rate of 40% of the total service amount (with a minimum of €40) shall be retained.

- 20-8 days before: a flat-rate of 60% of the total service amount (with a minimum of €60) shall be retained.

- 7-3 days before: a flat-rate of 85% of the

total service amount (with a minimum of €80) shall be retained.

- Less than 3 days or no show: the total service amount will be retained.

In the event of a significant change in group numbers, the Tourist Office reserves the right to apply a penalty of 10% based on the initial order. However, the Tourist Office will pass on any fees charged by third party service providers.

In the event of a significant alteration and should the group exceed the limit of 20 people, the Tourist Office reserves the right to consider it as a cancellation caused by the client and apply the cancellation terms outlined above. In all cases, a basic minimum package will be charged should the group have fewer than 20 people.

If the stay is cut short by the client, no refund can be given.

For individual reservations:

The tickets sold cannot be exchanged or refunded. The tour begins at the exact time, and no delay of any kind can be reason for a valid refund. If the client is not present, no refund can be made.

**6.2 By the Tourist Office**

For group reservations:

If there is a last-minute modification, clients will be immediately informed and an equivalent solution proposed.

In the event of bankruptcy of a service provider during the trip or stay, a no-show or if the Tourist Office is unable to provide a significant part of the services detailed in the contract, representing a substantial percentage of the price paid by the buyer, the Tourist Office will do its utmost to replace them with equivalent services as per article R211-9 in the terms and conditions.

For individual reservations:

The Tourist Office can cancel the service and fully refund payment made by the client, without any extra compensation being paid if the number of people registered for the service is lower than the number originally given in the description. The Tourist Office will inform the client the day before the service and will arrange a new date for the service or will refund the client.

Others case of cancellation: if the service is cancelled by the service provider working with the Tourist Office or by the Tourist Office itself (due to weather conditions, depending on the activity, health reasons, etc.), clients will be informed by telephone and/or by e-mail and refunded within 14 days, depending on the means of payment used at the reservation.

**6.3 Force majeure**

Clients and the Tourist Office have the right to cancel the contract before the service takes place without paying any charges when a cancellation or modification is due to force majeure, such as – for information purposes but not limited to these reasons – a natural catastrophe, armed conflict, strikes, instructions from the public authorities, disruption of transport, an accident at a site – that is, an unforeseen event, beyond the participants' control and which it is impossible to overcome, despite the efforts made to do so.

The party invoking force majeure linked to the above events must notify the other party by any means in a clear, comprehensible and easily visible way in a lasting format as soon as possible. The parties may discuss in good faith, if possible before the service takes place, whether the contract should be prolonged or cancelled. The party impacted by the failure to provide the service due to the events in question will have the right to cancel the service without notice. In application of article 1148 of the Civil Code no damages or interest will be paid.

**Article 7: Lateness/Additional hours**

In the event of a delay, visitors must forewarn the service provider/s whose address and phone number appear on the voucher. Without prior warning or should the visitor not be at the meeting point, after one hour we shall deem the service cancelled and the client will not be liable for a refund. For guides, the service time begins at the booked time. Any delay entails a waiting time for the guide which will be charged for as service time. If the delay lasts over an hour and no forewarning has been given, the service is cancelled. The invoice shall still be charged.

Any trip cut short or services not used by the client due to delay or interruption shall remain due and no refund will apply. Any service alterations for personal convenience may entail extra charges.

**Article 8: Liabilities**

The Tourist Office is the client's single contact and is responsible for the services being carried out and for the obligations resulting from the present general sales conditions. The Tourist Office is legally responsible for the services in the contract being carried out, whether the services are carried out by the Tourist Office itself or by other service providers, without infringing on its right to take legal action against them.

The Tourist Office cannot be held responsible for mistakes in reservations due to the client or caused by exceptional and inevitable circumstances, from the total or partial failure to carry out the services ordered in a case of force majeure, as described in article 6 of the present GSC, due to a third party, to failure to respect their obligations by the clients, or if they are in error.

Clients must inform the Tourist Office as soon as possible about circumstances of this kind, and of any non-conformity noted when a service is being carried out that is included in the contract. The Tourist Office cannot be held responsible for difficulties of any kind resulting from the temporary unavailability of the site or an interruption of the client's internet connection during the registration, reservation or payment process.

If one of the travel services is not carried out in compliance with the contract, the Tourist Office will rectify the situation, unless this is impossible or would lead to disproportionate costs, given the seriousness of the issue and the value of the travel services concerned.

The buyer (especially for services for non-EU nationals and school trips) is responsible for ensuring that all police, customs and healthcare formalities have been completed. Under no circumstances shall the Tourist Office be held responsible should compulsory administrative and health procedures not be completed, nor shall the Tourist Office undertake these procedures or seek concomitant items to these formalities.

