



Organisation  
des Nations Unies  
pour l'éducation,  
la science et la culture



**METZ**  
Ville UNESCO Musique  
Membre du réseau  
des villes créatives

# VISIT ME TZ

**2021**  
**STAYS,**  
**EXCURSIONS**  
**AND TOURS**  
**METZ MÉTROPOLE AND ITS REGION**

INSPIRE ME  
TZ

# METZ MÉTROPOLE

YOUR CONTACT

Reception Service

Phone: +33 (0)3 87 39 01 02

Fax: +33 (0)3 87 36 59 43

reservation@inspire-metz.com

## KEY FIGURES

**230,000**

inhabitants (Metz Métropole)

**895,465**

overnight stays  
(Metz Métropole, 2019)

**304,000**

visitors  
to the Centre Pompidou-Metz  
(2019)

**52 m<sup>2</sup>**

of green space  
for every inhabitant

**over 80 km**

of cycle paths

**3 stars**

in the Michelin Green Guide

Metz is one of the

**top 20** destinations

to visit in 2020  
according to Condé Nast  
Traveller

Metz Christmas  
Markets came

**7<sup>th</sup>** in the competition  
Best Christmas Markets  
in Europe 2020



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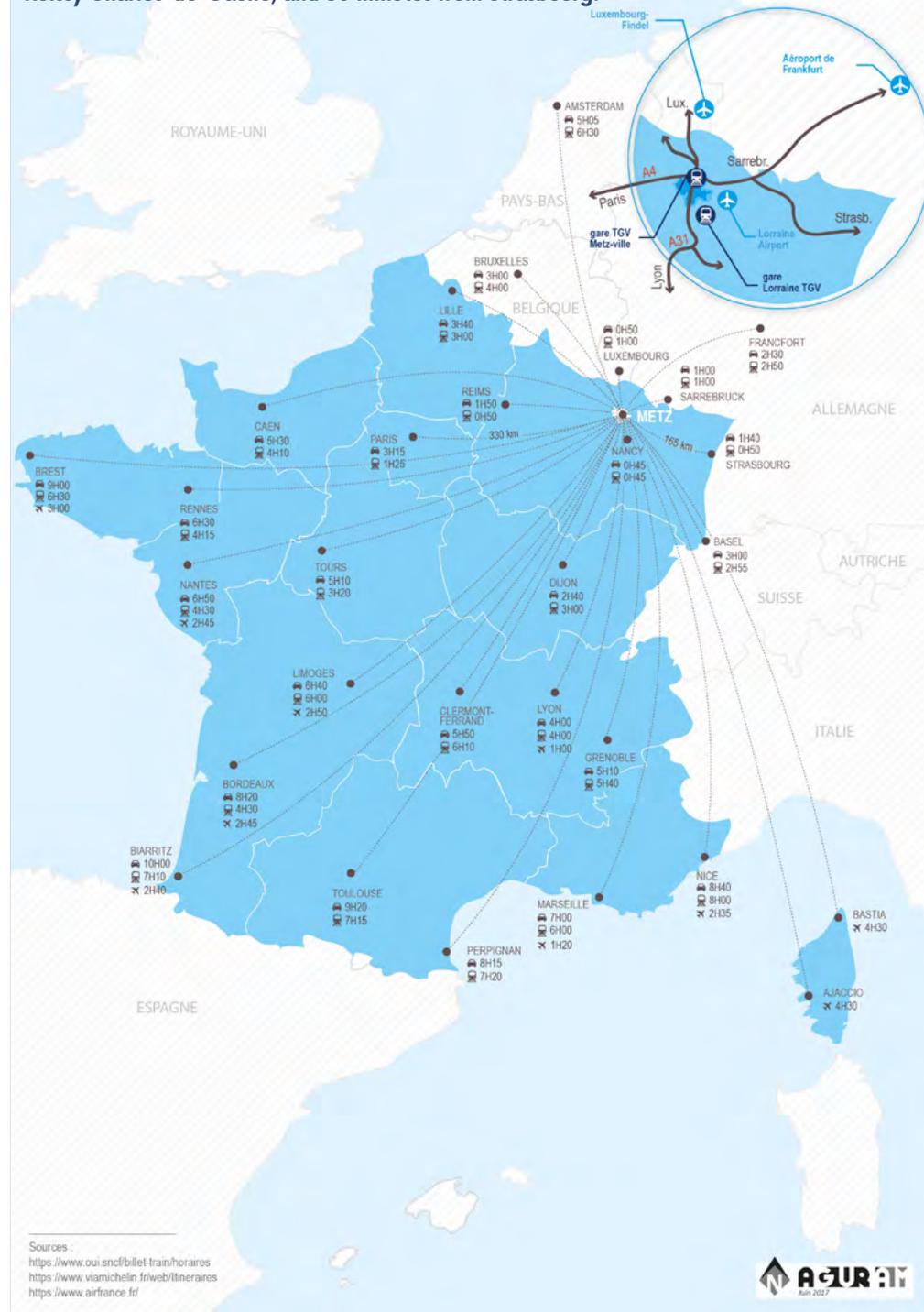


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## ACCESS

Metz is ideally served by motorways (A4 and A31), TGV train services (Metz-Ville and Lorraine TGV Station) and the nearby airports of Metz-Nancy, Luxembourg and Saarbrücken. By TGV, Metz is just 82 minutes from Paris, 71 minutes from Roissy Charles-de-Gaulle, and 50 minutes from Strasbourg.



### COACH PARKING MAP

Downloadable from your group space at:

[www.tourisme-metz.com/fr/plan-et-stationnement-de-bus.html](http://www.tourisme-metz.com/fr/plan-et-stationnement-de-bus.html)

## ART & TECH CELEBRATING THE CATHEDRAL'S 800<sup>TH</sup> ANNIVERSARY!

From Gallo-Roman times to the present day, Metz is a mosaic of colours, styles and materials. Essentially Roman but with German influences, Metz is unique!

Metz is an encyclopaedia of styles, an architectural laboratory: Gallo-Roman thermal baths at the Cour d'Or Museum, the stamp of Medieval and Renaissance times on the Place Saint-Louis and Sainte-Croix hill, an ensemble of 18<sup>th</sup> century French squares, the Imperial Quarter, the advent of ultra-contemporary architecture with the Centre Pompidou-Metz and the emergence of the Amphitheatre Quarter showcasing a number of famous names: Shigeru Ban and Jean de Gastines, Nicolas Michelin, Jean-Paul Viguier, Jean-Michel Wilmotte, Christian de Portzamparc, Philippe Starck.

Metz, the capital of urban ecology at the confluence of the Moselle and the Seille, is easy to explore on foot or by bike.

- ▶ Tourist destination;
- ▶ 3 stars in the Michelin Green Guide;
- ▶ French national prize winner for city in bloom and street illuminations;
- ▶ City of Art and History;
- ▶ UNESCO Creative City for Music.

Metz also has its own gourmet food with the "Tables de Rabelais" scheme, which brings together the tastes of the *terroir* and showcases its flavours: AOC Moselle wines, delicious Paris Metz cakes, mirabelle plum tarts and brandies, and more.

Carol and her team are ready to help you create your own tailored programme.

Benefits:

- ▶ A single point of contact, available 5 days a week for personalised advice
- ▶ No administrative fees, and quotes and proposals sent within 7 days
- ▶ A team of qualified multilingual guides and lecturers who are passionate about their subject

And to save time, e-mail us directly:  
[reservation@inspire-metz.com](mailto:reservation@inspire-metz.com)



▲ Mapping Constellations on the façade of Metz Cathedral.