**Article 9: Insurance**

At the reservation, the Tourist Office will not provide clients with the option of signing up for a multirisk or cancellation insurance. We would ask clients to check that they are covered by these guarantees with the insurance company of their choice, and it will be up to them to contact insurers in the event of an incident, in order to launch the suitable procedure. Clients are responsible for any damage they may cause.

Caen la Mer-Normandy Tourist Office is covered by professional indemnity insurance provided by Abeille Assurances in Caen.





### Article 10: Personal data

Any personal data the client provides to reserve their stay are processed by computer by the Caen la Mer-Normandy Tourist Office and are intended for the members and departments of Caen la Mer-Normandy Tourist Office handling your request. Your email address could be used to send you sales proposals and a customer satisfaction survey. Your data will be kept for 3 years from the query date.

Under the GDPR, the client reserves the right to access, amend, rectify and delete any personal data. To exercise this right, the client can contact the data protection delegate at the Caen la Mer - Normandy Tourist Office by email: [rgpd@caenlamer-tourisme.fr](mailto:rgpd@caenlamer-tourisme.fr) or by post (with a photocopy of proof of identity if you are exercising your rights) at the following address: Office de Tourisme & des Congrès - Caen la Mer - Normandie, ATT: DPO, 12 Place Saint-Pierre, 14000 Caen.

### Article 11: Photographs

Descriptions and photographs of services given by the Caen la Mer-Normandy Tourist Office on the website or on our information materials are for information purposes only and the responsibility of the service provider. Photographs appearing on the website and our information materials are for reference only. Although every effort is made to ensure that the photographs, illustrations and texts reproduced to illustrate the participating providers give as accurate an image as possible of the services provided, variations may occur. The client cannot make any complaints due to this issue. Any reproduction or use, commercial or otherwise, is strictly forbidden without prior written authorisation.

### Article 12: Archiving of contract

Any contract signed with the client corresponding to an order priced over 120 euros including VAT will be archived by the Tourist Office for a duration of 10 years, in compliance with articles L213-1, R213-1 and R213-2 of the consumer code.

The Tourist Office will archive this information and will provide a copy of the contract on request from the client.

### Article 13: Complaints / Litigation

Any complaint regarding the non-provision or poor provision of the contract must be sent to the Caen la Mer-Normandy Tourist Office within 3 working days following completion of the service by recorded delivery to: Office de Tourisme & des Congrès Caen la mer - Normandie, 12 Place St Pierre, 14000 CAEN. Otherwise, the Tourist Office cannot accept the complaint.

In the event of a complaint, the Caen la Mer-Normandy Tourist Office shall do its utmost to come to an amicable agreement to resolve the issue. After contacting the Tourist Office and after failure to receive a satisfactory reply within 60 days, the Client can contact the Tourism and Travel Ombudsman ([www.mtv.travel](http://www.mtv.travel)), when all internal procedures have been exhausted.

If the sale is made online, the client can contact the website <https://webgate.ec.europa.eu/odr> to settle the dispute.

In the event of legal disputes, the terms and conditions are subject to French jurisdiction. Any dispute that has not been settled out of court will be subject exclusively to the Caen Legal Tribunal for companies. For individuals, competence is attributed to the appropriate court in compliance with article L141-5 of the Consumer Code.

### Part B - Standard Information Form

#### Package Tour Contracts

The combination of travel services constitutes a "package" in the sense given in the directive (EU) 2015/2302 and article L.211-2 II of the Tourism Code.

You therefore enjoy all the rights given by the European Union as applicable to packages, as implemented in the Tourism Code. The Caen la Mer - Normandy Tourist Office will be fully responsible for the package being carried out correctly as a whole.

Moreover, as required by the law, the Tourist Office has an insurance coverage to refund your payments and, if transport is included in the package, to guarantee your transport home in the event of its insolvency.

Essential rights outlined in the directive (EU) 2015/2302 applied in the tourism code:

Travellers will be given all the essential information about the package before the contract is signed.

The organiser and merchant are responsible for all the travel services included in the contract being carried out correctly.

Travellers will receive an emergency phone number or the organiser's or merchant's contact details, so that they can get in touch with them.

Travellers can transfer their package to another person, providing they inform organisers ahead of time and subject to possible extra charges.

The price of the package can only be increased if specific costs rise (for example, petrol prices) and if this option is explicitly stated in the contract. It cannot be modified in any case under 20 days before the package begins. If the price increase is over 8 % of the package price, the traveller can cancel the contract. While the organiser reserves the right to increase the price, the traveller has the right to a reduction in price if the corresponding costs should fall.

Travellers can cancel the contract at no extra charge and their payments be fully refunded if one of the essential elements of the package, other than the price, is substantially changed. If, before the package begins, the professional responsible for the package cancels it, travellers can be given a refund or compensation, where applicable.