▲ Centre Pompidou-Metz.

## MAIN EVENTS:

Centre Pompidou-Metz presents six new major exhibitions (including "Chagall. The Light Passer", opening on 21<sup>st</sup> November 2020) and invites you to an anniversary weekend in spring.

Franco-German week "Metz est wunderbar", Constellations de Metz Festival, Fêtes de la Mirabelle, Moselle Open, Metz Mirabelle Marathon, Christmas and Saint Nicholas Fairs, art trails, performances, exhibitions, concerts at the Cité Musicale or Opéra-Théâtre.

You'll find all our offers as well as the events diary at [tourismemetz.com](http://tourismemetz.com)

# METZ MÉTROPOLE EXCURSIONS AND STAYS

**YOUR CONTACT**  
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## INCENTIVE AND SMALL GROUPS (BASED ON 10 PEOPLE)

### #1 METZ THE STAINED GLASS TOUR



▼ **Morning:** guided tour of the sublime stained glass windows of Saint-Etienne's cathedral and the Jean Cocteau windows at Saint-Maximin's church. Lunch at a traditional restaurant (3-course set menu, drinks included).

▼ **Afternoon:** visit to the Salmon Studios, Master stained-glass makers (in Lorry-lès-Metz).

▼ **Suggestions:** "Make a piece of decorative stained glass" workshop (3 hours), or visit to the Enamels and Glass Art Museum in Montigny-lès-Metz, or visit the Chagall exhibition at the Centre Pompidou-Metz (until 15 March 2021).

**The price includes:**

- Guided tour of the city (2 h)
- Lunch at a traditional restaurant (3-course set menu, drinks included)
- Visit to the Salmon studios

starting from **€54**/pers  
**Excursion (1 day)**

### #2 GASTRONOMY AND CULTURE



▼ **Morning:** guided tour of Saint-Etienne's Cathedral and city tour, or guided tour of the Imperial Quarter. Break to sample local produce at the covered market.

▼ **Afternoon:** visit and tasting at a craft beer brewery, or tasting of Lorraine plum brandy products at the covered market.

▼ **Suggestions:** Visit the Centre Pompidou-Metz, ride in a miniature tourist train, visit to the Cour d'Or Museum, visit to FRAC or boat trip on the lake.

**The price includes:**

- Guided tour of the city
- Lunch, local produce at the covered market (drinks included)
- visit with tasting at a brewery or distillery

starting from **€37**/pers  
**MINI GROUP**

### #3 SUMMER IN METZ MÉTROPOLE



**DAY 1**

▼ Free time to stroll in the parks and gardens of Metz or the Porte des Allemands or Metz's lake, or visit Verlaine's house. Dinner at a traditional restaurant (3-course set menu, excluding drinks). Night in a mid-range hotel (breakfast included).

**DAY 2**

▼ **Morning:** guided walking tour of the city, exploring the principal sights or ride in a miniature tourist train. Tasting of local produce at the covered market (e.g. quiche lorraine, charcuterie, cheese and Moselle wine).

▼ **Afternoon:** solar-powered boat trip on the lake. Dinner at a traditional restaurant (3-course set menu, drinks not included). Evening stroll through the city (digital visit, dancing fountains, etc.). Night in a mid-range hotel (breakfast included).

▼ **Suggestions:** visit the Cour d'Or Museum or FRAC collection.

**DAY 3**

▼ **Morning:** visit the Centre Pompidou-Metz (admission price included). Free-time for lunch.

▼ **Suggestions:** Explore the surrounding area: Robert Schuman's House, Franco-Prussian War and Annexation Museum in Gravelotte, Laquenexy Fruit Gardens, Hackenberg Fort, Parc Simon, Buding Mill.

**The price includes:**

- Guided tour of the city or sight-seeing tour and commentary onboard the miniature tourist train
- Tasting of local produce at the covered market
- Dinners at traditional restaurants (3-course set menu, drinks not included)
- Two nights in a 3-star hotel based on a double room with breakfast
- Boat trip on lake
- Admission to the Centre Pompidou-Metz

**3 days / 2 nights**  
starting from **€209**/pers  
**SPECIAL MINI GROUP**

## PRICES

**Not included:** transport, drinks (unless otherwise stated), single-room supplement, tourist tax and admission to the museums offered as an option.

Prices valid from Monday to Saturday. Prices on request for Sundays and public holidays. Tourist tax to be paid on arrival at the hotel.

## EXCURSIONS AND STAYS (FROM 15 PEOPLE)

### #1 ART AND DESIGN



► **Morning:** visit of Saint-Etienne's Cathedral and city tour, or tour of the Imperial Quarter or visit to FRAC. Lunch at a traditional restaurant.

► **Afternoon:** guided tour of the Centre Pompidou-Metz\* including facilitator and admission charges.

**The price includes:**

- Guided tour of the city
- Lunch (3-course set menu, drinks included)
- Guided tour of the Centre Pompidou-Metz and admission charges

starting from **€65**/pers  
Excursion (1 day)

### #2 CHRISTMAS IN METZ



**DAY 1**

► **Afternoon:** guided tour of the city or visit to the Musée de la Cour d'Or. Free time to enjoy the Christmas markets. Tasting of a glass of mulled wine at the Christmas markets. Dinner in a traditional restaurant (3-course set menu, drinks included). Night in a mid-range hotel (breakfast included).

**DAY 2**

► **Morning:** ride on the Big Wheel (booking required). Free time for lunch.

► **Afternoon:** visit the Christmas markets.

► **Suggestions:** visit to the Centre Pompidou-Metz\* (admission extra)

**The price includes:**

- 1 guide for the guided tour of the city or Cour d'Or Museum
- Tasting of a glass of mulled wine at the Christmas market
- Dinner (3-course set menu with drinks)
- Overnight stay based on double room with breakfast
- Ride on the Big Wheel

**2 days / 1 night**  
starting from **€99**/pers

### #3 METZ MÉTROPOLE



**DAY 1**

► **Morning:** panoramic tour of the city or visit to the Cour d'Or Museum. Lunch in a traditional restaurant (3-course set menu, drinks included).

► **Afternoon:** guided tour of the Imperial Quarter or ride in the miniature tourist train. Dinner at a traditional restaurant (3-course set menu, drinks included). Night in a mid-range hotel (breakfast included).

**DAY 2**

► **Morning:** depart with your coach to visit the Metz area. Visit Jouy-aux-Arches Roman viaduct, visit Sillegny church (also known as La Sixtine de la Seille). Lunch in a country inn (3-course set menu, drinks included).

► **Afternoon:** guided tour of Robert Schuman's house in Scy-Chazelles or of the Franco-Prussian War and Annexation Museum in Gravelotte (admission included). Visit and tasting at a wine-producer or mirabelle (plum brandy) distillery in Vezon.

► **Suggestions:** boat trip on the Moselle river, visit to FRAC, visit to the Centre Pompidou-Metz\*...

**The price includes:**

- Guided tours of the city or Cour d'Or Museum
- Guided tour of the Metz area
- Admission to the Franco-Prussian War and Annexation Museum and Robert Schuman's House
- Lunches (3-course set menu, drinks included)
- Dinner (3-course set menu with drinks included)
- Overnight stay based on a double room with breakfast in a mid-range hotel

**2 days / 1 night**

Starting from **€209**/pers

\*The Centre Pompidou-Metz is closed on Tuesdays and 1<sup>st</sup> May, FRAC closed on Mondays.



▲ Centre Pompidou-Metz.

FRAC Lorraine. ▼



# METZ MÉTROPOLE AND THE REGION

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## EXCURSIONS AND STAYS (FROM 15 PEOPLE)

### #4 IN THE FOOTSTEPS OF HISTORY



#### DAY 1

▼ **Morning:** guided tour of the Imperial Quarter. Lunch in a traditional restaurant (3-course set menu, drinks included).  
▼ **Afternoon:** guided tour of the Franco-Prussian War and Annexation Museum in Gravelotte. Dinner in a traditional restaurant (3-course set menu, drinks included). Night in a mid-range hotel (breakfast included).

#### DAY 2

▼ **Morning:** guided tour of Hackenberg Fort. Lunch in a traditional restaurant (3-course set menu, drinks included).  
▼ **Afternoon:** guided tour of the Neufchef iron mines.  
▼ **Suggestions:** visit to Vervy Fort, visit to Verlaine's house, visit to Queuleu Fort.

#### The price includes:

- Guided tour of the Imperial Quarter
- Guided tour of the Franco-Prussian War and Annexation Museum in Gravelotte (admission included)
- guided tours of Hackenberg Fort and Neufchef iron mine
- Lunches (3-course set menu, drinks included)
- Dinner (3-course set menu with drinks)
- Overnight stay based on a double room with breakfast in a mid-range hotel

**2 days / 1 night**  
starting from **€189**/pers

### #5 METZ NANCY DOLCE VITA



#### DAY 1: Metz

▼ **Morning:** guided tour of the Cathedral and city tour or visit of the Imperial Quarter.  
▼ **Afternoon:** dinner in a traditional restaurant (3-course set menu, drinks included). Night in a mid-range hotel (breakfast included).

#### DAY 2: Nancy

▼ **Morning:** guided tour of the Old Town in Nancy or Art Deco architectural tour. Lunch in a traditional restaurant (3-course set menu, drinks included).

#### The price includes:

- Guided tour of Metz
- Dinner with drinks included in Metz
- Overnight stay in Metz based on a double room with breakfast in a mid-range hotel
- Guided tour of Nancy
- Lunch with drinks included in Nancy

**2 days / 1 night**  
starting from **€145**/pers

### #6 METZ MÉTROPOLE AT THE HEART OF EUROPE



#### DAY 1

▼ **Morning:** guided tour of the city or sight-seeing tour onboard the miniature tourist train. Lunch in a traditional restaurant (3-course set menu, drinks included).  
▼ **Afternoon:** guided tour of the Imperial Quarter or guided tour of the Centre Pompidou-Metz (admission extra). Boat trip on Metz lake. Dinner in a traditional restaurant (3-course set menu, drinks included). Night in a mid-range hotel (breakfast included).

#### DAY 2

▼ **Morning:** depart with your coach to visit Luxembourg City. Guided tour of Luxembourg City. Lunch (3-course set menu, drinks included).  
▼ **Afternoon:** free time for shopping in Luxembourg City.  
▼ **Suggestions:** visit to MUDAM Museum or to a wine cellar and tasting, or boat ride along the Luxembourg Moselle.

#### The price includes:

- Guided tours of the city or sight-seeing tour with commentary onboard the miniature tourist train
- Guided tour of the Imperial Quarter or of the Centre Pompidou-Metz (admission extra)
- Boat trip on Metz lake
- Guided tour of Luxembourg City
- Lunches (3-course set menu, drinks included) in Metz and Luxembourg City
- Dinner (3-course set menu with drinks)
- Overnight stay based on a double room with breakfast in a mid-range hotel

**2 days / 1 night**  
starting from **€199**/pers



LUXEMBOURG-METZ-SAARBRÜCKEN-TRIER

**You want some suggestions  
for a cross-border stay?  
Contact us!**

# TOURIST SITES IN METZ MÉTROPOLE

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## CENTRE POMPIDOU-METZ

### Art and Cultural Centre

The Centre Pompidou-Metz is a place of discovery, where you can contemplate, think, explore and share in the diversity of the expression of modern and contemporary creation. The Centre Pompidou-Metz is a cultural centre where events are organised all year round. Here you will be able to:



visit the international exhibitions based on the prestigious collection from the Centre Pompidou - the French National Museum of Modern Art - and collections from museums, galleries and collectors the world over. Paintings, photographs, videos, architecture, design... every area of creation is on show;

enjoy a show, a concert, a film.

From 1/04 to 31/10 on Mondays, Wednesdays and Thursdays: 10am-6pm on Fridays, Saturdays and Sundays: 10am-7pm.

From 1/11 to 31/03 on Mondays, and Wednesday to Sunday: 10am-6pm - Closed on Tuesdays and 1<sup>st</sup> May.

[centrepompidou-metz.com](http://centrepompidou-metz.com)

## PAUL VERLAINE



### Visit the poet Paul Verlaine's birthplace:

2 rue Haute-Pierre, Metz.

Open every day except Mondays and public holidays from 1<sup>st</sup> March to 31<sup>st</sup> December.

**Guided tour:** 3:15pm and 4:30pm and by appointment. Groups of 4 to 19 people.

### Booking and information:

Phone: +33 (0)6 34 52 22 34 or by e-mail: [admmaisondeverlaine@gmail.com](mailto:admmaisondeverlaine@gmail.com)

[www.amis-verlaine.net](http://www.amis-verlaine.net)



## MAISON DE ROBERT SCHUMAN



8-12 rue Robert Schuman 57160 SCY-CHAZELLES

Phone: +33 (0)3 87 35 01 40

Open Tuesday to Sunday - closed Mondays and 1<sup>st</sup> May.

[maison-robert-schuman.moselle.fr](http://maison-robert-schuman.moselle.fr)

[www.maison-robert-schuman.eu](http://www.maison-robert-schuman.eu)

## THE TREASURES OF THE COUR D'OR

The Cour d'Or Museum reflects the wealth of Metz's heritage. It houses the remains of the Gallo-Romans thermal baths, the famous Chèvremont corn loft and the incredible reconstructed medieval architectural ensemble, the Saint-Pierre-aux-Nonnains chancel, superb Gothic painted wooden ceilings, as well as a Fine Arts section.

Open daily except Tuesdays.

**Guided tours of the Cour d'Or Museum provided by Agence Inspire Metz to suit your schedule. Find out more from our Reception Service.**

[musee.metzmetropole.fr](http://musee.metzmetropole.fr)



## FORT QUEULEU

Metz-Queuleu Fort  
Rue du Fort-de-Queuleu  
Allée Jean-Burger -  
57070 Metz

Group guided tours by appointment.

Phone: +33 (0)6 95 67 42 80  
[fort.metz.queuleu@gmail.com](mailto:fort.metz.queuleu@gmail.com)

[www.fort-queuleu.com](http://www.fort-queuleu.com)



## FRAC LORRAINE

1bis rue des Trinitaires  
57000 Metz

Phone: +33 (0)3 87 74 20 02  
Open Tuesday to Friday, 2pm to 6pm and Saturday/Sunday, 11am to 7pm.

Open access.

[www.fracloorraine.org](http://www.fracloorraine.org)



## LAQUENEXY FRUIT GARDENS

4 rue Bourger et Perrin  
57530 Laquenexy  
Phone: +33 (0)3 87 35 01 00  
[jardins-fruitiers@moselle.fr](mailto:jardins-fruitiers@moselle.fr)

**www.jardinsfruitiersdelaquenexy.com**

Open Wednesday to Sunday, 10am to 6pm.