Travellers can cancel the contract at no extra charge before the beginning of the package in the event of exceptional circumstances, for example if there are serious problems in terms of safety at the destination that might have an impact on the package.

Travellers can, at any time before the package begins, also cancel the contract after paying a suitable and reasonable cancellation fee.

If, after the package begins, important elements in the package cannot be provided as planned, other suitable services will have to be proposed to travellers at no extra charge. Travellers can cancel the contract at no extra charge when the services are not carried out in compliance with the contract, when there is considerable disruption of the package and when the organiser finds no solution to the problem.

Travellers also have the right to a price reduction and/or compensation when the travel services are not carried out or are carried out badly.

The organiser or merchant must provide assistance if the traveller is in difficulty.

If the organiser or merchant goes out of business, the payments made will be refunded. If the organiser or merchant goes out of business after the package begins, and if transport is included in the price, travellers' transport home will be covered. The Tourist Office is insured against insolvency with Groupama Assurance-Crédit & Caution. Travellers can contact this company, located at 5 Rue du Centre - 93199 NOISY LE GRAND Cedex (Contact: Dominique TOURBIN - 01 49 31 27 42), if services cannot be provided due to the insolvency of the Tourist Office.

Directive (EU) 2015/2302 applied to French law: [www.legifrance.gouv.fr](http://www.legifrance.gouv.fr) (art. L211-1 and following of the tourism code).

### Part D - Standard Information Form

#### Travel services (tickets, guided tours, etc.) of all kinds

If you purchase this travel service, you will benefit from the rights granted in the Tourist Code.

The Caen la Mer - Normandy Tourist Office will be responsible for the travel service being carried out correctly. In addition, as required by law, the Tourist Office is insured in order to refund your payments if it goes out of business.

Essential rights outlined in the directive (EU) 2015/2302 applied in the tourism code:

Travellers will be given all the essential information about the travel service before the contract is signed.

The service provider, as well as the merchant, are responsible for the travel service being carried out correctly.

Travellers will receive an emergency phone number or the organiser's or merchant's contact details, so that they can get in touch with them.

Travellers can transfer their travel service to another person, providing they inform organisers ahead of time and subject to possible extra charges.

The price of the travel service can only be increased if specific costs rise, and if this option is explicitly stated in the contract. It cannot be modified in any case under 20 days before the trip begins. If the price increase is over 8 % of the travel service price, the traveller can cancel the contract. While the service provider reserves the right to increase the price, the traveller has the right to a reduction in price if the corresponding costs should fall.

Travellers can cancel the contract at no extra charge and their payments be fully refunded if one of the essential elements of the contract, other than the price, is substantially changed. If, before the service begins, the professional responsible for the package cancels it, travellers can be given a refund or compensation, where applicable.

Travellers can cancel the contract at no extra charge before the beginning of the service in the event of exceptional circumstances, for example if there are serious problems in terms of safety at the destination that might have an impact on the trip.

Travellers can, at any time before the trip begins, also cancel the contract through payment of a suitable and reasonable cancellation fee.

If, after the trip begins, important elements in the package cannot be provided as planned, other suitable services will have to be proposed to travellers at no extra charge. Travellers can cancel the contract at no extra charge when the services are not carried out in compliance with the contract, when there is considerable disruption to the trip and when the organiser finds no solution to the problem.

Travellers also have the right to a price reduction and/or compensation when the travel services are not carried out or are carried out badly.

The service provider or merchant must provide assistance if the traveller is in difficulty.

If the service provider or merchant goes out of business, the payments made will be refunded.

The Tourist Office is insured against insolvency with Groupama Assurance-Crédit & Caution. Travellers can contact this organisation if they are refused services due to insolvency of the Tourist Office. Groupama Assurance-Crédit & Caution, 5 Rue du Centre - 93199 NOISY LE GRAND Cedex (Contact: Dominique TOURBIN - 01 49 31 27 42).

Directive (EU) 2015/2302 applied to French law: [www.legifrance.gouv.fr](http://www.legifrance.gouv.fr) (art. L211-1 and following of the tourism code).



The Caen la mer - Normandy Tourist Office and Convention Bureau has received the QUALITÉ TOURISME™ label in compliance with the quality guidelines published by Offices de Tourisme de France®.

Always ready to listen to you, we are committed to offering you a warm welcome, comfortable spaces and our knowledge of the region.



*In Normandie,  
celebrating new-found freedom.*



@caenlamer.tourisme



@OT\_Caenlamer



@caenlamer.tourisme

## Caen la mer - Normandy tourist office and convention bureau



### Caen Information Office

12 place Saint-Pierre  
14000 Caen

Tel. : +33 (0)2 31 27 14 14  
info@caenlamer-tourisme.fr



### Ouistreham Riva-Bella Information Office

Esplanade Lofi  
14150 Ouistreham

Tel. : +33(0)2 31 97 18 63  
ouistreham@caenlamer-tourisme.fr