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CATHÉDRALE  
SAINT-ÉTIENNE  
DE METZ **800 ANS**

## 800 YEARS MAPPING, CONCERTS, EXHIBITIONS, CONFÉRENCES, VISITS...

From November 2019 to Whitsun 2021, the eight hundredth anniversary of this building is paying homage to the renowned architects and artists who have contributed to its reputation. A variety of events are taking place in the museum and across the surrounding area to reveal or rediscover this emblematic building of the city of Metz. Agence Inspire Metz – Office de Tourisme offers accommodation packages to take in all the celebrations, together with themed guided tours for young and old, pilgrims, visitors or art-lovers, around Metz cathedral and the city's religious buildings.

## CIRCUITS TO MARK METZ CATHEDRAL'S 800TH ANNIVERSARY

1. Cathedral – Saint-Clément's church
2. Cathedral – Saint-Vincent's basilica
3. Cathedral – New Temple
4. Cathedral – Saint-Pierre-aux-Nonnains
5. Cathedral – Saint-Martin's church
6. Cathedral – Church of Our Lady
7. Cathedral – Saint-Maximin's church
8. Cathedral – Saint-Eucaire's church
9. Cathedral – Sainte-Sécolène's church
10. Saint-Theresa's church: a concrete cathedral
11. Saint-Joseph's church, Montigny-lès-Metz

duration  
1½ hrs to 2 hrs 

**A new look on a variety of themes: Modern and contemporary stained glass, Builders of the Cathedral, Hidden highlights of the Cathedral, Murals – epitaphs and tombs... Contact us!**

## PRICES 2021

FRENCH-LANGUAGE TOURS				
	1½ hrs	2 hrs	3 hrs	Additional hour
<b>Week</b>	€89	€100	€144	€44
<b>Sundays, public holidays, late-night</b>		€149	€209	€68

**Public holidays in 2021:** 01/01, 02/04, 5/04, 01/05, 08/05, 13/05, 24/05, 14/07, 15/08, 01/11, 11/11, 25/12, 26/12

## METZ – CITY TOUR



▼ An important Gallo-Roman town, capital of the Merovingian kingdom of Austrasia, birthplace of the Carolingian kings, opulent medieval city and capital of the Three Bishoprics province... Metz offers some exceptional architectural sites and monuments. From Metz Cathedral to the old Citadel district, passing through the Place de la Comédie, so many witnesses to its glorious past, symbols of town planning and contemporary art.

▼ The tour continues by coach only to the Imperial Quarter and the square in front of the Centre Pompidou-Metz.

duration  
1½ hrs or 2 hrs  

## GOD'S LANTERN



▼ Built between 1220 and 1520, Metz's Saint-Etienne's Cathedral dominates the city and boasts some magnificent stained-glass windows dating from the 13<sup>th</sup> to the 20<sup>th</sup> centuries by renowned artists (including Chagall). This jewel of Gothic architecture will be celebrating its 800<sup>th</sup> anniversary until Whitsun 2021. Not to be missed!

**Renowned for:** one of the tallest naves in France.

**Also:** the fantastic cathedral: gargoyles, a fantastic bestiary, fabulous monsters conjuring up ancient times steeped in mythical beliefs.

duration 1hr 

## GOD'S LANTERN TO THE IMPERIAL STATION

Starting from Saint-Etienne's Cathedral and ending at the Centre Pompidou-Metz, a two-hour walk through the city, taking in the Place Saint-Louis and the Imperial Quarter. So many different architectural styles!

duration 2hrs  

FOREIGN-LANGUAGE TOURS				
	1½ hrs	2 hrs	3 hrs	Additional hour
<b>Week</b>	€104	€124	€169	€54
<b>Sundays, public holidays, late-night</b>		€174	€265	€84

# METZ MÉTROPOLE

## ARCHITECTURE AND EXPERTISE

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### IMPERIAL QUARTER



▀ An exceptional illustration of German town planning dating from the end of the 19<sup>th</sup> and beginning of the 20<sup>th</sup> centuries, the Imperial Quarter offers an overview of historical and modern styles: neo-Romanesque, neo-Gothic, neo-Renaissance, Jugendstil.

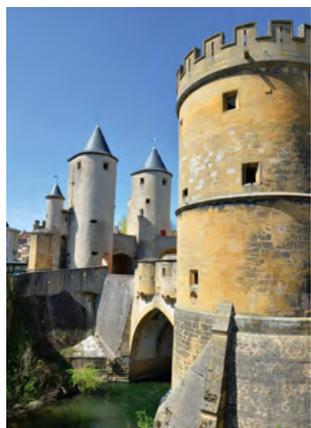
The railway station - this district's central feature, voted the "most beautiful station in France" in an online poll in 2017 and 2018 - is sure to astound you by its size (300 metres long) and Neo-Romanesque style.

duration  
**1½ hrs or 2 hrs**



### OUTRE-SEILLE AND PORTE DES ALLEMANDS

▀ A guided tour through the Outre-Seille district, with its medieval churches of Saint Eucaire and Saint Maximin (the latter has some remarkable stained-glass windows designed by Jean Cocteau). The Porte des Allemands (13<sup>th</sup>-16<sup>th</sup> centuries) is unique in France as an example of a fortified bridge, as well as being the last of the 18 gates that originally stood in Metz's medieval walls. A veritable little castle, symbolic of the town, this example of Metz's military architecture offers some wonderful views over the River Seille and the gardens.



duration **2hrs**



### ARCHITECTURE ART & TECH THE AMPHITHÉÂTRE QUARTER



▀ The renovation of the Amphithéâtre Quarter is based on two key ideas: a rich urban mix and sustainable development. It hosts a wide range of activities, and is a lively meeting place, leisure and business centre. It is home to the Centre Pompidou-Metz, Centre Metz Congrès Robert Schuman and Philippe Starck's forthcoming "Maison Heler" hotel.

It is a showcase for some prestigious names in architecture: Shigeru Ban and Jean de Gastines, Nicolas Michelin, Jean-Paul Viguier, Jean-Michel Wilmotte, Christian de Portzamparc, and designer Philippe Starck.

duration **1h**



### SUBLIME STAINED-GLASS



▀ The art of light *par excellence*, stained-glass windows are present everywhere in Metz's religious buildings. The tour proposes a discovery of the stained-glass windows from the medieval period through to contemporary creations, notably the stained-glass windows in Metz Cathedral and those designed by Jean Cocteau in Saint-Maximin's church.

duration **2hrs**



### MEDIEVAL AND RENAISSANCE METZ

▀ Sainte-Croix hill, the historic heart of the town, has kept a medieval feel with its narrow winding streets, its little squares and mansions. The walk takes you past the Musée de la Cour d'Or, the hôtel Saint-Livier to the Récollets cloisters, and the remains of the house in which Rabelais stayed to the Place Saint-Louis, where you can admire the Italian-influenced medieval architecture. This tour includes the cathedral.

duration  
**1½ hrs or 2 hrs**



# METZ MÉTROPOLE

## THEMED GUIDED TOURS

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### METZ GARDENS



Récóllets Cloister.

Right in the heart of the town, on Sainte-Croix hill, you will find the Tanneurs garden, inspired by the Mediterranean, and the splendid Récóllets Cloisters (14<sup>th</sup> century), which today houses the European Institute of Ecology and the Municipal Archives, as well as a Jardin des Simples (Physic Garden) where you can discover, or rediscover, a variety of medicinal plants. The vast Esplanade French formal garden, in the old citadel district, reveals its elegant statuary and harmonious fountains a stone's throw away from the town's shopping streets.

**Option:** coach trip to visit the Botanical Garden, a 4.4-hectare landscaped park created in 1866, and a member of the "Jardins sans Limites" network.

duration 2hrs



### RABELAISIAN STROLL



This walk through the medieval town conjures up hostleries and gastronomy through the ages.

**Option:** the tour ends with a tasting of local produce. (€8 supplement/person), except Sundays, Mondays and public holidays.

duration 1½ hrs



### COUNTRYSIDE TOURS IN THE METZ AREA

#### Fortified Churches tour

Around Metz, the witness of a rich and turbulent past will reveal themselves to you: Sillégné church (16<sup>th</sup> century frescoes), the fortified churches of the Metz Republic...



Church of Saint-Rémy in Vaux.

#### Châteaux and Gardens tour

Gardens and sites: The Laquenexy fruit gardens, Château de Pange and its garden, Maison Robert-Schuman and its botanical garden.

Tastings: tasting tour of the Mélanie Distillery (plum brandy distillery) and Moselle wine-tasting tours at our partners' wineries.



Château de Pange garden.

duration 4hrs  
(with your coach)

### MUSIC IN METZ: UNESCO CREATIVE CITY NETWORK

The birthplace of Gregorian chant, in October 2019 Metz joined the network of UNESCO creative cities for music. A first for a French city! As you walk through the city, soak up the atmosphere of the buildings and emblematic figures that are part of our history.

duration 1½ hrs



◀ Arsenal.



Organisation des Nations Unies pour l'éducation, la science et la culture



**METZ**  
Ville UNESCO Musique  
Membre du réseau des villes créatives

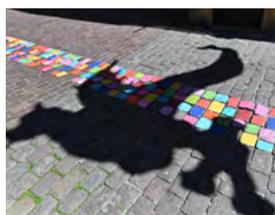
# METZ MÉTROPOLE

## YOUNG PEOPLE AND SCHOOL CHILDREN

### RECREATIONAL TOURS

**For young visitors (6 years and over), 45-minute discovery tour with:**

- ▀ The story of Chagall for children (cathedral)
- ▀ The fantastic cathedral
- ▀ The symbolic bestiary of the train station
- ▀ The story of the Porte des Allemands for children
- ▀ The story of the Cocteau stained-glass windows for children (45 min)



**For older children, 1-hour city tours with commentary to include:**

- ▀ Metz in medieval times
- ▀ Art and mathematics
- ▀ Ancient Metz
- ▀ Imperial Quarter

### Themes to explore:

- ▀ Tales & Legends of Lorraine
- ▀ The fantastic cathedral
- ▀ The story of Chagall for children
- ▀ The cathedral builders
- ▀ The story of the Cocteau stained-glass windows for children
- ▀ The symbolic bestiary of the train station
- ▀ The story of the Porte des Allemands for children
- ▀ In the footsteps of Graouilly
- ▀ Medieval Metz
- ▀ Art and Mathematics
- ▀ The story of the cathedral told by Pierre Perrat



### A rally circuit (on foot) taking in the principal monuments of the city.

- ▀ Rally, 11 years and over: €2 per copy
- ▀ Rally, 15 years and over and/or families: €3.50 per copy
- ▀ "In the footsteps of Graouilly" treasure trail, 6 years and over: €8 per copy



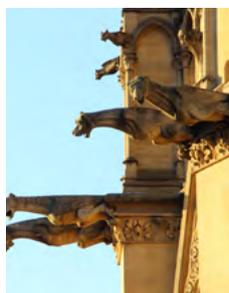
Porte des Allemands.

### PRICES 45 MIN TOURS:

€54 IN FRENCH;  
€64 IN OTHER LANGUAGES.

### PRICES 1 H TOURS:

€77 IN FRENCH;  
€90 IN OTHER LANGUAGES.



A brochure can be downloaded from [www.tourisme-metz.com](http://www.tourisme-metz.com), or sent on request by our Reception Service.

### IN METZ

#### RALLY (age 11 and over)

Circuit in the heart of the city, specially devised for youngsters. Supporting material costing €2 per copy in French or German (possibility of creating small groups of 2 or 3 children).

#### MINIATURE TRAIN FROM APRIL TO OCTOBER

A one-hour round-trip with recorded commentary describing the monuments and historical sites (FR, GB, D, NL, I, E, LUX, JAP, RU, CN). Minimum of 20 people.

#### KIDS AND TEENAGERS' WORKSHOPS

- ▀ Centre Pompidou-Metz: [centrepompidou-metz.fr](http://centrepompidou-metz.fr), Jeune Public section
- ▀ Frac Lorraine (ages 5 to 12): [fraclorraine.org](http://fraclorraine.org)
- ▀ Musée Cour d'Or: [musee.metzmetropole.fr](http://musee.metzmetropole.fr)

#### PLACES TO PICNIC

- ▀ Foyer Carrefour - 6 rue Marchant - 57000 Metz  
Phone: +33 (0)3 8775 07 26
- ▀ Auberge de jeunesse (youth hostel) - 1 allée de Metz-Plage - 57000 Metz - Phone: +33 (0)3 8730 44 02
- ▀ When the weather's fine: picnic by the lake, Jean-Marie Pelt Gardens, Pas du Loup Park, walk along the banks of the Seille, Fort Queuleu, Régates Garden, around Saulcy Island.

#### NEARBY

- ▀ Robert Schuman's House
- ▀ Laquenexy fruit gardens
- ▀ Franco-Prussian War and Annexation Museum in Gravelotte
- ▀ Fort Hackenberg
- ▀ Buding Mill
- ▀ Lake Madine miniature train
- ▀ History of the Gorze Area Museum

#### And also:

- ▀ Pokeyland
- ▀ Walygator

**NB:** A more detailed brochure is available on request.

The students and children remain under the responsibility of their teachers and/or supervisors. Discipline must be ensured by the teachers and school staff in charge of supervising them.

# METZ MÉTROPOLE

## YOUR CONTACT Reception Service

Phone: +33 (0)3 87 39 01 02  
Fax: +33 (0)3 87 36 59 43  
[reservationinspire-metz.com](http://reservationinspire-metz.com)

## IN THE METZ REGION

### MUSEUMS AND SITES

#### ▀ Maison Robert-Schuman:

8-12 rue Robert-Schuman  
57160 Scy-Chazelles  
Phone: +33 (0)3 87 35 01 40  
[www.mosellepassion.fr](http://www.mosellepassion.fr)

#### ▀ Gravelotte (Museum and

Remembrance Hall): Franco-Prussian War and Annexation Museum  
11, rue de Metz - 57130 Gravelotte  
Phone: +33 (0)3 87 33 69 40  
[www.mosellepassion.fr](http://www.mosellepassion.fr)

#### ▀ Ancient aqueduct: Ars-sur-Moselle, Jouy-aux-Arches

▀ History of the Gorze Area Museum:  
Phone: +33 (0)6 47 96 07 97  
[museegorze@orange.fr](mailto:museegorze@orange.fr)

#### ▀ Enamels and Glass Art Museum

in Montigny-lès-Metz: 27 rue du  
Général-Frانيatte -  
57950 Montigny-lès-Metz  
Phone: +33 (0)3 87 66 93 63  
[www.musee-emauxverres.com](http://www.musee-emauxverres.com)

▀ Buding Mill: 8 rue du Moulin - 57920  
Buding - Phone: +33 (0)3 82 83 64 62  
[www.arcmosellan.net/le-moulin](http://www.arcmosellan.net/le-moulin)

▀ Fortified churchyards in the Mad Valley:  
A trail for discovering the fortified areas  
around the churches. Communauté de  
communes du Chardon Lorrain.

### MILITARY TOURISM

#### ▀ "Fort Hackenberg":

61 bis Grande-Rue - 57920 Veckring  
Phone: +33 (0)3 82 82 30 08  
<http://maginot-hackenberg.com>

#### ▀ "Fort Wagner" near Verny: ADFM -

9 rue des Grandes-Chaignes - 57420  
Pommérieux - Phone: +33 (0)3 87 52 76 91  
[www.fort-de-verny.org](http://www.fort-de-verny.org)

### GARDENS

#### ▀ Laquenexy fruit gardens: 4 rue

Bourger-et-Perrin - 57530 Laquenexy  
Phone: +33 (0)3 87 35 01 00  
[www.jardinsfruitiersdelaquenexy.com](http://www.jardinsfruitiersdelaquenexy.com)

#### ▀ Gardens and Château de Pange:

3 rue de Lorraine - 57530 Pange  
Phone: +33 (0)3 87 64 04 41  
[www.chateaudepange.fr](http://www.chateaudepange.fr)

### FUN & GAMES

#### ▀ Vigy Maze:

4 rue de la Gare - 57640 Vigy  
Phone: +33 (0)7 83 72 20 30  
<https://vigy-labyrinthe.com>

#### ▀ Vigy steam train and velorail:

historic railway line through the Canner valley  
1 rue de la Gare - 57640 Vigy  
Phone: +33 (0)3 87 77 97 50  
Vélorail - Phone: +33 (0)6 04 06 03 45  
[www.alemtrain.fr](http://www.alemtrain.fr)

#### ▀ Pokeyland:

La Haie Focart - 57420 Féy  
Phone: +33 (0)3 87 2189 20  
[www.pokeyland.com](http://www.pokeyland.com)

#### ▀ Walygator:

Voie Romaine - 57280 Maizières-Lès-  
Metz - Phone: +33 (0)3 87 3070 07  
[www.walygatorparc.com](http://www.walygatorparc.com)

#### ▀ Amnéville:

Destination Amnéville  
2 rue de l'Europe - 57360 Amnéville  
Phone: +33 (0)3 877010 40  
[www.amneville.com](http://www.amneville.com)

#### ▀ Madine: Lake Madine miniature train

Phone: +33 (0)3 29 89 32 50  
[www.lacmadine.com](http://www.lacmadine.com)

### GASTRONOMY AND WINES

▀ AOC wine route: discover the Metz  
region wine route, passing through some  
of the loveliest villages in the area on a  
25 km trip to meet the winemakers. [www.tourisme-metz.com](http://www.tourisme-metz.com)

▀ Farmhouse inns: discover the authen-  
ticity of a farmhouse restaurant,  
taste the local produce and  
regional specialities cooked  
with the farm's produce.



Aqueduct.



Amnéville Zoo.



Franco-Prussian War Museum.



# METZ MÉTROPOLE:

## ANOTHER WAY TO VISIT

**YOUR CONTACT**  
Reception Service

Phone: +33 (0)3 87 39 01 02

Fax: +33 (0)3 87 36 59 43

[reservationinspire-metz.com](http://reservationinspire-metz.com)

### SMALL GROUPS, INCENTIVE & TEAM BUILDING

#### PAPER CHASE

**"In Search of Metz"**  
(in French). A police investigation that will take you all round town to find the solution. A team game. Teenagers & adults.

€12 for the kit (pen, roadbook, streetmap).



### BY BIKE

Explore the city of Metz in a different way...  
Groups of up to 10 people.

Find out more from our Reception Service.



### ON THE MINIATURE TRAIN

Miniature train from April to October.

1-hour round-trip with recorded commentary in 10 languages (FR, GB, D, NL, I, E, LUX, JAP, RU, CN).

2, place d'Armes-J.F. Blondel. Find out more from our Reception Service.

[lepetittraindemetz.com](http://lepetittraindemetz.com)



### BOAT TRIPS



Discover Metz, its surroundings and its history on a solar-powered boat trip on board the Solis (capacity: 11 passengers), Bandiera (de luxe boat) or solar-electric boat GD Vacances (covered boat, capacity: 28 people). Departure from lakeside or town centre.

From 2021, new 75-seater solar-electric boat, offering dinner cruises, information from: Compagnie des Bateaux de Metz

#### La Compagnie des Bateaux de Metz

Departure point:  
Quai du Temple Neuf  
Phone: +33 (0)6  
45 95 9810

[bateaux-gd-vacances.com](http://bateaux-gd-vacances.com)



#### SOLIS Mettensis

Quai des Régates  
(lake)

Phone: +33 (0)7  
71 75 72 94

[metz-bateau-solaire.com](http://metz-bateau-solaire.com)



#### Le Bandiera

Quai des Régates  
(lake)

Phone: +33 (0)7 71 75 72 94  
[metz-bateau-prestige.com](http://metz-bateau-prestige.com)

### DISCOVERY RALLY

An original and interactive way to explore Metz based on observation, deduction, talking to the locals, unaccompanied or with family, friends or colleagues...

€3.50



### Benefit from an exceptional service with LE MET'

METTIS DÉCOUVERTE will allow you to stand out from the crowd by inviting your customers and partners to share a convivial and original moment, thanks to a guided tour of the town on a private METTIS bus with on-board catering service.

#### To find out more:

[mettisdecouverte.wordpress.com](http://mettisdecouverte.wordpress.com)  
[contact@lemet.fr](mailto:contact@lemet.fr)



## GENERAL TERMS AND CONDITIONS OF SALE FOR AGENCE INSPIRE METZ TRAVEL AND ACCOMMODATION CONTRACTS:

### PRIOR INFORMATION

These terms and conditions of sale are provided, together with the quotation, prior to the signing of the booking contract. Under the terms of European Directive (EU) 2015/2302 and article L211 of the Tourism Code, Agence Inspire Metz also provides the "information form for travel package contracts".

### CONTACT

Agence Inspire Metz - Service réceptif  
2 place d'Armes J-F Blondel  
CS 80367 57007 Metz Cedex 1  
www.tourisme-metz.com  
E-mail: reservation@inspire-metz.com  
Phone: 00 33 (0) 3 87 39 01 02

### CLAUSE 1: LEGAL PROVISIONS

Under the terms of the Tourism Code, official Tourist Offices can make bookings and sales of all types of general-interest leisure and accommodation services within their area of operation. They provide assistance to the public by offering a choice of services. ADN Tourisme and the Tourist Offices accept no responsibility if these contracts are used by third parties or for non-tourism purposes.

### CLAUSE 2: LIABILITY

When offering services to a client, **Agence Inspire Metz** is that client's sole point of contact and is responsible to the client for fulfilling the obligations resulting from these terms and conditions of sale. Agence Inspire Metz cannot be held responsible in cases of force majeure or the actions of any person outside the organisation and the provision of the service. Agence Inspire Metz, as a service provider, is free to choose its own partners.

### CLAUSE 3: BOOKING AND PAYMENT CONDITIONS

#### 3.1 Booking conditions:

- Package with accommodation: the booking becomes firm when a down payment of 30% of the total price and a copy of the contract signed and marked "Bon pour Accord" (*Agreed*) by the client have been returned to Agence Inspire Metz by the deadline stated in the contract.
- In the case of "**METZ EXTRA**" Individual Packages and for late bookings, payment of the full amount will be required.
- Excursion without accommodation: the booking becomes firm once a down payment of 30% of the total price and a copy of the contract signed and marked "Bon pour Accord" (*Agreed*) by the client have been returned to Agence Inspire Metz.

#### 3.2 Payment of the balance:

- Package with accommodation: the balance will be paid no later than 10 days before the date the service will be provided, to Agence Inspire Metz who will have produced the final invoice. Once the balance has been paid, Agence Inspire Metz will provide the customer with the voucher to be given to service providers.
- Excursion without accommodation: the balance will be paid no later than 10 days before the date the service will be provided, to Agence Inspire Metz who will have produced the final invoice. Once the balance has been paid, Agence Inspire Metz will provide the customer with the voucher to be given to service providers.
- Guided tours only: payment will be made no later than 10 days before the date of the tour, to Agence Inspire Metz who will have produced the invoice. All bookings for guided tours not paid for by the day before the tour and with no information provided by the client, will be cancelled without prior notice. In the case of no-show or cancellation by the day before the tour, 100 % of the fee will be charged.
- Bookings for tours on the miniature sightseeing train: payment will be made no later than 10 days before the date of the tour, to Agence Inspire Metz who will have produced the invoice. All bookings for miniature sightseeing train tours not paid for by the day before the tour and with no information provided by the customer, will be cancelled without prior notice. Once the balance has been paid, Agence Inspire Metz will send the client a voucher to be handed to the driver of the miniature train on arrival. In the case of a no-show or cancellation by the day before the tour, 100% of the fee will be charged.

#### 3.3 Late bookings:

In the case of a booking made less than 30 days before the service's start date, the totality of the payment will be payable at the time of booking.

### CLAUSE 4: VOUCHER

Once the balance has been paid, Agence Inspire Metz will send the client a voucher to be handed to the service provider on arrival.

### CLAUSE 5: ARRIVAL

The client must arrive at the stated place, on the day and at the times stated in the contract. If the client is unable to do so or will arrive late, the client agrees to notify Agence Inspire Metz.

### CLAUSE 6: MODIFICATION OF A SUBSTANTIAL ELEMENT OF THE CONTRACT

#### 6.1 Changes by the client:

The contract is for a precise number of people. If this number changes, Agence Inspire Metz reserves the right to amend or terminate the contract. The client cannot change the details of their stay without the agreement of Agence Inspire Metz. All services will be invoiced for the number of participants stated by the client. Any withdrawal occurring up to 7 clear days before the date of commencement of the service will be taken into account. After this time, withdrawals will not be taken into account. For changes made more than 30 days before the start date, a charge of € 8 per package will be made, and for changes notified less than 30 days before the start date, a charge of € 13 per package will be made subject to the agreement of the provider concerned.

#### 6.2 Changes by Agence Inspire Metz:

If before the planned start date for the services Agence Inspire Metz is obliged to modify one of the essential elements of the contract, the client may, without prejudice to any claim for compensation for damage or loss suffered, and having been informed by Agence Inspire Metz by all appropriate means:

- either terminate their contract and receive an immediate refund of the sums paid, without penalty;
- or accept the change or substitution in the services offered by Agence Inspire Metz; in this case, an amendment to the contract setting out the changes made will be signed by both parties.

If a substitute service is less expensive than the service booked, the overpayment will be returned to the client before the start of the services.

### CLAUSE 7 - Case of Agence Inspire Metz being unable to provide the contracted services during their provision

If, in the course of the provision, Agence Inspire Metz is unable to provide a substantial part of the services stated in the contract, representing a significant percentage of the fee paid by the client, Agence Inspire Metz, without prejudice to the client being able to claim compensation for any loss or damage suffered, will offer replacement services, without any additional charged to the client. If the service accepted by the client is less expensive, Agence Inspire Metz will refund the price difference.

If Agence Inspire Metz is unable to offer replacement services or if these are rejected by the client, Agence Inspire Metz will reimburse the client for the portion of the services not provided from the total price of the provision.

### CLAUSE 8: CONTRACT CANCELLATION

#### 8.1 By the client:

Cancellations must be notified by registered letter to Agence Inspire Metz. If the contract is cancelled by the client, the sum refunded by Agence Inspire Metz, excluding administrative costs (if these have been paid at the time of booking) will be as follows:

- cancellation more than 30 days before the start of the services: 10% of the fees will be retained;
- cancellation between the 30th and the 21st day inclusive before the start of the services: 25% of the price of the booking will be retained;
- cancellation between the 20th and the 8th day inclusive before the start of the services: 50% of the price of the booking will be retained;
- cancellation between the 7th and the 2nd day inclusive before the start of the services: 75% of the price of the booking will be retained;
- cancellation less than two days before the start of the services: the whole amount of the pro forma invoice will be charged. In the event of a no-show by the client, no refund will be made.

#### 8.2 By Agence Inspire Metz:

If Agence Inspire Metz cancels the services before they commence, it must notify the client by all appropriate means.

Without prejudice to any claim for compensation for loss or damage suffered, the client will receive a full refund of the amount paid and will in addition receive compensation at least equal to the penalty the client would have paid if it had cancelled the contract on this date.

These arrangements will not apply if an amicable agreement is reached whereby the client accepts a substitute service offered by Agence Inspire Metz.

### 8.3 Special terms and conditions for the Centre Pompidou-Metz:

- Tickets issued cannot be exchanged or refunded, unless cancelled by the Centre Pompidou-Metz. The fees attached to the issuing of tickets are not refundable.
- Tickets for booking a facilitator at the Centre Pompidou-Metz for guided tours must be issued no later than 60 days prior to the visit. These tickets cannot be changed or refunded.

## CLAUSE 9: DELAY

For bookings including a guided tour, the guide will wait for the client for a maximum of one hour and the tour will be shortened by the time equivalent to the delay. However, if the group extends the tour - with the agreement of the guide and according to their availability - beyond the time initially fixed, an additional charge will systematically be made for the extra time. After waiting for one hour and if the guide has not heard from the group, their availability will end and the whole of the tour must be paid for.

## CLAUSE 10: CHARGES AND PAYMENT METHODS

- The charges of Agence Inspire Metz include VAT at the rate applicable at the time of the booking. Group rates are available on request and a quote will be given setting out the special conditions of sale. Charges and services may change as a result of fluctuating economic conditions.

### - Payment methods:

- in cash;
- by bank cheque (cheques must be crossed) made out to Agence Inspire Metz;
- by Chèques Vacances holiday vouchers;
- by bank card (in person or remotely);
- by bank transfer;
- order forms accepted for schools and French administrative bodies.

Bank charges associated with the payment of invoices and down payments are the responsibility of the client.

## CLAUSE 11: INTERRUPTION OF THE SERVICES

If the services are interrupted by the client, no refund will be made.

## CLAUSE 12: INSURANCE

Clients will be responsible for all loss or damage resulting from their acts. Clients are advised to take out civil liability insurance.

## CLAUSE 13: HOTELS

- Prices include payment for the room and breakfast, or half-board, or full board. Unless otherwise stated, they do not include drinks with meals, or extras.
- In the case of single clients occupying a room intended for two people, they will be charged a single-room supplement.
- The client will pay the local tourist tax directly to the host.

## CLAUSE 14: OTHER SERVICES

The terms and conditions relating to other bookings will be sent by Agence Inspire Metz with the offer and description of the service provision. An insufficient number of participants may be valid grounds for cancelling certain types of provision. In this case, Agence Inspire Metz will return all sums paid. This case will not apply within 21 days of the start date for the services.

## CLAUSE 15: DISPUTES

Any complaint relating to a service must be submitted to Agence Inspire Metz by letter within 3 days following the start of the service. Any disputes regarding the application of these general terms and conditions will come under the competent jurisdictions.

- Agence Inspire Metz holds professional liability insurance:

Policy No 10133416104: Axa Christian BRET, General Agent, 34 avenue André-Malraux, 57000 METZ and a financial guarantee of €30,000 from GROU-PAMA ASSURANCE-CRÉDIT & CAUTION, 8-10 rue d'Astorg, 75008 Paris, France.

- Fixed compensation for recovery costs: any debtors who pay a bill after the payment period has expired must pay their creditor a fixed amount in compensation for recovery costs. This compensation reserved for transactions under the Commercial Code is fixed at €40 (compensation not subject to VAT).

## CLAUSE 16: PROTECTION OF PERSONAL DATA

Data of a personal nature, communicated by clients, are processed by Agence Inspire Metz's Reception Service responsible for processing, to allow it to organise the guided tours, half-days and packages with or without accommodation.

- The data are entered into a database for managing client relations and held for five years from the end of the commercial relationship. Data for establishing proof of a right or of a contract, or retained in compliance with a legal obligation, may be held for a longer period and stored in accordance with current regulations (under the Commercial Code, Civil Code or Consumer Code).

- The data collected will not be transmitted to any third-party outside of the suppliers of the services purchased.

- In accordance with the "data and freedom" law of 6 January 1978 amended on 7 October 2016 and the General Data Protection Regulation of 25 May 2018, the client has the right of access, correction, objection, restriction of processing, erasure and portability of their personal data that they have supplied to Agence Inspire Metz. If clients wish to exercise their rights, they should send a request giving their name, address and attaching a copy of their identity document (front and back): by email reservation@inspire-metz.com or by post to the following address: Agence Inspire Metz - Traitement des DCP - 2 place d'Armes J-F Blondel CS 80367 Metz cedex 1.

**Last updated on:** 14 August 2020.

These terms and conditions are subject to changes in legislation. Please refer to the website [www.tourisme-metz.com/fr/forfaits-courts-sejours-pour-groupes.html](http://www.tourisme-metz.com/fr/forfaits-courts-sejours-pour-groupes.html) or call us on 33 (0)3 8739 0102.

**A COVID-19 protocol has been put in place for guided tours in 2020. It will be updated as and when the situation changes. You will find the appropriate document on our website: [www.tourisme-metz.com](http://www.tourisme-metz.com)**

## INFORMATION FORM FOR PACKAGE TOUR AGREEMENTS WITH AGENCE INSPIRE METZ

The combination of travel services offered is a package within the meaning of European Directive (EU) 2015/2302 and article L.211 of the Tourism Code.

You will therefore benefit from all the rights granted by the European Union with regard to packages, as transposed into the Tourism Code. Agence Inspire Metz will be entirely responsible for the correct provision of the whole package.

In addition, as required by law, Agence Inspire Metz has protection in order to refund your payments and, if transport is included in the package, to repatriate you if it becomes insolvent.

### Essential rights provided for by EU Directive 2015/2302 transposed into the Tourism Code:

- ▶ Travellers will receive all essential information on the package before signing the travel package contract.
- ▶ The organiser and the retailer will be responsible for the satisfactory performance of all travel services included in the contract.
- ▶ Travellers will receive an emergency telephone number or the details of a point of contact for contacting the organiser or retailer.
- ▶ Travellers can transfer their package to another person, giving reasonable notice and paying any applicable additional charges.
- ▶ The package price may only increase if specific costs increase (e.g. fuel costs) and if this possibility is explicitly mentioned in the contract, and cannot in any case be altered less than twenty days before the start of the package. If the price increase is more than 8% of the package price, the traveller may cancel the contract. If the organiser reserves the right to increase the price, the traveller is entitled to a price reduction if the corresponding costs are reduced.
- ▶ Travellers may cancel the contract without paying any cancellation fees and be refunded in full for payments made if one of the essential elements of the package, other than price, is significantly changed. If, before the start of the package, the professional responsible for the package cancels it, travellers may obtain a refund and, where applicable, compensation.
- ▶ Travellers may cancel the contract without the payment of a cancellation fee before the start of the package in exceptional circumstances, for example if there are serious security problems at the destination location which are likely to affect the package.
- ▶ In addition, travellers may, at any time before the start of the package, cancel the contract, paying the appropriate and justifiable cancellation fee.
- ▶ If, after the start of the package, important elements of the package cannot be provided as planned, other appropriate provisions must be offered to travellers, without any price supplement. Travellers may cancel the contract without the payment of a cancellation fee if the services are not performed in accordance with the contract, if this causes significant disruption to the provision of the package and if the organiser does not remedy the problem.
- ▶ Travellers are also entitled to a price reduction and/or compensation if the travel services are poorly provided or not provided at all.
- ▶ The organiser or retailer must provide assistance if the traveller is in difficulty.

If the organiser or retailer becomes insolvent, the sums paid will be refunded. If the organiser or retailer becomes insolvent after the start of the package and if transport is included in the package, the repatriation of travellers is guaranteed. Agence Inspire Metz holds protection against insolvency (financial guarantee) with GROU-PAMA ASSURANCE-CRÉDIT & CAUTION, for a sum of €30,000. Travellers may contact this organisation if they are refused services due to the insolvency of Agence Inspire Metz: by post: 8-10 rue d'Astorg, 75008 Paris, France; by telephone on 00 33 (0)1 49 31 31 31; by completing a contact form from the following link: <https://www.groupama.fr/envoyer-un-message-a-un-conseiller-particuliers.html>,

Website on which Directive (EU) 2015/2302 transposed into national law can be consulted: <https://www.legifrance.gouv.fr/eli/arrete/2018/3/1/ECO11801883A/jo/texte>

**Last updated on:** 14 August 2020.

INSPIRE METZ

Metz Métropole

Agence Inspire Metz  
Office de Tourisme



2, place d'Armes J.-F. Blondel - CS 80367 - 57007 Metz Cedex 1  
Phone: +33 (0)3 87 39 00 00 • Fax: + 33 (0)3 87 36 59 43  
E-mail: [tourisme@inspire-metz.com](mailto:tourisme@inspire-metz.com)  
Internet: [tourisme-metz.com](http://tourisme-metz.com)

April to Sept. and Christmas Markets: open from Mon to Sat.  
9am to 7pm, Sun and public holidays from 10am to 4pm.

October to March: open from Mon to Sat, 10am to 6pm,  
Sun and public holidays 10am to 4pm.

Closed on 25<sup>th</sup> December and 1<sup>st</sup> January.

Agence Inspire Metz is registered on the register of travel and holiday operators - Atout France under No IM057170006 - Siret Company Registration No: 832 084 412 00010 - APE activity code: 7990 Z - The financial guarantee (amount: € 30,000) is provided by GROUPAMA ASSURANCE-CRÉDIT & CAUTION, 8-10 rue d'Astorg, 75008 Paris, France - Professional Civil Liability Policy No 10133416104: Axa Christian BRET, General Agent, 34 avenue André-Malraux, 57000 Metz.

CERTIFIED TOURIST OFFICE



For reception, information, promotion/communication, shop, event creation and management services

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